

## ABSTRACT

Since telecommunication is very important for customer, PT Telkom as a well-known operator, have to fulfil their customer needs. To keep their customers and raise the market share PT Telkom has to focus on carrying their customer satisfaction and loyalty. Customer Care is one of divisions that become the motor in improving services to their valued customers by accomplishing the PSTN billing complain.

Nowadays the process on accomplishing the PSTN billing complains still need to be improved. This is coming from the complain statistic in 2007 which only 25% complain accomplish in 14 days while the rest accomplished in more than 14 days. With today tight competition among telecommunication companies, as PT Telkom need a continuous improvement to gain the loyalty from their customer; PT Telkom can improve the process with Continuous Improvement Method on the activity noticed less effective.

From the existing condition, a recommendation process has to be arranged so that can improved the company performance in serving the customer. The steps start with understanding the existing process and measuring the cycle time and its efficiency. Then from the informations we will analyze these aspects : the human resource, technology, and informations.

This process improvement recommendation is arranged based on activity analysis and streamlining that make a better result of efficiency grade on existing condition and make changes on existing process.

Below is a table ration of existing process over recommendation

Accomplishment Process of Telephone Billing Complains

No	Nama Aktivitas	Eksisting			Usulan		
		Jumlah Aktivitas	Waktu Siklus (menit)	Efisiensi	Jumlah Aktivitas	Waktu Siklus (menit)	Efisiensi
1	pengajuankomplain	3	883.4	0.354	3	44.11	0.920
2	pembuatan nota dinas	2	26213.7	0.000	2	6.25	0.000
3	pemeriksaan SSKA	4	81551	0.135	4	296	0.752
4	Pemeriksaan jaringan	4	174340.1	0.094	4	284.27	0.958
5	Investigasi	4	256406	0.000	4	27.4	0.000
6	Membuat surat jawaban	3	272721.4	0.005	3	24.3	1.000

Key Word : continuous improvement, streamlining, bussiness process