

ABSTRACT

PT. Telekomunikasi Indonesia always tries to give the best services for the costumers by partnering with global companies which are the best in their field .The relationships between Telkom with the corporate partners stranded in the form of product providing, bargaining, selling, and Speedy installation for the customers. There has been a preliminary research from fifty Speedy customers in Bogor, we can see that the average of customer from the fifty customers declare unsatisfied with the time of installation and every customer who declare unsatisfied or satisfied give their opinion for the installation time process can be done immediately match with customers needs and customers don't have to make some confirmations. In the process of installation, there are no specific settings the installation time for the customers, so it is crucial to make some acts to increase the quality by designing a new procedure which control the installation time for the customer to increase their satisfaction.

Based on the following issues, researchers trying to make an improvement proposal by using Six Sigma method that is integrated with ISO 9001:2000. Some clauses used in procedures design are clause 4.2.3, clause 4.2.4, clause 5.2, clause 5.4.1, clause 5.5.1, clause 5.5.3, clause 6.2.2, clause 6.3, clause 6.4, clause 7.1, clause 7.2.1, clause 7.2.2, clause 7.2.3, clause 7.6, clause 8.2.1, clause 8.2.2, clause 8.2.3, clause 8.2.4, clause 8.4, clause 8.5.1, clause 8.5.2, clause 8.5.3.

This research provides seventeen draft working procedures to carry out the needs of each phase of Six Sigma which is based on ISO 9001:2000 rule including the seven procedures to run the define Stage, five working procedures to run the Measure stage, two working procedures to run Analyze stage, one working procedure to run the Control stage, and preparation of recommendation needs to be done by the organization to implement any proposed procedure.

Keyword : Dissatisfied Customer, ISO 9001:2000, Six Sigma.