

**ABSTRACT**

A quality evaluation of process level as an effort to increase performance from Transaction Processing Systems in "X" Bank using Six Sigma approach.

Transaction Processing System is an important tool to support daily operational business and guarantee the service to the customers. Every activity must be undergone well and accurately in order to avoid any mistake or outstanding as the result of dysfunctional transaction process system.

This study aims to evaluate quality in each process of Transaction Process System, especially in Trade Bank, in Bills Processing System "X" Bank, as an effort to increase performance using Six Sigma approach.

The Six Sigma levels, define, measure, analyze, improve and control, give and guarantee the management for gaining the best solution of quality issues in the process of acquiring good results. Finally, the process systems enable to guarantee that the financial information, which is accurately used to support management decision, is available.

Pareto graphic and Fishbone diagram enable the management to acquire the sources of causes of outstanding so that the management continually has solution for the improvements. The capacity of Trade Bank system is unable to provide distinct improvement whether the items in their application need to be reduced or increased.

With six sigma approach, quality evaluation in each process of Transaction processing systems will guarantee that there is a way to improve process that causes outstanding transaction. Because of this evaluation, the management must undergo several improvements in action plan.

**Key words:** Transaction Processing System, six sigma, pareto, fishbone.