

DAFTAR GAMBAR DAN ILUSTRASI

Gambar II-1. Zachman Framework	11
Gambar II-2. DoDAF Framework	12
Gambar II-3. FEA Framework	13
Gambar II-4. Komponen utama TOGAF	14
Gambar II-5. Domain Utama TOGAF	15
Gambar II-6. TOGAF Architecture Development Method Cycle.....	16
Gambar III-1. Konseptual Model	26
Gambar III-2. Sistematika Penelitian.....	28
Gambar IV-1. Struktur Organisasi Perusahaan Industri dan Manufaktur.....	32
Gambar IV-2. Struktur Organisasi Divisi Handakkom.....	32
Gambar IV-3. Tahap Pengembangan Perusahaan	35
Gambar V-1. Pemetaan <i>Class Stakeholder</i>	50
Gambar V-2. <i>Value Chain Diagram</i>	59
Gambar V-3. <i>Solution Concept Diagram</i>	60
Gambar V-4. <i>Goal Diagram</i>	61
Gambar V-5. <i>Business Footprint Diagram</i> Perusahaan Industri dan Manufaktur	75
Gambar V-6. <i>Business Footprint Diagram</i> Pengelolaan Mutu Handakkom	76
Gambar V-7. <i>Fuctional Decomposition Diagram</i>	95
Gambar V-8. Proses Bisnis Utama Perusahaan Industri dan Manufaktur	140
Gambar V-9. Proses Bisnis Utama Fungsi Pengelolaan Mutu Handakkom	141
Gambar V-10. <i>Business Process Overview</i> Pemeriksaan Mutu.....	141
Gambar V-11. <i>Business Process Overview</i> Penindaklanjutan Keluhan	142
Gambar V-12. <i>Organizational Process</i> Pemeriksaan Mutu Material di Lapangan Vendor	143
Gambar V-13. <i>Organizational Process</i> Pemeriksaan Mutu Material Masuk	144
Gambar V-14. <i>Organizational Process</i> Pemeriksaan Mutu Material Keluar	145
Gambar V-15. <i>Organizational Process</i> Penindaklanjutan Keluhan Mutu	146
Gambar V-16. <i>Organizational Process</i> Pemeriksaan Mutu Material di Lapangan Vendor	147
Gambar V-17. <i>Organizational Process</i> Pemeriksaan Mutu Material Masuk	148
Gambar V-18. <i>Organizational Process</i> Pemeriksaan Mutu Material Keluar	149

Gambar V-19. <i>Organizational Process</i> Penindaklanjutan Keluhan Mutu	150
Gambar V-20. <i>Data Dissemination Diagram</i>	164
Gambar V-21. <i>ERD</i> Pengelolaan Mutu Handakkom.....	165
Gambar V-22. <i>Class Diagram</i> Aplikasi SAP <i>Quality Management</i>	166
Gambar V-23. <i>Class Diagram</i> <i>Customer Information System Solution - Service Management</i>	167
Gambar V-24. <i>Class Diagram</i> <i>E-Reporting</i>	168
Gambar V-25. <i>Application Communication Diagram</i>	181
Gambar V-26. <i>Use Case Diagram</i> Aplikasi SAP <i>Quality Management</i>	182
Gambar V-27. <i>Use Case Diagram</i> <i>Customer Information System Solution – Service Management</i>	183
Gambar V-28. <i>Use Case Diagram</i> <i>E-Reporting</i>	183
Gambar V-29. <i>Environment and Location Diagram</i> Handakkom	195
Gambar V-30. <i>Platform Decomposition Diagram</i>	196
Gambar V-31. <i>Project Context Diagram</i> Pengembangan SAP <i>Quality Management</i>	213
Gambar V-32. <i>Project Context Diagram</i> Pembuatan <i>E-Reporting</i>	213
Gambar V-34. <i>Sub Project Context Diagram</i> Merancang fitur aplikasi CISS - <i>Service Management</i>	214
Gambar V-35. <i>Aspek Benefit Diagram</i>	214
Gambar V-36. <i>Benefit Diagram</i> Fungsi Pengelolaan Mutu Handakkom	215
Gambar V-37. <i>Business Value Assessment</i> Fungsi Pengelolaan Mutu Handakkom	229