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**20 - 21, June 2012**  
**Lampung, Indonesia**



## PREFACE

The activities of the International Conference is in line and very appropriate with the vision and mission of the UBL to promote training and education as well as research in these areas.

On behalf of the First International Conference of Engineering and Technology Development (ICETD 2012) organizing committee; we are very pleased with the very good responses especially from the keynote speakers and from the participants. It is noteworthy to point out that about 45 technical papers were received for this conference

The participants of conference come from many well known universities, among others: Universitas Bandar Lampung, International Islamic University Malaysia, University Malaysia Trengganu, Nanyang Technological University, Curtin University of Technology Australia, University Putra Malaysia, Jamal Mohamed College India, ITB, Mercu Buana University, National University Malaysia, Surya Institute Jakarta, Diponegoro University, Unila, Universitas Malahayati, University Pelita Harapan, STIMIK Kristen Newmann, BPPT Lampung, Nurtanio University Bandung, STIMIK Tarakanita, University Sultan Ageng Tirtayasa, and Pelita Bangsa.

I would like to express my deepest gratitude to the International Advisory Board members, sponsors and also welcome to all keynote speakers and all participants. I am also grateful to all organizing committee and all of the reviewers which contribute to the high standard of the conference. Also I would like to express my deepest gratitude to the Rector which give us endless support to these activities, such that the conference can be administrated on time.

Bandar Lampung, 20 Juni 2012

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**PROCEEDINGS**  
**The First International Conference in**  
**Engineering and Technology Development**  
**(ICETD 2012)**

**UNIVERSITAS BANDAR LAMPUNG**  
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# 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 madean 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.

ISO10002:2004deals withthe complaints-handlingsystem, has two main objectives, namely tohandlecomplaintsproperlyso thatit givessatisfactionboth internallyand externally, the complaintis handledcanmakeaperformance improvementservices.With theimplementation of theISO10002: 2004onTTSwillincrease the level ofresponsibilityinthe handling ofcomplaints, because,theISO10002: 2004allmechanismsanddevices inhandlingcomplaintsproperly managed.

**Keywords**—TTS, *Trouble Ticketing System*, ISO 10002 : 2004, Complaints Handling, , Customer.

## 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.

Butwhethertheuse ofTTSapplicationcan improvethetheeffectivenessandefficiencyofhandlingcomplaints/complaintfrom usersSPSE, given theTTSisamedia, thatifnoinBalance withgood managementinthehandling ofcomplaintsbecome unresponsive. Then thecomplaintresolution processis oftendelayeddue toinaccurateproblemsolving processthatformedtheexplicit knowledge-based expertin solving theoverallproblem, twoof the aboveto be a majorproblem in the use ofTTS.

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 very precise, because LKPP has many partners and users so that application of the TTS as a form of customer relationship management, but should follow the TTS is also in a separate process for handling complaints that the complaint is truly effective so that customer satisfaction will be achieved.

One can become a reference for the handling of complaints to customer satisfaction is the ISO 10002:2004 Standard for there consists of a variety of clauses pertaining to the handling of complaints, and to simplify the complaints process of IT problems in need of a ticket system has been computerized complaints by category, scholarly, facts, techniques in taking decisions that are artificial, and the solution [9], which 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, in establish a complaints system in need of a ticket that step and systematic strategy to suit the business process in which the complaint ticket system that 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 a 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 :

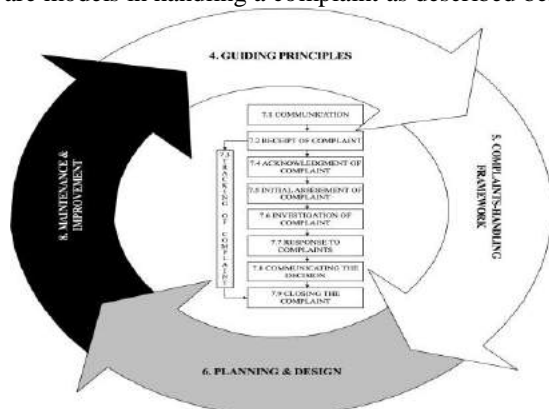


Fig. 1 Model Complaint Handling ISO 10002:2004

The fourth section in the model is:

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

The fourth section defines the principles to help organizations and ensure the complaint handling system can operate effectively.

