

## **ABSTRACT**

The sampling site selection for Internal Quality Audit on the Integrated Management System is an important step that will determine whether is it appropriate or not the execution of the audit sector in the telecommunication company. The selection of the sampling should pay attention to several criterias such as customer, revenue, network topology, and environmental criteria. After the parsing is done on these criterias, then weighting each criterias by considering expert judgement in the company. The weighting result is transformed into a matrix to compare between criterias based on their priorities, which the result will be the basis of the assessment criteria for each of the sampling locations throughout Indonesia. In determining the location of sampling of the audit is required a proper method, such as deciding the criteria, weighting, determining range, and determining the sampling based on the priority value. Therefore Analytical Hierarchy Process (AHP) method is used to analyze the criterias and make evaluate the result to decide the location of Internal Quality Audit sampling.

**Keywords :** Internal Quality Audit, Integrated Management System, Analytical Hierarchy Process (AHP).

## INTISARI

Pemilihan lokasi sampling Audit Mutu Internal pada *Integrated Management System* merupakan langkah penting yang akan menentukan tepat atau tidaknya pelaksanaan audit disuatu perusahaan telekomunikasi. Dimana pemilihan sampling tersebut harus memperhatikan beberapa kriteria seperti *customer*, *revenue*, topologi jaringan, dan kriteria lingkungan. Setelah dilakukan penguraian pada kriteria tersebut, maka dilakukan pula pembobotan pada setiap kriteria dengan mempertimbangkan *expert judgement* di perusahaan tersebut. Pembobotan dituangkan dalam bentuk matriks yang membandingkan antar kriteria berdasarkan prioritasnya masing-masing, dimana hasil pembobotan akan menjadi dasar penilaian untuk setiap kriteria lokasi sampling yang tersebar diseluruh wilayah Indonesia. Dalam penentuan lokasi sampling audit tersebut diperlukan adanya metode yang tepat, mulai dari penguraian kriteria, pengolahan bobot, penentuan range, dan penentuan sampling berdasarkan nilai prioritas. Oleh karena itu digunakan metode berupa *Analytical Hierarchy Process* (AHP) yang dapat menguraikan kriteria permasalahan dan membuat pembobotan dalam penentuan lokasi sampling Audit Mutu Internal.

Kata Kunci : Audit Mutu Internal, *Integrated Management System*, *Analytical Hierarchy Process* (AHP).