

ABSTRACT

Malcolm Baldrige Criteria is a tool to measure company performances. This criterion has a concept and procedure for maintaining guidance in company in order to help them to evaluate their quality improvement with its seven categories of excellent performances which are used in United States. The award called MBNQA (Malcolm Baldrige National Quality Award). This award is the highest achievement in obtaining quality attain in company that is given by The United States Government. PT INTI is one of state company in telecommunication field. PT INTI had some decreasing performance due to economic crisis recently and the change of technology in out of their core business. Therefore, PT INTI tries to come up o be one of state company that can really help increasing state economic condition with some exertion in management quality improvement. With this measurement, PT INTI hopes can determine its position at global market.

This research is started with collecting data in interview method. The question is arranged and agreed based on Malcolm Baldrige's criteria for value the performance and done with in every part in the company which is chosen as a Malcolm Baldrige's champion in this company and also other employees who are can be made as a informant. The result of data-collection identifies Strengths and Opportunity of Improvements (OFIs) that is used to see the company's condition and also as a base to perform the criterion. The value of this performance done with Malcolm Baldrige's scoring system which is has two dimensions e.g. the process that used A-D-L-I factor for 1-6 categories and result dimension that used L-C-T-L factor for 7 categories to evaluate.

The result of the data collection through identifying Strengths and Opportunity of Improvements (OFIs) is performance's score within 381-431, that shows the good condition of the company, even though there are also categories that show an average score. Highest score gained in the fourth category-Measurement, Analysis and Knowledge Management item measurement & Analysis of Organizational Performance has about 60-65% score or as much as 27-29 point, and the lowest score gained within Leadership item Social Responsibility category with 30-35% score or 15-18 point.

The final result of these research shows that the company is quite good to do an approach, deployment, learning and integration which have been done almost in overall its basic requirement, even though there is still some scattering in it's the early step. Above all, the evaluation have done systematically and some of company's activities have shown good result in many field for organization prerequisite, even the trend and data comparison are still not adequate enough.

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