Trouble Ticketing System Based Standard ISO10002: 2004 to Improve Handling of Complaints Responsibility

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Abstract—Trouble Ticketing System (TTS) is a mechanism that made organization as a form of awareness of the partner organization, the TTS is a real form of Customer Relationship Management or CRM. TTS is the development of a complaints handling system that had been shaped by the conventional paper media, electronic switch in the form of an Internet-based media website.

ISO10002:2004 deals with the complaints handling system, has two main objectives, namely to handle complaints properly so that it gives satisfaction both internally and externally, the complaint is handled can make performance improvements. With the implementation of the ISO10002: 2004 on TTS will increase the level of responsibility in the handling of complaints, because the ISO10002: 2004 all mechanisms and devices in handling complaints properly managed.


I. INTRODUCTION

To improve the quality of public services, both private and some government agencies create a mechanism for handling complaints made one with TTS (Trouble Ticketing System), one obvious example is the Institute for Procurement of Goods / Services (LKPP), LKPP socialization Procurement System electronics (SPSE) version 3.2.3 version that comes with some features of the latest services, one of those features the trouble Ticketing System (TTS) feature trouble Ticketing System service is present as a problem solution providers (vendors) who wish to convey the difficulties or problems that obtained when using the SPSE conducted through the medium of telephone or e-mail, because the media has a length of the weakness of correspondence, the Trouble Ticket System that can be made easier because of the SPSE latest version there is a facility to interact without having to use other media.

But whether the use of TTS application can improve the effectiveness and efficiency of handling complaints/complaint from users SPSE, given the TTS is a media, that if not in balance with good management in the handling of complaints become unresponsive. Then the complaint resolution process is often delayed due to inaccurate problem solving processes that formed the explicit knowledge-based expert in solving the overall problem, two of the above to be a major problem in the use of TTS.

An organization wants their customers happy because they can take their business elsewhere and can also tell others about their negative experience [3]. In addition, the reality that mistakes will never be completely eliminated, so that customer dissatisfaction can not be completely canceled [1], [2]. On the other hand, complaints can have a positive impact. Receipt of the complaint is an excellent opportunity for an organization to restore customer confidence and to utilize feedback to aid in the improvement of the organization [2]. Hallen and Latin (2003) showed in their case study of the chemical manufacturer, feedback, complaints can be used to identify the root causes of problems that lead to customer dissatisfaction. Furthermore, the results of case studies show that eliminating the root causes of problems to improve customer satisfaction [4].

Trouble Ticket is a mechanism used in an organization to track, detection, reporting, and resolution of some kind of problem. Trouble Ticketing System originated as a paper-based reporting system, now largely Web based and related to customer relationship management (CRM) environment, such as call centers or e-business.
Implementation of the TTS in LKPP is very precise, because LKPP has many partners and users so that application of the TT Sasa form of customer relationship management, but should follow the TTS as also in a separate process for handling complaints that the complaint bet truly effective so that customer satisfaction will be achieved.

One can become a reference for the handling of complaints or customer satisfaction is the ISO10002:2004 standard for the consists of a variety of clauses pertaining to the handling of complaints, and to simplify the complaints process of IT problems need of ticket systems has been computerized complaints by category, scholarly, facts, techniques in taking decisions that are artificial, and the solution[9], wh ich is taken from the data capabilities, knowledge and experience of experts on technical issues and the system runs automatically, so there is no reliance on an expert's own, inestab lishment of complaint system which is need of ticket that steps to a systematic strategy to suit the business process in which the complaint ticket sy stem is enforced, because the complaint ticket system should be equipped with the condition, the display system that is easy to understand (user interface), find the conclusion of problem of knowledge-based and have a good quality service.

II. CONTENTS ISO 10002:2004

a. ISO 10002 : 2004

In an organization that will implement the standard ISO 10002: 2004 regarding complaints handling System has two main purposes, namely can handle the complaint properly so that it delivers the satisfaction of both internal and external, complaints handled can make improvements to a Ministry, an indicator of a caring and customer satisfaction is to provide the complaint or complaints. In Standard ISO 10002: 2004 there are models in handling a complaint as described below :

- Guiding Principles
- Complaints Handling Framework
- Planning & Design
- Maintenance & Improvement

The fourth section in the model is:

b. Fundamental of ISO 10002 : 2004

Contains the principles which should exist in the handling of complaints:

1. Visibility
   That information on how North, where the complaints should be made public to the customer or any related party.

2. Accessibility
   Complaint handling process should be easily delivered by acustomertoan institution. The informationshould be made available in detail on how settlement of such complaints and is supported by an easily understood information about the complaint.

3. Responsiveness
   Complain of treatment should be immediately responded to and dealt with the time as soon as possible, any complaint must be confirmed by directing complaint to the right place immediately. Once aimed at the authorities according to the complaint, the next step is, the complaint that the customer has not monitored and responded back to the customer.

4. Objective
   Complaint received from customers, should be well received and theand should be objective and unbiased.

5. Charge
   There is no charge in the handling of complaints.

6. Secret
   Complainants should be kept, complaints can be more effective, especially regarding the information provided.

7. Focus on customers
   Receipt of a complaint that is, an expression of concern in terms of customer focus, and maintain customer satisfaction.

c. Framework ISO 10002:2004

Section Five of the ISO10002: 2004 standard provides a framework for the ISO10002: 2004 standard provides a framework for the ISO10002: 2004 laving the meaning relating to the framework for implementing ISO 10002: 2004 are:

- Organizational commitment: the strong commitment in terms of a complaints handling system is the initial capital, in the smooth formation of an effective complaint handling system, thus the strong commitment of all parties to be mandatory.

