

## **ABSTRACT**

*Support Division, which is also called Non-Core Business Unit is responsible to support the main business that Telkom has. MSC area III is one of the support division at Telkom which has responsibility in maintenance and repair the supporting telecommunication equipment in order to guarantee the operational production tools run-well.*

*Calibration service is one of supporting business that is offered by MSC area III which is focusing on calibration measuring tools process for West Java region and the area around. MSC area III has a target in implementing the calibration service. However, if it only has a target, it isn't enough to run a good service. MSC area III has to evaluate the performance and existing process in order to know the determining target is achieved. Nowadays, MSC area III has not evaluate the performance yet, so it hasn't know how big the achievement of the determining target. As a big company, Telkom is wanting every service that is offered has a quality standard. The quality standard that is Telkom used is Quality Management System ISO 9001:2000.*

*The research is containing of two gaps identification process, which are a gap between the existing process and performance as a gap I and a gap II between the existing process and quality management system 9001:2008 as a gap II. Based on those two gaps identification process, this research is purposed to make a design of calibration service improvement process procedure to make the existing procedure perfect. Clause 5.2, Clause 7.2.1, Clause 7.2.2, Clause 7.2.3, Clause 7.4.5, Clause 7.5.5, Clause 7.6, and Clause 8.4 that are used in this research. Those clauses are selected in this research because they have a relation with the calibration service process and Quality Management System ISO 9001:2008 as a reference.*

*Based on the analysis, this research is resulting ten of improvement procedure designs, two of additional forms, and implementation recommendation which is able to be considered by organization to do the continuous improvement.*

*Key Words: Calibration Service, Procedure, ISO 9001:2008, gap*