

## ABSTRACTION

*The human need in broadband data communication grows widely, one of the services that need broadband is internet. Nowadays, the internet development grows rapidly and it is estimated will grow more rapidly and PT Telkom as the biggest telecommunication provider use coaxial network for internet with Speedy This development in a row with amount of competitor in internet market, it is really needed an evaluation and effort to increase the product quality together with technology development. This final project try to discuss all topic related with speedy especially which are related with technique specification which can be improve in the future. The most appropriate method to analyze the process is QFD (Quality Funtion Deployment) or the other name is HOQ (House of Quality). QFD or HOQ use the calculation with matrix, which the form is like a house.*

*In the process of making this final project, there are few points which are done to solve the problems that mention above. Globaly, I separate it in three phases, they are initial research identification phase, collecting and processing data phase and the phase of make analisys and conclusion. Initial research identification phase include problem, research and purpose formulation and study related knowledge about the topic. The next phase is collecting and processing data phase use HOQ matrix. The last phase is the process of makin ganalisy, conclusion and suggestion to developing this final project in the future and the suggestion is also needed for the research object in this case is PT. Telkom Kandatel Jakarta Timur.*

*The conclusion for this research is, there are 15 costumer need atributes with 25 technical characteristic which are the solution for customer attribute problem. Based on the data processing, attribute which is needed fast react to be repaired is warning system for overload using and virus network system safety. On the other hand, technical characteristic which must get priority to be repaired are Bandwith from DSLAM to wide Broadband Remote Access Server (BRAS), Bandwith from BRAS to huge ISP Gateway and Bandwith from ISP to huge global internet. The wide of the band for data transmision channel also need more concern and development in the future.*

*Key Code: Quality Function Deployment, Speedy, House Of Quality*

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