

## Analisis penerapan ISO 9001: 2000 pada PT. Telekomunikasi Indonesia Tbk, Bogor

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### Abstrak

Business competition does not only focus to factory productivity, but also focus to quality of cheerfulness, rashness, and accuracy. High quality product not just can fill consumers needs, but can give extra value to consumers. Telkom Bogor have applied to Quality Management System (QMS) that fitting with ISO 9001:2000. The purpose this research to know how application ISO 9001:2000 at Telkom Bogor and to identify problem application of ISO 9001:2000. Analytical Hierachy Process (AHP) used to processing data identify problem application ISO 9001: 2000. The result of this research, showed that application ISO 9001:2000 at Telkom Bogor is good. Analysis application of ISO 9001:2000 at Telkom Bogor performed with tracking elements in ISO 9001:2000, that is QMS, management responsibility, resource management, product realization, measurement, analysis and improvement. The result of preparing data at level 1, that is identification problem application of ISO 9001:2000 at Telkom Bogor, which is ultimated goal. The result of preparing data at level 2, that is factor or problem criteria, showing QMS (0,278), management responsibility (0,233), resource management (0,198), product realization (0,161), measurement, analysis amid improvement (0,130). The result of preparing data at level 3 (actor), showing that management (0,473), executive (0,301), and operational (0,224). The result of preparing data at level 4 (purpose or problem causes), showing that system (0,414), finance (0,311), and tools (0,272). The result of preparing data at level 5 (alternative act), showing teamwork (0,3), technology innovation (0,255), education and training (0,213), amid improve administration system (0,211).