

ABSTRACT

Malcolm Baldrige Criteria for Performance Excellent (MBCFPE) programme is one of PT. Telkom's effort to anticipate the global business and to increase the customer satisfaction.

In achieving MBCFPE target, there are several parameters that have to be fulfilled and known as key performance indicator, such as OCC (Occupancy Circuit), SCH (Seizure per Circuit per Hour), MHTS (Mean Holding Time per Seizure) and ASR (Answered per Seizure Ratio).

According to the result of outgoing trunk performance evaluation at Bandung Trunk Exchange, known that the OCC value hasn't reach the target yet 70 %, but only reached 66,6%. The SCH value generally under normal, which the highest value occurred to Sm1 22,1 call/circuit/hour. The MHTS value is long enough, which the highest MHTS value occurred to Ptk 7,33 minutes. ASR value hasn't reach the target yet of key performance indicator, it should be reach 70% but only reached 66,53 %. Dominant loss call is caused by Subscriber Busy and Ring No Answer. Answering Machine and Call Waiting features can decrease the both loss call above.