

## **ABSTRACT**

*This research is aimed to determined business process which is run in Indihome provisioning using Six Sigma methods DMAIC specially on service organization to be a source of information and reference in policy making, especially related business processes autoprovisioning system, Fiber To The Home (FTTH) and copper, so that PT Telekomunikasi Indonesia, Tbk can find the best solution and the right strategies to deliver services faster to customers Indihome. The study was conducted on the access especially relevant in the process of provisioning Indihome*

*This study using Define, Measure, Analyze, Improve, Control (DMAIC) from Six Sigma to determine which process steps in the process of provisioning which had a major impact in accelerating the supply of services Indihome particularly in eastern Indonesia Telkom Regional*

*Processing of population data is taken from Samples order service which is experiencing delays in service fulfillment process, especially in the area of eastern Indonesia Telkom. Data is collected using secondary data from 400 order to determine the services that late stage of the process play a major role. The data was processed using the tools Pareto diagrams and fishbone diagrams that existed at the appropriate stages of Six Sigma DMAIC*

*In the Measure stage, it was found that there are two stages of the process are not effective and influential in the process of fulfilling the service Indihome. They are Populate ONT Details and Jumper MSAN Terminal. Analyze is the next stage of DMAIC, stage of the process is analyzed using a fishbone diagram and produces some of the root causes.*

*In the following steps are related to the proposed improvement and continued with improvement on the roots of main causes that hinder the process of provisioning. In the last stage namely Control, things that related in improvements area documented and standardized through the provision of Standard Operation Procedure (SOP) and KPI dashboard design proposal.*

**Keywords :** *DMAIC, Six Sigma, Provisioning, Indihome*