

## **ABSTRACT**

*Telkom University is one of the providers of education services that open the Postgraduate program. One of the graduate programs offered is a Master of Management degree program. Master's Degree Program Master of Management Telkom University is one of the leading graduate programs in Indonesia offering an uninterrupted education program from Strata-1 to Strata-2 level within 10 semesters. It also offers the concept of blended learning which is a combination of the concept of learning face to face with the traditional online learning process. In 2016 Master's Degree Program in Management Master of Telkom University has won international accreditation from The Alliance on Business Education and Scholarship for Tomorrow, a 21st century organization (ABEST21). but from the advantages and achievements of Master Program Management Master of Management Telkom University based on a report per February 2016, the percentage of graduating on time S2 Program Master of Management Telkom University of 47% far from the target set in the data phasing and action plan achievement of quality objectives in 2016 by 60%.*

*Therefore, the identification of the cause of the percentage of graduation on time did not reach the target using Six Sigma method. The identification process is done by applying the Define, Measure, Analyze, Improve, Control (DMAIC) method on Six Sigma. In the Define, and Measure stages, the result of the percentage of graduation on time not reaching the target is the duration of the student in completing the Thesis. In the Analyze stage, a discussion with the head of the study program on the implementation of Thesis is currently applied to the Master of Management program of Telkom University. At the Improve stage, the flowchart of Thesis implementation procedure is developed by adding some improvement process: 1) the student is required to input Online guidance after conducting guidance 2) the academic service recaps the online guidance of each student, and then sent to the Head of Study Program. In the control stage to ensure that students can pass on time the Management Mastery of Telkom University through the Head of Study Program gives a warning to the student students whose progress is still very little Thesis or student students whose study period is approaching or exceeding 2 years. By giving a warning through supervisors based on reports online recruitment guidance sent by the Chief Academic. With this Six Sigma method can fix the problem of pass on time.*

*Keywords : Six Sigma, Define, Measure, Analyze, Improve, Control (DMAIC)*