Abstract

PT. Telkom Kandatel East Surabaya become the one of the company which provide telecommunication service in Indonesia has been prosecuted to improve its performance, so that the company can compete with the other company in that sector in addition to meet the demand of the customer and to obtain the best quality from the product or service. One of the method that PT. Telkom use is to apply ISO 9001 : 2000 , the international standard speak about Quality Management System. ISO Certification is given to the company which had been fulfill the permanently quality management prerequisite. ISO for company represents a proof that this company had been implemented production or service process the requisite appropriately, and all at once go through with the guarantee that this company grouped with the category of a quality assured company.

Company which had been received ISO doesn’t mean constantly have the same effectivity level. Because of that condition, the company will always controlled, is it suitable to get the certification or it is not. With the result that need to know how far is the effectivity level application of ISO 9001 : 2000 at PT. Telkom Kandatel East Surabaya, within efforts to improve continually as prerequisite of the certification.

Research report based from quisionair which had been spreaded to Kandatael SBT employees and internal auditors, also from interview and supported by secondary data, illustrated implementation level of ISO 9001 : 2000 generally base from 5 prime element of ISO 9001 : 2000, that is quality management system, management responsible, human resource management, product realization and measurement, analysis along with improvement effectively. However there is several sub element that the effectivity level is not quite optimal and after we take consideration with the result of weighted using entropi method for determining quisioner about level of importance element, explained that sub element focus at customer belonging to sub element which had the largest contribution towards the success of the company quality management system, but has application effectivity level less than optimal, so that should be potential area for improvement. Although the other sub element needed one condition to preserve this ISO 9001 : 2000 certification. For the reason that suggested various improvement alternatif that expected able to facilitate company as improvement action and furthermore prevention base from effectivity level analysis, importance element level analysis and SWOT analysis.

Key word : Continual Improvement, Entrophy, ISO 9001:2000, Total Quality Management