ABSTRACT

Banks in providing services and services for customers, are very important to improve the quality and service for customers. Check the list of services carried out of course from every aspect that is in accordance with predetermined standards. The Rembang Branch Bank Service Assessment System still uses manual methods by quality assurance (QA) officers, which are to go directly to all units with internal modules and obtain information to be issued to the head of the division. While QA officers give time to assess the quality of service for 20 minutes / unit and within one week QA officers calculate 1 time for all units. Bank services that need quality control such as ATM (Auto Teller Machine), because ATMs in the Rembang area reach 36 units and are spread in various locations that are far away. Requires QA officers who support service quality that takes a long time, costs and energy. What is needed is a system that can help QA officers in ensuring the quality of ATM services by agreeing to an Android-based quality assurance system. The process of designing this system uses the prototyping method to build and implement an ATM-based ATM quality assurance system. The results obtained based on System testing functionality get good value with 100% division heads and 100% QA officers.

Keywords: Bank, Quality Assurance, ATM, Android.