

ABSTRACT

Calibration services provided by PT Telkom Divisi MSC continues to face new challenges, both as part of the expense Center Strategic role in supporting the maintenance of production equipment to the scheme of PT Telkom and Telkom NGN program INSYNC, and as a Profit Center that still utilizes the potential to gain income from external customer (non Telkom).

Problems is arising how the performance of Calibration Lab (Cibinong) and how to measure economic benefits associated with the perceived directly by the service user and the impact on the company's production process.

Using the case-survey method, several theories of maintenance, some experiments and simulation in this thesis are mixed to create Tekno-economic model that can be used as maps or tools for give more effective in both of the roles. Results obtained here also accommodate the concept called Cost-Effective Calibration (CEC) and Profit-Effective Calibration (PEC), which is an adaptation of the concept of Total Quality Maintenance. Example of the implementations are given here.

Keywords : NGN, INSYNC, Cost-Effective Calibration, Profit-Effective Calibration, Total Quality Maintenance