- Policy
   Top management must establish a complaint handling system in a policy, the policy must be known not only throughout the organization but must be a superbly civilized policy, the policy - the policy of DSS must consider several things including:
   (a) Must be relevant to the regulatory requirements and applicable legislation; (b) financial aspects, and the same
strict operation of an organization; (c) Sign-input from customers, personnel and stakeholders.

- Responsibility and Authority

Top management must be responsible for:

1. Ensure the process of handling SPK and SPK target or targets set;
2. Ensure that the SPK has been planned, designed, implemented, maintained and has a principle of continuous improvement in accordance with established policies;
3. Identify and allocate resources in a handler SPK extrapolations;
4. Ensure that the SPK has been explained in terms of job responsibility and authority to handle it;
5. Periodically review the DSS to ensure the effective in the framework of continuous improvement.

Fig 2. Implementation of ISO 10002 : 2004

From the planning, top management should set goals or targets relating to complaints from customers, for every level of office, the target is made interval measured achievement and performance. Things that need to be in preparation in the design are:

- Communication TTS

Complaint Handling in the TTS application, Form filling a complaint should be easily accessible by the relevant parties, and TTS guarantees every complaint can be stored and processed again. Standard formats such as Who's complaint, provided the Reporting of complaints, how the complaint, the complaint, complaint monitoring process information, how the PRSP process, how to get the status of complaints.

- Acceptance Process Complaint in the TTS

In receiving the complaint, preferably automatic TTS. In the TTS of things that support effective information is:
1. Description of the complaint and supporting data;
2. Request for reset of the complaints that have not been addressed in the TTS;
3. The grace or grievance settlement deadline;
4. Data receiving complaints, of whom the recipient, the department;
5. Handling of complaints immediately.

- Complaints Tracking

Complaints should be able to be traced from the initial receipt of the complaint, in the process until the complainant is satisfied or the handling of complaints is complete. Status is kept up to date that has been made should be available in every request or a specific time interval.

- Verification of Complaints

TTS in the acceptance of complaints through the web application, after receiving a complaint should be verified back to the truth of the complaint to the complainant, via e-mail, telephone.

- The initial classification of Appraiser Complaint

Once received in the TTS, the complaint must be assessed from the beginning with criteria, such as the complexity of the problem, the impact, the need for immediate action.

- Investigation of Complaints

Some of the complaints usually should be investigated for the analysis of unknown cause, the mechanism has to do with the state investigation and complaint information. Level of investigation is based on the seriousness of reports that can be known from the report, the frequency of occurrence and the importance of a complaint in the TTS.

- Complaint response

After investigation

The team must immediately respond, in response to complaints by TTS should technology warning system.

- Communications in decision making

Communication within the team should be clear in terms of personnel involved and the decision to implement remedial action complaint. In the TTS should be clear about the form that is accessible by personnel who handle complaints according Things are, the initial recipient.

- Closing Complaints

If a complaint of receiving the proposed decision or remedial action complaint, should be conducted and recorded / filed. TTS in the electronic filing should be provided, easy and available to be accessed. If the complaint can not be accepted at the time of execution, the complaint must be in status is the process, the TTS should have a form that explains that the complaint is still in progress with the implementation or alternative corrective action. In the TTS should provide monitoring progress in implementing corrective actions from complaints of the whole process that satisfies all parties

- Maintenance and continuous improvement
Data collection Complaints are entered in the TTS should be archived, so it becomes a collection of information that can in terms of handling the same complaint. LKPP mechanisms must create and implement a procedure for filing complaints and responses and use of complaints systems, including the protection of any information, and ensuring the confidentiality of the complainant, the things that should by TTS:
(a) work to identify the setting step, collected, classify, store and distribute / archive dispose; (b) archival storage complain and maintain an archive, in the form of electronic files, and backing up data; (c) maintain an archive training in personal work instructions particularly those involved
- Analysis and Evaluation of complaints
The TTS system should be classified, identified, issues, trends, causes of complaints
- Measurement of Satisfaction Complaints Handling
There are measures that addressed the assessment of complaints.
- Monitoring of complaints process
Periodically there are complaints monitoring process, both in terms of reporting and the level of top-level positions.
- System Audit SPK
Periodically and regularly have to do audit to evaluate the performance of the handling of complaints
- Overview of management
Top management should conduct periodic management reviews to ensure the sustainability of SPK effectively and efficiently.
- Increased sustainable TTS should always be developed and enhanced to be more effective.

III. CONCLUSION
With the implementation of the ISO10002:2004 standard, developed by LKPP the TTS will be better in terms of handling complaints, with them models and rules are implemented in the TTS LKPP then there are some benefits such as Users maintain especially LPSE by adopting them management system, your ability to maintain customer loyalty will be enhanced.
1. Improve Reputation Complaints management
   system will demonstrate to the stakeholder that LKPP have a real commitment to managing customer complaints and LKPP have to deal with the process, analyze and review the complaint.
2. Operational efficiency Complaints management system implementation to ensure a consistent approach to handling customer requests, allowing LKPP to identify trends and eliminate causes of complaints, and improve your organization's operations.
3. Improved internal communication and relationships
   It helps LKPP to adopt a customer-focused approach to resolve complaints and encourage personnel to improve their skills in working with customers.
4. This system encourages continuous LKPP to review and analyze the process of handling complaints, complaint resolution and where improvements can be made.
5. LKPP should apply a standard ISO10002:2004 in trouble ticketing systems because the ISO10002:2004 govern how processes and components in the complaint handling process, thereby increasing the level of responsibility TTS.

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