

ABSTRACT

PT. Pos Indonesia is a state-owned postal services company with extensive business scope in the field of communication, logistic, and financial services on the basis of excellence in terms of networking reliability that reaches almost all corners of Indonesia. PT Pos has IPOS (Integrated Pos), application that consists of six services that can be used by customers, like a Pengiriman Paket Kilat Khusus (PPKH), Pengiriman Paket Biasa (PPB), Express, Benda Pos dan Materai (BPM), Express Mail Service (EMS), and Paket Pos Luar Negeri (R-LN). PT Pos is also one company that focuses on quality improvement. Efforts are being made the post offices to be able to maintain consistency and to be able to compete with private competitors that have sprung up.

To improve customer satisfaction and continuously improve the performance of its services in order to deal with the advent of business in the future, PT Pos performance measurements on the performance of Pengiriman Paket kilat Khusus (PPKH), performed by applying six sigma method. Six sigma refers to the continuous improvement efforts dramatically toward zero failure rate (zero defect). This method aims to reduce the level of variation and defects service, so it can produce better quality. Using six sigma method, can be found the root problems that cause disability products, so that repair can be done to avoid similar problems in the future. In this study the four stages of six sigma, which is Define, Measure, Analyze, and Improve. In the define stage of the project carried out the determination of six sigma, process mapping, and the formulation of Critical to Quality (CTQ). At this stage measurement, process stability is measured, and the value of the product sigma-level output. In the analyze phase, the process stability analysis, sigma value analysis, and causal analysis to identify factors that cause disability. At this stage improvement, defect repair done making the proposed priorities and proposed improvements that can be used as a reference by the company.

Based on research results, obtained two potential CTQs influence PPKH service performance, which are delivery time and package conditions. Sigma value of the acquired companies is 2.63 which is still far away from six sigma. Recommendation is given at PT Pos to improve PPKH service performance, among others giving reward and punishment, giving officers a name stamp sorting packages, use plastic transparent, display fragile, and and giving appropriate weight sticker package.

Key Word : Quality, Defect, Six Sigma, CTQ,