

ABSTRACT

A company has to make a good quality of its product and service based on costumer's need to win competition among others. Quality is one of important factor to increase the power of competition in global competition with other companies. A decision to improve quality based on existing facts.

RisTI Telkom Bandung makes quality management by using Malcolm Baldrige that will be judged by Assessor from external company. The result of judgement is in score, strength, and OFI recommendation for company. This proposal of application in Malcolm Baldrige needs a controlling process to predict company's score and a possibility of actions that can be accomplished to increase the quality.

In this final project, DSS (Decision Support System) for Malcolm Baldrige Application Planning is built. This system is able to measure score that will be obtained by data and fact proposed in Malcom Baldrige's application by involving respondents and examiners from internal company. This system also gives recommendation for the next proposal of application and measure increasing score if the recommendation is applied by company. This final project uses what-if analysis method and Malcolm Baldrige framework.

Keyword : Decision Support System (DSS), Quality Management, Criteria of Malcolm Baldrige, what-if Analysis.