

ABSTRACT

Telkomflexi is one of special product from PT Telkom representing elementary service telephoni with the extension in the form of fixed wireless access using technology CDMA 2000 1X, conducive one can communicate freely anywhere he/she reside in (even newly in one code of area PSTN). Satisfaction of cutomer is storey, level of somebody feeling after comparing performance felt to be compared to its expectation.

Considering its strength is technological emulation of cellular use the technology CDMA expanding in this time, pushing to the importance of made by an SPK as a means of assist computerized, so that can assist all decision maker (manager) to determine the criterion is which require to be improved by its service quality so that this product Telkomflexi will be non-stoped enthused by all its cutomerand still able to vie with the other product of a kind. And expected the SPK can give the suggestion for criterion owning value of Gap or difference between satisfaction value got with the value of goals of proposal score.

To assist all decision maker in getting correct decision is hence used two method that is Analysis Hierarchy Process (AHP) And Scoring System, what is later expected can assist in course of make-up of service quality.

Implementation SPK made by using Delphi 7 with the database use the SQL Server 2000.

Keyword: SPK, Analysis Hierarchy Process (AHP), Scoring System, Gap