

ABSTRACT

PT TELKOM is one of company that provides an internet service access. One of its products is “Speedy”. But the performance of Speedy wasn’t good because in its service process there are many problems appear, such as: many of problems appear when accessing the internet, processing time of new installation and process handling is over the SLG. For sure, with these kind of performances made an unsatisfied feeling and caused many complain from the external costumers.

In order to improve Speedy’s quality of service, it is done by controlled the appearance of defects in the Speedy service using one of the quality control method, Six Sigma. Six Sigma is one of the systematic and scientific quality control method which every of its decision based on data and facts. The steps of Six Sigma’s implementation are define, measure, analyze, improve, and control (DMAIC). But these research has only been done until improve step.

Based on the existing data and the result of brainstorming with the internal side, it’s been decided that the CTQ of potential Speedy service that being improved are the problem of access 1 time of new installation, processing time problem handling. Data of existing performance of potential CTQ is shown in the table below :

Measurement of :	DPMO value		Sigma’s capability value
Level Output of Access Network	19652		3.54
Lavel Process of Access Network	CPE	48077	3.17
	Jarlok	9533	3.85
	DSLAM	4467	4.14
Level Output of New Installation Process	789710		0.7
Level Output of Problem Handling Process	68775		2.91

To improve the existing performance, it’s being suggested to do some improvement actions in order to minimize the defect in the potential CTQ so it could reduce the value of DPMO and raise the value of Sigma capability. Based on the result of brainstorming and the simulation of the suggestion of improvement action, the raising of Speedy’s service performance could be estimated and the result are shown in the table below :

Potential CTQ	Existing Performance		Improvement Performance	
	DPMO	Sigma	DPMO	Sigma
Access Network	19652	3.56	10799	3.8
Time of New Installation Process	789710	0.7	296141	2.03
Time of Problem Handling Process	68775	2.91	33711	3.33

Key word : Six Sigma, Service of Speedy, DPMO, Sigma Capability, Critical to Quality (CTQ), potential CTQ