

ABSTRACT

The growing number of professional certification institutes in Indonesia has increased along with the phenomenon of the Asean Economic Community (AEC), one of them is Telkom Professional Certification Center (TPCC), Bandung, a certification in the field of IT, telecommunication, the internet, creative. TPCC has a certification training program that is Certified and Professional Competency Development Programme (CCDP) and inside there are courses Network Administration Professional (NAP). TPCC has a certification training program that is Certified and Professional Competency Development Programme (CCDP) and there are Network Administration Professional (NAP) inside the program. The NAP program has experienced a fall in the number of students in the last three years. A decline in student because nonconformity in the markets nap so there any significant differences between the poor existing tpcc nap and the ideal training program related my source. The TPCC have any plans to expand products to an effort to improve the existing training programs and certification with change markets. Hence, TPCC forced to plan and develop new concept to compete with certification institution in Indonesia and can meet the needs of new markets. This is what goes to ground this research .

This study aims to formulate recommendations to improve the quality of Network Administration Professional in accordance with the true customer needs to meet consumer needs. The method used is the Quality Function Deployment (QFD). QFD is a method of improving the quality of products / services that focus on true customer needs.

True customer needs have been identified in an earlier study entitled "Analysis of Training Service Needs and Network Administration Professional Certification in Telkom Professional Certification Center using Integration Educational Quality and Refined Kano Model". The results of the research output will become the input data for QFD at iteration 1 and 2.

QFD research results obtained 30 attributes need to be true to the customer needs for NAP study program. Furthermore, the data processing of QFD obtained 39 technical characteristics and 6 critical parts that need to be developed to improve the quality of Network Administration Professional study program in Telkom Professional Certification Center.

Keyword: *Quality Function Deployment, TPCC, NAP, Technical Characteristics, Critical Part*