

ABSTRAK

Alat ekstraksi komedo merupakan salah satu alat yang digunakan dalam proses perawatan wajah di Erha Dermacenter Surabaya. Penelitian terhadap manajemen penerimaan alat ekstraksi komedo di Erha Dermacenter Surabaya dilakukan pada tanggal 15 Februari 2021 – 18 Maret 2021, yang bertujuan untuk mengetahui alur penerimaan, kualitas alat yang diterima hingga pada proses penyimpanan. Metode penelitian yang digunakan dalam penelitian ini adalah deskriptif. Pengumpulan data dilakukan secara observasi, partisipasi, dan wawancara kemudian data yang dianalisa secara deskriptif. Berdasarkan hasil penelitian yang dilakukan, dapat disimpulkan bahwa proses penerimaan alat ekstraksi komedo di Erha Derma Center Surabaya telah memenuhi SOP (Standar Operasional Prosedur) yang berlaku yakni alat yang diterima hanya yang sesuai dengan spesifikasi dan standart, apabila tidak sesuai standar atau dalam keadaan out of spec maka akan dikembalikan oleh Tim Facial Therapist kepada Supervisor. Proses penerimaan dan control kualitas alat ekstraksi komedo melalui empat tahap yaitu: pengecekan fisik oleh Tim facial therapist, proses pembersihan, proses sterilisasi menggunakan mesin autoclave, proses penyimpanan pada bak instrumen medis. Tim facial therapist menjalankan 2 fungsi yakni sebagai quality control serta pengguna alat tersebut (user). Manajemen quality control meliputi penerimaan awal alat ekstraksi komedo, pengecekan kualitas alat ekstraksi komedo, dan penyimpanan.

Kata Kunci : Alat Ekstraksi Komedo, Kualitas Fisik, Manajemen Kontrol Kualitas, Penyimpanan

ABSTRACT

Comedone extraction tool is one of the tools used in the facial treatment process at Erha Dermacenter Surabaya. Research on the management of acceptance of comedone extraction equipment at Erha Dermacenter Surabaya was carried out on February 15, 2021 - March 18, 2021, which aims to determine the flow of acceptance, the quality of the equipment received to the storage process. The research method used in this research is descriptive. Data collection was carried out by observation, participation, and interviews, then the data were analyzed descriptively. Based on the results of the research conducted, it can be concluded that the process of receiving comedone extraction equipment at Erha Derma Center Surabaya has complied with the applicable SOP (Standard Operating Procedure), namely the equipment received is only in accordance with the specifications and standards, if it is not up to standard or in an out of state condition. The spec will then be returned by the Facial Therapist Team to the Supervisor. The process of receiving and controlling the quality of comedone extraction equipment goes through four stages, namely: physical checking by the facial therapist team, cleaning process, sterilization process using an autoclave machine, storage process in medical instrument tubs. The facial therapist team performs 2 functions, namely as quality control and the user of the tool (user). Quality control management includes the initial acceptance of the comedone extraction tool, checking the quality of the comedone extraction tool, and storage.

Keywords : *Comedone Extraction Equipment, Physical Quality Control Management, Storage Management*