

ABSTRACT

PT. Telkom (Tbk.) is one of the state-owned enterprise that manage telecommunication business in Indonesia. Nowadays the rivalry is becoming tight among telecommunication enterprises, so PT. Telkom is prosecuted to repair their service quality to keep their customer's trust and their own business in telecommunication.

Speedy, which provide internet access, is one of the product of PT. Telkom. Along some period, the number of complaint for complaint service handling in PT. Telkom Kandatel Jakarta Timur increase. The increasing number of complaint service handling has become an indicator that the service is not reach the target to give the best service to their customers. PT. Telkom needs solutions to cope with their problem in complaint service handling so PT. Telkom can increase their service quality for their customers.

Lean Six Sigma is a method that is used to know and reduce waste so the performance of Speedy claim handling process can increase up to six sigma without any defect (zero defect). This research consists of Define, Measure, Analyze and Improve phases.

Waste that found in Speedy claim handling process is defect, excess process, not utilizing employee (NUE). Waste defect achieve 2.02 for level sigma, excess process achieve 3.05 for level sigma, and not utilizing employee achieve 2.67 for level sigma. Performance of Speedy claim handling process is still far from six sigma level. The causes of waste are the completion of complaint that is not on time, give the wrong information to the customer, submission of complaint that is not efficient, etc.

Suggestions to refine the Speedy claim handling process are, give extra time to the frontline worker, give extra training to the worker to improve their work ethos and periodic evaluation for training. Beside that the other solution is to refine the business process by make the business process based online which make the process becomes more efficient and make it easier for the worker to complete the complaint on time.

Key words : Lean Six Sigma, critical waste, service, performance, sigma level