

ABSTRACT

IT Telkom clinic is a health facility in IT Telkom campus. As a service organization it have to always improve its service quality, but IT Telkom clinic did not have mechanism of service improvement. This research will redesign the service quality in IT Telkom clinic with reengineering clean sheet approach. This quality service improvement is based on quality function deployment method that could translate customer needs into technical design of organization so that the quality that produced could fulfill or more pass by needs and desire of service and it could be a pilot to a quality service improvement continuously in the future.

This improvement hold through on identification step of business nowadays, creative idea, process design, and validation. In creative idea step will involve brainstorming, benchmarking, dan fantasizing. Benchmarking is held in Prodia Clinic of laboratory to get ideas and other input about quality service improvement. Final step is validation that will answer the final so that the design of process business proposal could improve the service precisely and appropriately to IT Telkom clinic.

Output of this final research is a procedure of quality service improvement in IT Telkom clinic and Information system of QFD that will help inputting data, automatic questionnaire and calculation in order to make clinic improve its quality service easier.

Keywords: Reengineering, Quality service, Quality Function Deployment, Information system.