

DAFTAR GAMBAR

| | |
|---|----|
| Gambar I. 1 Survey Kepuasan Pelanggan | 11 |
| Gambar I. 2 Permasalahan Di Serious Cut <i>Barbershop</i> | 12 |
| Gambar II. 1 Menentukan Nilai k pada <i>Simple Random Sampling</i> | 18 |
| Gambar II. 2 Populasi <i>Symple Random Sampling</i> | 19 |
| Gambar II. 3 Sampel <i>Symple Random Sampling</i> | 19 |
| Gambar II. 4 Menentukan nilai k pada <i>Symple Random Sampling</i> | 19 |
| Gambar II. 5 Faktor-Faktor Internal dan Eksternal..... | 23 |
| Gambar II. 6 Diagram Matriks SWOT | 25 |
| Gambar II. 7 Fase-Fase pada <i>Business Process Improvement</i> | 30 |
| Gambar III. 1 Model Konseptual Serious Cut <i>Barbershop</i> | 38 |
| Gambar III. 2 Sistematika Pemecah Masalah Serious Cut <i>Barbershop</i> | 40 |
| Gambar IV. 1 Logo Perusahaan | 45 |
| Gambar IV. 2 Lokasi Perusahaan..... | 46 |
| Gambar IV. 3 Struktur Organisasi Serious Cut <i>Barbershop</i> | 47 |
| Gambar IV. 4 Layout Serious Cut <i>Barbershop</i> | 48 |
| Gambar IV. 5 Flowchart (SOP) Serious Cut <i>Barbershop</i> | 50 |
| Gambar V. 1 Layout Serious Cut <i>Barbershop</i> Usulan..... | 85 |
| Gambar V. 2 Flowchart (SOP) Serious Cut <i>Barbershop</i> Usulan..... | 86 |