

# Program Data Karyawan Excel

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## **BAB II LANDASAN TEORI 2.1 Kualitas Pelayanan - UMM**

Selanjutnya data tersebut akan menjadi data awal untuk pengolahan data Metode Six Sigma. 2. Target kepuasan yang akan dicapai bernilai 5 yaitu sangat puas dan sangat penting mengingat kebutuhan pelanggan yang sangat diutamakan untuk menciptakan kepuasan pelanggan. 3. Selanjutnya menghitung nilai yield berdasarkan hasil nilai persepsi yang