ABSTRACT

PT XYZ believes that Total Quality Management is one of the important factors that can improve company performance, whether quality, productivity and profits can be grow. Therefore PT XYZ applied Total Quality Management using CMMI-DEV to review processes. PT XYZ success to reach level 4 for CMMI-DEV, on Internet Banking. PT XYZ would like to see if this achievement can give impact on the achievement of SLA, such as defects log, response time and resolving time in the process of development. Evaluation and measurement for Level 3 and 4 CMMI-DEV using Goal Question Matrix (GQM) method and expertise judgement / fuzzy logic. Results of the analysis process will find the relationship between Level 3 and Level 4 CMMI-DEV in terms of defects log, response time and resolving time.

Keyword : TQM, CMMI-DEV, response time, resolved time, fuzzy logic, GQM

ABSTRAK

PT XYZ meyakini bahwa Total Quality Management merupakan salah satu faktor penting yang dapat meningkatkan performa perusahaan, baik dibidang kualitas, produktifitas maupun keuntungan. Karena itu PT XYZ yang menerapkan Total Quality Management CMMI-DEV untuk mereview proses-proses yang berjalan di dalamnya. PT XYZ berhasil meraih level 4 untuk CMMI-DEV, pada Divisi Internet Banking. PT XYZ ingin membuktikan pencapaian ini bisa memberikan dampak terhadap pencapaian SLA, seperti defect log, response time dan resolve time dalam proses development. EvaluasiCMMI-DEV dilakukan untuk Level 3 dan 4, diukurdenganmetode Goal Question Matrix (GQM) dan juga pengujiansolusiperbaikandenganpendapat pakar/Fuzzy Logic. Hasil analisa adalah menemukan hubungan antara Level 3 dan Level 4 CMMI-DEV dalam hal defect
log, response time dan resolve time.

Kata Kunci: TQM, CMMI-DEV, response time, resolved time, fuzzy logic, GQM