

ABSTRACT

PT Telekomunikasi Indonesia, Tbk. (PT TELKOM) is the biggest information and telecommunication (InfoComm) company and a full service and network provider company in Indonesia. One of the excellent services of PT TELKOM is Telkom Speedy. Speedy is an end to end internet access service product of PT TELKOM that based on Asymmetric Digital Subscriber Line (ADSL) technology, which is able to distribute data, voice and video simultaneously in an ordinary telephone line with maximum speed of 1 Mbps from modem until BRAS (Broadband Remote Access Server).

Speedy customer in Semarang has not received good Speedy product and service as many complains reported. From total tickets of 2582 handled by PT TELKOM Divre IV in October 2008, there are still 12% tickets which the handling has exceeded the determined standard. Meanwhile, the the limit standard determined by PT TELKOM Divre IV in handling Speedy trouble is 3x24 hours, if the trouble handling process time exceeds the standard, the company will pay the compensation to the customer in amount of 2% per overdue day.

The process business improvement of Speedy trouble handling uses the Continuous Improvement Method. This method is preferred due to the relatively good condition of the business process in PT TELKOM Divre IV, nevertheless, improvement is necessary in the process business. The improvement uses this method by focusing on reducing the cycle time, after obtaining the recommendation for the business process, simulation is conducted to know the value of dynamic wait time sum.

Segment	Efficiency		Dynamic wait time sum (simulation result)	
	Existed	Recommendation	Existed	Recommendation
CPE	52.37%	I. 61.55 % II. 70.59 %	0092:05:48:51	I. 0025:07:12:12 II. 0024:06:33:08
Radius	41.14%	60.26 %	0081:16:32:00	0031:08:51:03
Massal Trouble	57.34%	64.45 %	0123:17:51:32	0022:10:42:33

It can be concluded that for Speedy trouble handling recommendation, it gains the cycle time efficiency and the dynamic wait time sum value reducing. It shows the improvement that possibly able to improve the service of PT TELKOM in Speedy trouble handling in order to increase the customer satisfaction.

Key word : CI, Continuous Improvement, Business Process, ARIS Simulation