

ABSTRACT

In improving quality of service, a manager be given on to problem of precise decision making, relating to service strategy which must be taken, relevant with company circumstance. Decision Support System (DSS) used in management problems, worthwhile to increase the decision quality.

Made DSS in this final duty is prototype of software as a means of help for manager in determination of customer priority as one of service strategy to increase quality of service of Examination Service. This final assignment using method of Fuzzy Logic, that is Fuzzy Quantification Theory II to express result of customer evaluation which in form of qualitative becomes form of numeric.

Data in this DSS is result of questionnaire contain customer evaluation. The question in questionnaire is asked how performance of staff, existing procedure, facility is owned, company credibility, examination tariff, and result of examination. While this output is customer priority in using Examination Service is based on existing quality component variables, i.e Staff, Procedure, Facility, Company Credibility, Examination Tariff, and Result of Examination.

This final duty, obtained by a highest customer priority at Quality Assurance Service is Result of Examination (28.57%), Type Approval Service is Result of Examination (27.89%), Order of Examination Service is Result of Examination (25.85%), and Calibration Service is Result of Examination (26.53%).

Keywords: DSS, Fuzzy Quantification Theory II, customer, Examination Service.