

ABSTRACT

ENTERPRISE ARCHITECTURE TO OPTIMIZE THE QUALITY INSPECTION PROCESS OF HANDAKKOM QUALITY MANAGEMENT FUNCTION INDUSTRY AND MANUFACTURING COMPANIES USING TOGAF ADM

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The existence of policies in managing information technology to ensure the alignment of business with IT in companies that require Industrial and Manufacturing Companies to align IT with their business functions. One of them is Handakkom Quality Management Function, problems in managing inspection data and quality inspection results documents that are not carried out optimally, and data and information management on customer complaints handling services related to quality are not effective. This is caused by the incompatibility of information systems to support the business strategy being carried out. Enterprise architecture as a solution needed to support the alignment of existing business strategies and information technology in companies using methods in the TOGAF ADM framework consisting of Preliminary Phase, Architecture Vision, Business Architecture, Information Architecture, Opportunities and Solutions, and Migration Planning. With the solution provided is to develop the SAP QM system that supports the process of checking the quality of material out with a target entity (sales orders, outbound delivery, customer masters), making the target application E-Reporting for managing the results of inspection documents related to SAP's data QM and the creation of a target Customer Information System Solution (CISS) Service Management feature for quality complaint handling services. The final results of this study are the Blueprint EA and IT Roadmap as a reference and guide in the development of EA.

Keywords : *Handakkom Quality Management Function, framework Enterprise Architecture, TOGAF ADM, SAP QM, E-Reporting, CISS feature Service Management, Blueprint EA, IT Roadmap*