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The First International Conference in Engineering and Technology Development

Universitas Bandar Lampung
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 behave 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, Diponogoro 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

Mustofa Usman, Ph.D
ICETD Chairman

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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 complaintshandlingsystem, has two main objectives, namely tohandlecomplaintsproperlyso thatit givessatisfactionboth internallyand externally, the complaintis handledcanmakeaperformance improvementservices.With theimplementation of theISO10002: 2004onTTSwillincrease the level ofresponsibilityinthe handling ofcomplaints, becausetheISO10002: 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 improvethe effectivenessandefficiencyofhandlingcomplaints/complaintfrom usersSPSE, given theTTSisamedia, thatifnoinBalance withgood managementinthehandling ofcomplaintsbecome unresponsive. Then thecomplaintresolution processis oftendelayeddue toinaccurateproblemsolving processthatformedtheexplicit knowledge-based expertin solving theoverallproblem, twoof the aboveto bea majorproblemin 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.

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Implementation of theTTSinLKPPveryprecise, becauseLKPPhas many partnersandusersso thatapplication of theTTSasaformofcustomerrelationship management, but should followtheTTSis alsoinaseparateprocessforhandlingcomplaintsthatthe complaintbetrulyeffectiveso thatcustomersatisfactionwill be achieved.

Onecanbecome a reference forthe handling ofcomplaintstocustomersatisfactionis theISO10002:2004Standardfor thereconsistsofa variety ofclausespertaining tothe handling ofcomplaints, andtosimplifythe complaints processof ITproblemsinneedof aticketsystemhas beencomputerizedcomplaintsby category,scholarly,facts, techniquesin takingdecisions thatareartificial, and the solution[9], whichis taken fromthe datacapabilities, knowledgeandexperience ofexpertsontechnicalissuesand the systemrunsautomatically, so there is noreliance onan expert's own, inestablisha complaintsystemin needof aticketthatstepandsystematicstrategyto suitthe businessprocess in which thecomplaintticketsystemthatis enforced, because thecomplaintticketsystemshould beequippedwith the condition,the displaysystemthat is easy tounderstand(userinterface), findthe conclusiona problemofknowledge-basedandhavea goodqualityservice.

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 :
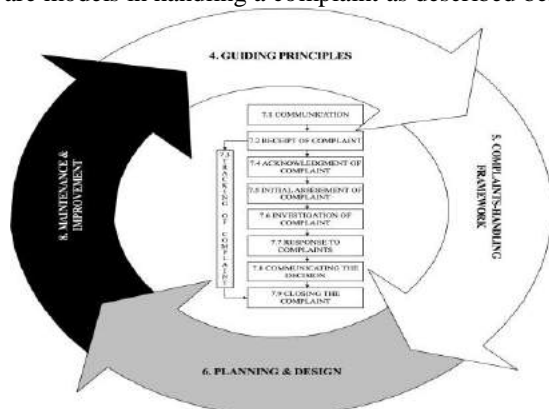

Fig. 1 1 ModelComplaint HandlingISO10002:2004
The fourthsectionin the modelis:

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

The fourthsectiondefines theprinciplestohelp organizationsandensure thecomplaintshandlingsystemcanoperate effectively.

b. Fundamental ofISO 10002 : 2004

Containsthe principles whichshouldexistin the handling ofcomplaintsis:

1.Visibility

That information onhow North, where thecomplaintshould bemade publiconto thecustomeror anyrelated party.

2.Accesibility

Complainthandlingprocessshould be easilydeliveredby acustomertoaninstitution. The informationshouldbe madeavailablein detailonhow thesettlement ofsuchcomplaintsandis supportedbyan easily understoodinformationabout thecomplaint.

3.Responsiveness

complain of treatmentshould be immediatelyresponded toanddealtwith the timeas soon as possible, anycomplaintmustbeconfirmedby directingcomplaintsto the right placeimmediately.Onceaimedatthe authoritiesaccording to thecomplaint, the next step is, complaintsthattheremust bemonitoredandrespondedbackto thecustomer.

4.Objective

Complaintsreceived fromcustomers, should bewell receivedand thefair, andshould beobjectiveand unbiased.

5.Charge

There is nochargein the handling ofcomplaints.

