

ABSTRACT

PT. Cipta Skynindo is a company engaged in the satellite television industry, which focuses on Taiwanese consumers who live throughout Asia. As one of satellite television industry, critical failure of equipment resulting company suffered losses due to lose in broadcast time. Monthly maintenance applied by PT. Cipta Skynindo have constraints, the hardware must be turned off for several cycles (1 cycle = 30 minutes). Based this conditions, Is true that monthly treatment is the best system?

This research aims to help PT. Cipta Skynindo in making decisions about maintenance hardware using the Markov Method. By Markov Theory, the condition of the hardware is divided into 3 states is a good, moderately damaged and heavily damaged. Alternative is no treatment given monthly or monthly treatment.

From the obtained and processed data using Markov Theory, it was found that the decision was taken by the company is doing maintenance for 6 periods (1 period = 2 months). Results of the missing broadcasts ranged from 0.0003% to 0.007%, Is smaller than if they didn't doing monthly maintenance were lost up to 20%. To reduce lost broadcast time, by some ways such a using experts, reducing the use time of any damage hardware and inventory repair parts, so no need to wait for the arrival components in advance as to reduce the time of monthly maintenance shutdown which is causes the loss number of broadcast time be smaller. To that end, the problems faced by PT. Cipta Skynindo in taking a decision to do the monthly maintenance can be resolved with a good decision.