

DAFTAR ISI

| | |
|--|-------------------------------------|
| LEMBAR PENGESAHAN | Error! Bookmark not defined. |
| LEMBAR PERNYATAAN ORISINALITAS | Error! Bookmark not defined. |
| ABSTRAK | Error! Bookmark not defined. |
| ABSTRACT | Error! Bookmark not defined. |
| KATA PENGANTAR | Error! Bookmark not defined. |
| DAFTAR ISI | vii |
| DAFTAR GAMBAR | Error! Bookmark not defined. |
| DAFTAR TABEL | Error! Bookmark not defined. |
| DAFTAR SINGKATAN DAN LAMBANG | Error! Bookmark not defined. |
| DAFTAR ISTILAH | Error! Bookmark not defined. |
| DAFTAR LAMPIRAN | Error! Bookmark not defined. |
| Bab I Pendahuluan | Error! Bookmark not defined. |
| I.1 Latar Belakang | Error! Bookmark not defined. |
| I.2 Perumusan Masalah | Error! Bookmark not defined. |
| I.3 Tujuan Penelitian | Error! Bookmark not defined. |
| I.4 Manfaat Penelitian | Error! Bookmark not defined. |
| I.5 Batasan Penelitian | Error! Bookmark not defined. |
| I.6 Sistematika Penulisan | Error! Bookmark not defined. |
| Bab II Landasan Teori | Error! Bookmark not defined. |
| II.1 Tinjauan Pustaka | Error! Bookmark not defined. |
| II.1.1 Pengertian Pelayanan | Error! Bookmark not defined. |
| II.1.2 Penyamakan Kulit | Error! Bookmark not defined. |
| II.1.3 <i>Quality Function Deployment</i> (QFD)..... | Error! Bookmark not defined. |
| II.1.4 <i>Quality Function Deployment</i> iterasi 2..... | Error! Bookmark not defined. |
| II.1.5 Matrix Klein Grid | Error! Bookmark not defined. |
| II.1.6 Skala Likert | Error! Bookmark not defined. |

| | | |
|---|---|-------------------------------------|
| II.2 | Penelitian Terdahulu | Error! Bookmark not defined. |
| Bab III Metodologi Penelitian | | Error! Bookmark not defined. |
| III.1 | Model Konseptual | Error! Bookmark not defined. |
| III.2 | Sistematika Pemecahan Masalah | Error! Bookmark not defined. |
| III.2.1 | Tahap Pendahuluan | Error! Bookmark not defined. |
| III.2.2 | Tahap Pengumpulan Data | Error! Bookmark not defined. |
| III.2.3 | Tahap Pengolahan Data | Error! Bookmark not defined. |
| III.2.4 | Tahap Analisis dan Rekomendasi | Error! Bookmark not defined. |
| III.2.5 | Tahap Kesimpulan dan Saran | Error! Bookmark not defined. |
| Bab IV Pengumpulan dan Pengolahan Data | | Error! Bookmark not defined. |
| IV.1 | Sekilas tentang UPTD Pengolahan Kulit Kota Padang Panjang | Error! Bookmark not defined. |
| Bookmark not defined. | | |
| IV.1.1 | Gambaran Umum | Error! Bookmark not defined. |
| IV.1.2 | Sejarah Ringkas UPTD Pengolahan Kulit | Error! Bookmark not defined. |
| defined. | | |
| IV.2 | Pengumpulan Data | Error! Bookmark not defined. |
| IV.2.1 | Karakteristik Pelanggan | Error! Bookmark not defined. |
| IV.2.2 | Kebutuhan dan Keinginan Pelanggan (<i>Customer Needs</i>) | Error! Bookmark not defined. |
| Bookmark not defined. | | |
| IV.2.3 | Penyusunan Kuesioner | Error! Bookmark not defined. |
| IV.2.4 | Penyebaran Kuesioner | Error! Bookmark not defined. |
| IV.3 | Pengolahan data | Error! Bookmark not defined. |
| IV.3.1 | Pengolahan Data Hasil Kuesioner | Error! Bookmark not defined. |
| IV.3.2 | Matriks House of Quality (HOQ) | Error! Bookmark not defined. |
| IV.3.3 | <i>Matrix Part of Deployment</i> | Error! Bookmark not defined. |
| Bab V Analisis Dan Pembahasan | | Error! Bookmark not defined. |
| V.1 | Analisis Hasil Kuesioner | Error! Bookmark not defined. |
| V.1.1 | Analisis Weight Average Performance | Error! Bookmark not defined. |
| defined. | | |
| V.1.2 | Analisis Penentuan Prioritas Pengembangan | Error! Bookmark not defined. |
| defined. | | |

| | | |
|-----------------------|---|-------------------------------------|
| V.2 | Analisis House of Quality | Error! Bookmark not defined. |
| V.2.1 | Analisis <i>Planning Matrix</i> | Error! Bookmark not defined. |
| V.2.2 | Analisis Karakteristik Teknis..... | Error! Bookmark not defined. |
| V.2.3 | Analisis <i>Technical Correlation</i> | Error! Bookmark not defined. |
| V.2.4 | Analisis <i>Technical Benchmarking</i> | Error! Bookmark not defined. |
| V.2.5 | Analisis Prioritas Pengembangan HOQ..... | Error! Bookmark not defined. |
| V.3 | Analisis <i>Matrix Part of Deployment</i> | Error! Bookmark not defined. |
| V.3.1 | Analisis <i>Critical Part</i> | Error! Bookmark not defined. |
| V.3.2 | Analisis <i>Technical Benchmarking</i> | Error! Bookmark not defined. |
| V.3.3 | Analisis Prioritas <i>Matrix Part of Deployment</i> ... | Error! Bookmark not defined. |
| V.4 | Rekomendasi..... | Error! Bookmark not defined. |
| Bab VI | Kesimpulan dan Saran | Error! Bookmark not defined. |
| VI.1 | Kesimpulan | Error! Bookmark not defined. |
| VI.2 | Saran | Error! Bookmark not defined. |
| DAFTAR PUSTAKA | | Error! Bookmark not defined. |