### b. Fundamental of ISO 10002 : 2004

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

1. Visibility  
That information on how North, where the complaints should be made public to the customer or any related party.
2. Accesibility  
Complain handling process should be easily delivered by a customer to an institution. The information should be made available in detail on how the settlement of such complaints and is supported by an easily understood information about the complaint.
3. Responsiveness  
complain of treatments should be immediately responded to and dealt with the time as soon as possible, any complaint must be confirmed by directing complaints to the right place immediately. Once aimed at the authorities according to the complaint, the next step is, complaints that there must be monitored and responded back to the customer.
4. Objective  
Complaints received from customers, should be well received and the fair, and 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 to stakeholder satisfaction.

### c. FrameWork ISO 10002:2004

Section Five of the ISO 10002: 2004 standard provides a framework for SPK. Know what to expect or what can be gained from handling complaints effectively.

With complaints handling framework in place, the sixth part of the ISO 10 002: 2004 laying thing relating to the framework for implementing ISO 10002:2004 are:

- Organizational commitment 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.

• 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 implementation of remedial action complaint. In the TTS should be clear about the form that is accessible by personnel who handle complaints LKPP 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

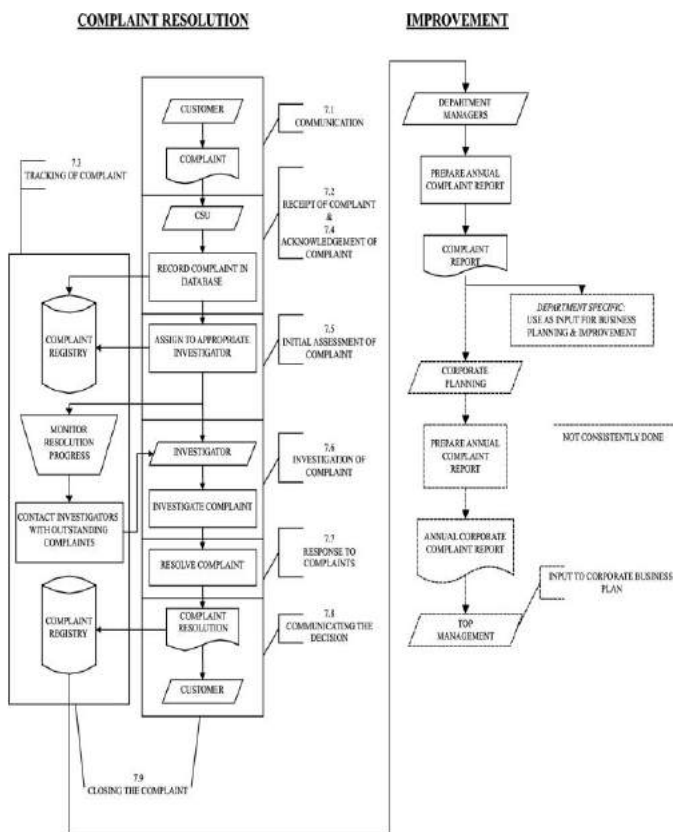


Fig 2.Implemtation of ISO 10002 : 2004

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.

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 be done 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 ISO 10002:2004 standard, developed by LKPP TTS will be better in terms of handling complaints, with the models and rules are implemented in the TTS LKPP then there are some benefits such as Users maintain especially LPSE by adopting the management system, your ability to maintain customer loyalty will be enhanced.

1. Improve Reputation Complaints management system will demonstrate to stakeholders 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 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 ISO 10002:2004 in trouble ticketing system because the ISO 10002:2004 govern how processes and components in the complaint handling process, thereby increasing the level of responsibility TTS.

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