

ABSTRACT

PT Trengginas Jaya is one of the subsidiary companies of the Telkom Education which was established since 2012. PT. Trengginas Jaya has implemented ISO 9001: 2015 to improve their quality of the company in its business process. However, the company does not yet have an effective and well-documented system of measuring customer satisfaction.

The method used in this research is process design method of BPM V.03, the step of this method is by collecting the data needed, then perform data processing and perform the measuring tool design using dimension of service quality and weighted dimensions as well as tested designed measuring tools. Furthermore, designing how to measure satisfaction and make the design of work system to measure customer satisfaction, then analyzed the design based on the usefulness and effectiveness of the design.

Based on the results of the analysis, it is concluded that the measurement system designed has more effectively and meet the ISO clause. In addition, the measuring tool is also reliable with a correlative coefficient which is 0.982, where the number is more than 0.7 so it can be said that the measurement tool is reliable. the smallest number in the test of validity (r count) is 0.514 and the number exceeds r table that is equal to 0.468 so the tool valid to use.

Keywords: Process Design BPM, Service Quality