

## INTEGRATED QUALITY MANAGEMENT IN EDUCATION: A CASE STUDY IN A SECONDARY SCHOOL

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### Abstract

This research examines the implementation of Total Quality Management (TQM) in Secondary Schools as an effort to improve the quality of education. The purpose of this study is to understand how TQM strategies are applied in the educational context and identify their impact on various aspects of school operations. The research method used was literature review. The results show that the implementation of TQM in secondary schools creates a consistent and systematic mechanism in planning, implementing and evaluating the education process. It also increases the participation and involvement of all stakeholders and strengthens collaboration between teachers, students, parents and other school staff. In addition, TQM promotes a culture of continuous improvement and operational efficiency, which overall contributes to improved education quality and student learning satisfaction. The conclusion of this study confirms that TQM is an effective approach in improving the quality of education in secondary schools. With TQM in place, schools can achieve higher quality standards, create a more conducive learning environment and meet students' needs more effectively.

**Keywords:** Management, Integrated Quality in Education, Secondary School

### Introduction

Improving the quality of education is one of the main priorities in human resource development in various countries, including in Indonesia. The quality of education is the level of effectiveness of education in achieving the desired results, both in terms of knowledge, skills, and attitudes that develop in students (Hayani et al., 2024); (Fitriana, 2020); (Ikhlas et al., 2024). The quality of education covers various aspects, including a relevant and comprehensive curriculum, effective teaching methods, availability of adequate resources, and a conducive learning environment. It also includes how the education system is able to fulfil the needs and expectations of all parties involved, such as students, parents, communities and the world of work. Overall, education quality is not only measured by academic outcomes, but also by the holistic development of learners (Hapinas et al., 2025); (Firdausih & Aslan, 2024); (Arnadi et al., 2024).

The importance of education quality lies in its strategic role in shaping a competent and competitive generation. High-quality education provides a strong foundation for individuals to understand the world around them, apply knowledge and skills in everyday life, and contribute actively to society. Moreover, quality education also has a direct impact