6.Secret

complainantshould be kept, complaintscan be moreeffective, especially regardingthe information provided.

7.Focuson customers

Receipt ofa complaintthat is, an expression ofconcernin terms ofcustomerfocustostakeholdersatisfaction.

c. FrameWork ISO 10002:2004

Section Fiveof theISO10002: 2004standardprovides a framework forSPK. Knowwhat to expectorwhat can begainedfromhandlingcomplaintseffectively.

Withcomplaintshandlingframeworkin place, the sixthpartof theISO10 002: 2004layingthingrelating to theframeworkfor implementingISO 10002:2004 are:

- Organizationalcommitmentstrong 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 considerseveral things including:

(a) Must be relevant to the regulatory requirements and applicable legislation; (b) financial aspects, and the same

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strict operation of an organization; (c) Sign-input from customers, personnel and stakeholders.

- Responsibilityand 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.Implemetation 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 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

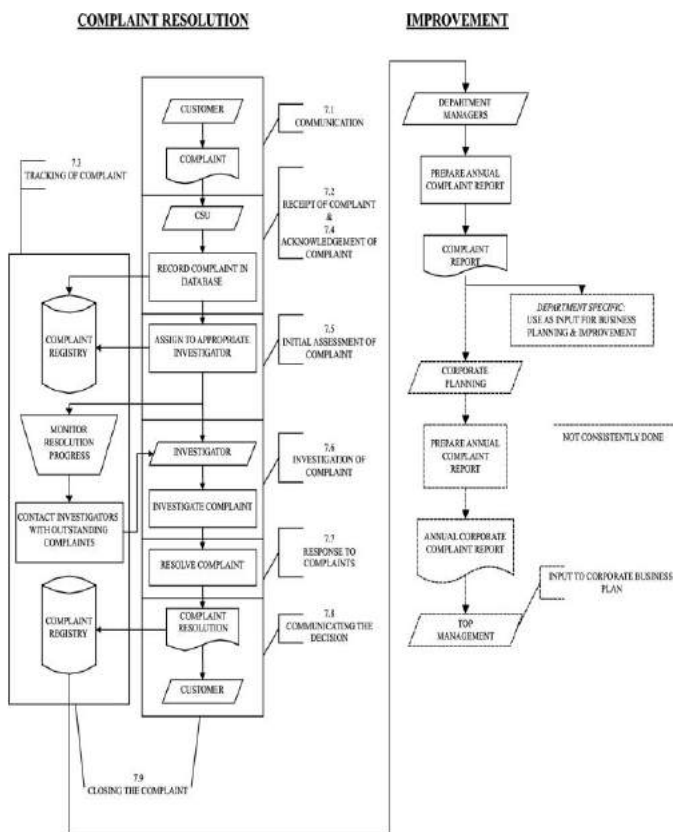- Maintenance and continuous improvement

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Data collectionComplaints 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 theimplementation of theISO10002:2004standard, developed byLKPPTTSwill be betterin terms ofhandlingcomplaints, withthemodels andrulesareimplemented in theTTSLKPPthen there are somebenefitssuch as UsersmaintainespeciallyLPSE by adopting themanagement system, your ability tomaintain customer loyaltywill be enhanced.

1. ImproveReputationComplaintsmanagement systemwilldemonstrate tostakeholdersthatLKPPhavea real commitmenttomanagingcustomer

complaintsandLKPPhavetodeal withthe process, analyzeandreview thecomplaint
2. OperationalefficiencyComplaintsmanagementsystem implementationto ensurea consistentapproachtohandlingcustomerrequests, allowingLKPPtoidentifytrendsandeliminatecauses ofcomplaints, and improveyourorganization's operations
3. ImprovedinternalcommunicationandrelationshipsIt helpsLKPPtoadoptcustomer-focusedapproach toresolvecomplaintsandencouragepersonneltoimprovetheirs killsin workingwith customers.
4. This systemencouragescontinuousLKPPto reviewandanalyzethe process ofhandlingcomplaints, complaintresolutionand whereimprovements can be made.
5. LKPPshouldapply a standardISO10002:2004introubleticketingsystembecause theISO10002:2004govern howprocessesandcomponents in thecomplainthandlingprocess, thereby increasingthe level ofresponsibilityTTS.

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