

ABSTRACT

PT. PLN (Persero) is a monopolist in the electricity retail business in Indonesia which fulfill the needs of electrical energy nationally. Beside have a responsibility to do further improvement of its service to the community, the company is also responsible in the development for better electricity in Indonesia. Even the people of Indonesia is definitely use only electric power supplied by PT. PLN, the company still have to strive continually to improve customer satisfaction and improve the performance of its service continuously to deal with the progress of business in the future.

Performance measurement of electrical interference handling service can be done by applying Six Sigma method. Six sigma method is a problem solving and process improvement method through the phases of DMAIC (Define, Measure, Analyze, Improve, Control). This method is not the only method which is dominated by the use of statistics, but it is a blend of disciplines and approaches that focus on reducing the number of defects and searching for causes of variation in processes that affect product quality.

Based on research results, obtained two CTQs which potentially affect the performance of electrical interference handling service, they are the arrival time of PLN officers at the electrical interference location and time of PLN personnel completed repairs electrical interference. Referring to the defect data from company, the sigma value of electrical interference handling service for the arrival time of PLN officers at the electrical interference location is 3,454. Some recommendation is given to increase the sigma value of electrical interference handling service.

Keywords: Performance, Six Sigma, Defect