

ABSTRACT

Escalation of quality to product (goods and/or service) will give positive impact to business through two way that are affect to decreasing operational cost and affect to earnings by doing controlling and improving quality with Six Sigma. Six Sigma first time be pioneered by Motorola Company and this represent a flexible and comprehensive system to reach, defending, and maximize business success because uniquely be controlled by strong understanding to customer needs, usage which discipline to fact (fact based), data, statistical perfection. Six Sigma also can be viewed as operation of industry process that focus to the customer needs through emphasis of ability process.

Six Sigma able to minimizing user complain wich is caused by inaccurate metering result and overdueling settlement process considered of the defined standard if applied in PT. PLN. The Six Sigma steps are DMAIC (Define, Measure, Analyze, Improve, Control), the define step is for identifies the element of service that needs to be repaired, that is gotten from Voice of customer. In measure step, is committed the measurement of existing performen cater service in output and process step that is committed during 2005 of january untill june. Then in the analyze step will be found the source of reason that emerge the variety. Analysis's result will become as dipped for deciding the proposal of cater service.

Based on measurement that has been done, the result can be shown at table in the following:

| Category | Month | DPMO | Sigma |
|--------------|----------|--------|-------|
| Metering | January | 277725 | 2.09 |
| | February | 231387 | 2.23 |
| | March | 265524 | 2.13 |
| | April | 290014 | 2.05 |
| | May | 299557 | 2.03 |
| | June | 275134 | 2.10 |
| Data Process | January | 175713 | 2.43 |
| | February | 404501 | 1.74 |
| | March | 281213 | 2.08 |
| | April | 129660 | 2.63 |
| | May | 320336 | 1.97 |
| | June | 94087 | 2.82 |
| Output | January | 1208 | 4.5 |
| | February | 483 | 4.8 |
| | March | 555 | 4.8 |
| | April | 420 | 4.8 |
| | May | 658 | 4.7 |
| | June | 460 | 4.8 |

The sigma scores reached is low and the process capability services with zero defect is low in results. The result shows that serious improvement are needed continously in controlling the service quality, and in finishing the cater service.

Key words: defect, DPMO, Sigma, Critical To Quality, CTQ potential.