

## ABSTRACT

As a company which handle electrical power for its customers the whole area in Indonesia, PT PLN have to give a care for their quality services that will be given to people due to drop in customer's satisfied reason concerning the given facility. Refers to the facility, commonly the company give the best effort for minimalizing amount of errors. One of methods which can to be use for controlling quality service is Six Sigma. It has 5 steps, i.e. Define, Measure, Analyze, Improve, Control (DMAIC). Depends the method, errors problem occured at PT PLN UPJ Bale Endah has to be found. The big reason of it is NH fuse broken. I.e. 59.64% of number of customers who got extinguished electricity . That is became a repairing target so that can reduce 50 % of customers who got extinguished electicity. The proposal to do that is doing an electricity preventive action in once a week. On the other hand, the maintenance which can to do is inspection use infra red camera to material degradated due to electricity resistance, dust, that must be cleaned, laminated, appropriated, tightened, and changed depend on component condition in the network.

Keywords : Extinguish Electricity, Six Sigma, PLN.