

ABSTRAK

PT iForte adalah salah satu perusahaan penyedia jasa infrastruktur telekomunikasi di Indonesia. Pada penelitian ini bertujuan untuk mengetahui bagaimana performa layanan M-BTS milik PT iForte kepada operator Telkomsel area Jabodetabek. Diketahui bahwa rata-rata persentase *avaibility* M-BTS berada pada angka 95,29% sedangkan berdasarkan SLA *avaibility* yang harus dipenuhi adalah $\geq 99\%$. Sampel yang digunakan pada penelitian ini adalah jumlah *trouble ticket* terpenalti M-BTS selama tahun 2018-2019 sebanyak 385 *ticket*. Metode analisis menggunakan *Six Sigma* dengan pendekatan DMAIC yang dibantu dengan *why-why analyze* guna mengetahui faktor utama penyebab *trouble ticket* terpenalti. Hasil penelitian menunjukkan nilai sigma pada *trouble ticket* terpenalti adalah 3,25 dengan nilai DPMO 47061. Kemudian didapati 4 faktor utama penyebab *trouble ticket* terpenalti yaitu: *Man (Resource)*, *Material (Database)*, *Machine (Alat Pendukung)* dan *Method (SOP)*.

Kata Kunci : *trouble ticket* terpenalti, *avaibility*, *SLA (Service Level Agreement)*, kualitas M-BTS, performa, *Six Sigma*.



ABSTRACT

PT iForte is one of the telecommunications infrastructure service providers in Indonesia. This study aims to determine how the performance of PT iForte's M-BTS services to Telkomsel operators in the Jabodetabek area. It is known that the average percentage of M-BTS availability is at 95.29%, while based on SLA the availability that must be met is $\geq 99\%$. The sample used in this study was the number of M-BTS certified trouble tickets during 2018-2019 as many as 385 tickets. The analysis method uses Six Sigma with the DMAIC approach which is assisted by the Why-Why Analyze to determine the main factors causing a recognized trouble ticket. The results showed that the sigma value of the penalized trouble ticket was 3.25 with the DPMO value of 47061. Then there were 4 main factors causing the penalized trouble ticket, namely: Man (Resource), Material (Database), Machine (Supporting Tools) and Method (SOP).

Keyword: penalized trouble ticket, availability, SLA (Service Level Agreement), Quality M-BTS, Performance, Six Sigma.

