

## ABSTRACT

PT. Telkom Regional I Sumatra Unit Regional Operational Center (ROC) is one of the companies engaged in the field of telecommunications services and networks that operates customer service in each region. To facilitate the customer complaint service system, this company uses the Nossa (New Operation Support System Assurance) application to monitor and control customer complaints based on known symptoms.

Based on complaints submitted by customers, Indihome network disruptions can occur for 3 days. This study aims to minimize the number of defects in operating the quality of Indihome products. The method used is Failure Mode Effect Analysis which uses several tools, namely risk, Pareto diagrams, causal diagrams that allow analysis and variations and defects that can reduce customer confidence in using internet service providers.

From the results of the study, it was found that the biggest types of customer complaints include internet not being able to connect, a total of 2P/3P dead, slow, officers being asked to come, telephone dead/no tone, intermittent, broken stb, broken modem, TV immediately disconnected. break up, etc. Based on the data there are 55536 complaints and still have not reached the service quality target of around <98% and through calculations from the Pareto diagram, the priority that needs to be improved in order to maintain the quality of IndiHome services is the complaint that the cable cannot connect due to Outdoor Disconnected (47.29 %), Disabled Splitter (31.84%), and Home Cable Installation (20.87%). From the calculation of the Risk Priority Number (RPN) the highest value is found in Outdoor Cables exposed to third-party excavations and stolen cables with a value of 480 each. Therefore, the proposed improvement in handling acceleration that has been considered can minimize every type of Defect in Disturbance that occurs in the Indihome product process.

**Keywords: Interference Handling, FMEA**