

ABSTRACT

Waste Bank is an activity carried out by the community to reduce waste. In general, the Waste Bank is a place that is used to collect waste that has been sorted and has economic value. Waste Bank is managed using a system such as banking carried out by volunteer officers. The development of the Waste Bank in Indonesia is currently quite significant so that it is necessary to improve the quality management of Waste Bank transactions more effectively and efficiently. Utilizing the information technology of the mySmash application helps connect the community with the Waste Bank. However, from a number of customers using the mySmash application, almost 70% of customers are inactive in managing and picking up garbage transactions through the mySmash application, so it is necessary to identify user needs for the use of this application. This research aims to provide repair recommendation of mySmash application service based on twenty-one true customer needs obtained from previous research results namely "analysis of user needs mySmash Apps application using Webqual Integration and Model Kano (Case Study on Waste Bank customers in Bandung City)". The research method used in this research is the Quality Function Deployment (QFD). The QFD method is done in three phases. The first phase is the QFD iteration one, which is the House of Quality to determine the priority of technical characteristics. The second stage is the development of concepts to create some of the alternative concepts that mySmash app will choose to develop. The third stage is QFD two iterations, namely Part Deployment aimed at determining the Critical Part priority. The results of this study were twelve technical characteristics and thirteen critical part priorities that resulted in thirteen final recommendations.

Key Word: Quality Function Deployment (QFD), House of Quality, Part Deployment, mySmash, Waste Bank