

Analisis faktor yang mendukung operational excellence pada perusahaan pendukung telekomunikasi dengan metode quality function deployment (QFD) dan failure mode and effect analysis (FMEA = Analysis of factors that support the operational excellence in telecommunication supporting companies with (QFD) and (FMEA) / Yunita Sari Nendhya Susanti

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Abstrak

<b>ABSTRACT</b><br>

Pertumbuhan persaingan perusahaan penunjang telekomunikasi yang semakin ketat membuat perusahaan harus melakukan perbaikan dan peningkatan kualitas. Perusahaan penunjang telekomunikasi harus mampu melakukan analisis faktor yang mendukung operational excellence mereka, sehingga perusahaan mampu bersaing dengan kompetitor.

Metode Quality Function Deployment (QFD) digunakan untuk mengetahui keinginan pelanggan dan tindakan yang harus diambil perusahaan untuk memenuhi keinginan pelanggan, faktor teknis keluaran QFD kemudian dilakukan analisis faktor resiko kegagalan, efek dan cara pengendalian dengan metode Failure Mode and Effect Analysis (FMEA) sehingga perusahaan mampu melakukan maintenance dan melakukan operasional secara optimum.

Penelitian ini menghasilkan analisis faktor yang mendukung operational excellence pada perusahaan pengadaan barang/jasa penunjang telekomunikasi bahwa terdapat empat faktor teknis yang memiliki peluang kegagalan yang besar dan perlu dilakukan perhatian lebih yaitu: Faktor teknis beradaptasi pada tren baru dalam strategi operasional dan pemeliharaan, Faktor teknis redesign process bisnis (business processes redesign), Faktor teknis sinkronkan design dengan strategi, dan Faktor teknis membangun Leaders yang tepat dan mampu.

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<b>ABSTRACT</b><br>

The growing of fierce competition between telecommunication-supporting companies has massively affected these companies in a way that these companies have to keep improving and increasing their qualities. telecommunication supporting companies should be able to do the analysis of the factors that support their operational excellence, so that the company will be able to compete with its competitors.

Methods of Quality Function Deployment (QFD) is used to determine the customers demand and actions to be taken by the company to meet customer demand. Technical factors, as output of the QFD were then analyzed using the method of Failure Mode and Effect Analysis (FMEA) in terms of failure risk

factors, effects and how to control, therefore the companies will be able to perform maintenance and perform at its optimum operational.

The study produced analysis of the factors that support operational excellence in enterprise procurement of goods/services supporting telecommunication. The main concern are the four technical factors with the greatest probability of failure, which are technical factors to adapt to new trends in operational and maintenance strategies, technical factors business processes redesign, technical factors sync with the strategy design, and technical factors leaders establish appropriate and capable