

DAFTAR GAMBAR

| | | |
|--------------|--|-----|
| Gambar I.1 | Jumlah Pelanggan Layanan Speedy TELKOM DCS Area Singaraja Tahun 2009 s/d 2011..... | 2 |
| Gambar I.2 | Persentase Peningkatan Pelanggan Pasang Baru Layanan Speedy..... | 3 |
| Gambar I.3 | Persentase Peningkatan Pelanggan Cabutan Layanan Speedy .. | 3 |
| Gambar I.4 | Persentase Cabutan Layanan Speedy TELKOM DCS Area Singaraja Tahun 2009 s/d 2011..... | 4 |
| Gambar II.1 | Matriks <i>House of Quality</i> | 16 |
| Gambar II.2 | Matriks <i>Part Deployment</i> | 19 |
| Gambar II.3 | Kerangka kerja menggunakan <i>Clean Sheet approach</i> | 30 |
| Gambar II.4 | Model Proses <i>Prototyping</i> | 37 |
| Gambar III.1 | Model Konseptual..... | 44 |
| Gambar III.2 | Sistematika Pemecahan Masalah..... | 47 |
| Gambar IV.1 | Proses Bisnis <i>Existing</i> Layanan Speedy 147 (<i>By Phone</i>) | 56 |
| Gambar IV.2 | Proses Bisnis <i>Existing</i> Layanan Speedy Loket TELKOM PLASA..... | 58 |
| Gambar IV.3 | <i>Business Process of Contact Center</i> PT ABC..... | 66 |
| Gambar IV.4 | <i>Receiving Process of Call</i> | 68 |
| Gambar IV.5 | <i>Receiving Process of SMS & EMAIL</i> | 69 |
| Gambar IV.6 | <i>Receiving Process of Webmail</i> | 70 |
| Gambar IV.7 | <i>Services Procedure of Inquiry</i> | 71 |
| Gambar IV.8 | <i>Services Procedure of Complaint</i> | 72 |
| Gambar IV.9 | <i>Services Procedure of Prospect Customer</i> | 73 |
| Gambar IV.10 | <i>Services Procedure of Improvement Idea</i> | 74 |
| Gambar IV.11 | <i>Services Procedure of Technical Consultation</i> | 74 |
| Gambar IV.12 | <i>Information Delivery</i> | 75 |
| Gambar IV.13 | <i>Solution Monitoring (Escalation)</i> | 76 |
| Gambar V.1 | <i>Use Case Diagram</i> Sistem Informasi QFD | 98 |
| Gambar V.2 | <i>Context Diagram</i> Sistem Informasi QFD | 99 |
| Gambar V.3 | DFD level 1 dari sistem informasi QFD | 100 |

| | | |
|------------|---|-----|
| Gambar V.4 | Struktur Proses Sistem Informasi QFD..... | 101 |
| Gambar V.5 | <i>Cross Functional Diagram</i> Proses Bisnis Usulan Peningkatan Kualitas Layanan Speedy TELKOM DCS Area Singaraja. .. | 106 |