

TABLE OF CONTENTS

ABSTARCT	i
PREFACE	ii
FOREWORD	iii
TABLE OF CONTENTS	vi
LIST OF APPENDIX	viii
LIST OF FIGURES	ix
LIST OF TABLES	x
LIST OF ABBREVIATION AND SYMBOLS	xii
GLOSSARY	xiii
CHAPTER I INTRODUCTION	1
I.1 Background	1
I.2 Problem Formulation	5
I.3 Research Objectives.....	6
I.4 Research Limitation.....	6
I.5 Research Benefits	7
I.6 Writing Systematics.....	7
CHAPTER II LITERATURE REVIEW	9
II.1 Comparison of Quality Improvement Method	9
II.2.1 QFD First Iteration	12
II.2.3 QFD Second Iteration.....	18
Chapter III RESEARCH METHODOLOGY	20
III.1 Conceptual Model	20
III.2 Problem Solving Systematics.....	21
III.2.1 Data Collection Stage.....	24
III.2.2 Data Processing Stage	24
III.2.3 Recommendation Stage.....	28
III.2.4 Conclusion and Recommendation Stage.....	29
CHAPTER IV DATA COLLECTING AND PROCESSING	30
IV.I Data Collection	30
IV.I.1 Encoding.....	30
IV.1.2 CEV and Kano Category for Each True Customer Needs.....	30

IV.2 Data Processing.....	31
IV.2.1 QFD First Iteration (House of Quality)	31
IV.2.2 Concept Development.....	43
IV.2.3 QFD second iteration (Part Deployment Matrix)	46
CHAPTER V DATA ANALYSIS.....	52
V.1.1 Analysis of matrix of needs.....	52
V.1.2 Analysis of Planning Matrix	53
V.1.3 Technical Requirements Determination Analysis and Direction of Goodness	54
V.1.4 Relationship Matrix of QFD First Iteration Analysis	57
V.1.5 Matrix Correlation Between Technical Requirements Analysis.....	57
V.1.6 Technical Matrix Analysis	58
V.2 Concept Analysis	65
V.3 Data Processing Analysis of 2nd QFD Iteration	65
V.3.1 Analysis of Determining Critical Part and Direction of Goodness.....	65
V.3.2 Analysis the Strength of Relationship (Technical Requirement with Critical part)	67
V.3.3 Analysis of Determining the Target of <i>Critical part</i>	68
V.3.4 Analysis	72
V.4 Recommendations Each Concepts Attribute.....	73
V.4.1 Recommendation Concept Attribute of Internet System	73
V.4.2 Recommendation Concept Attribute of Update Curriculum	74
V.4.3 Recommendation for Attribute Training Concept	74
V.4.4 Recommendation of Attribute Concept of Lecturer and Scholar Communication System	75
V.5 Final Recommendation for Improving Quality Service of LDL MIF Tel-U	75
BAB VI CONCLUSION AND SUGGESTION.....	78
VI.1 Conclusion	78
VI.2 Suggestion.....	79
BIBLIOGRAPHY	80