

ABSTRACT

In this globalization era, the company must improve their quality so the company can survive and gain position in the market competition. It can be seen from the popularity of International Standard Certification ISO 9001:2008 which is implemented as quality standard in the world. Nowadays, ISO 9001:2008 has been implemented by various organizations as well as companies. One of them is Telkom IDeC. Even though this unit has been implementing ISO 9001:2008, this unit needs to evaluate their quality system because of organization transformation that aims innovation. ISO 9001:2008 is used to control product realization so this unit can facilitate Telkom to produce the innovative product. This study was carried out in three phases; first phase is descriptive analysis from questionnaire that conducted to know the level of product realization based on ISO 9001:2008 by Telkom IDeC. Second phase is interview analysis by using ATLAS.ti. Individual interview was conducted to identify employees perception about product realization in that unit so the information can be more specific and accurate. The last section is combining information that obtained from previous phases. Quality management system ISO 9001:2008 for realization product has been planned and implemented successfully based on the needs of Telkom IDeC. However, in more specific, planning and development based on sub clause product realization ISO 9001:2008 is not perfect yet.

Keywords: QMS, ISO 9001:2008, Product Realization