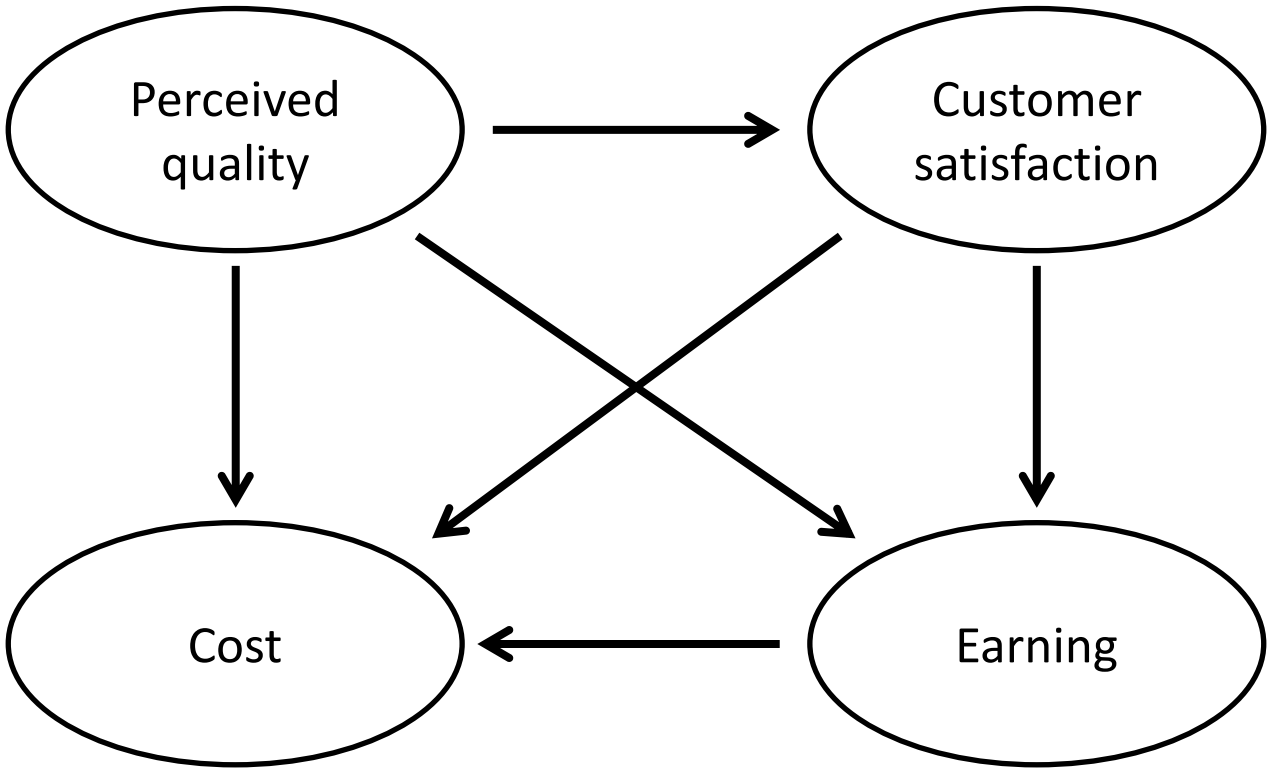
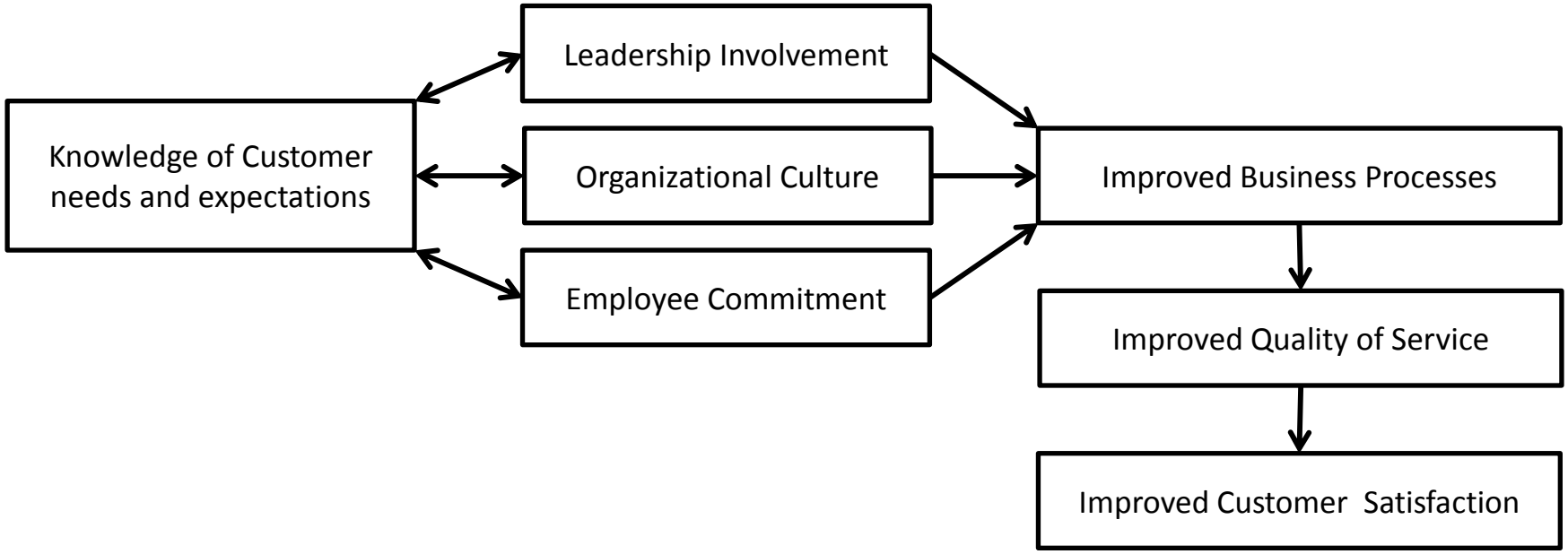
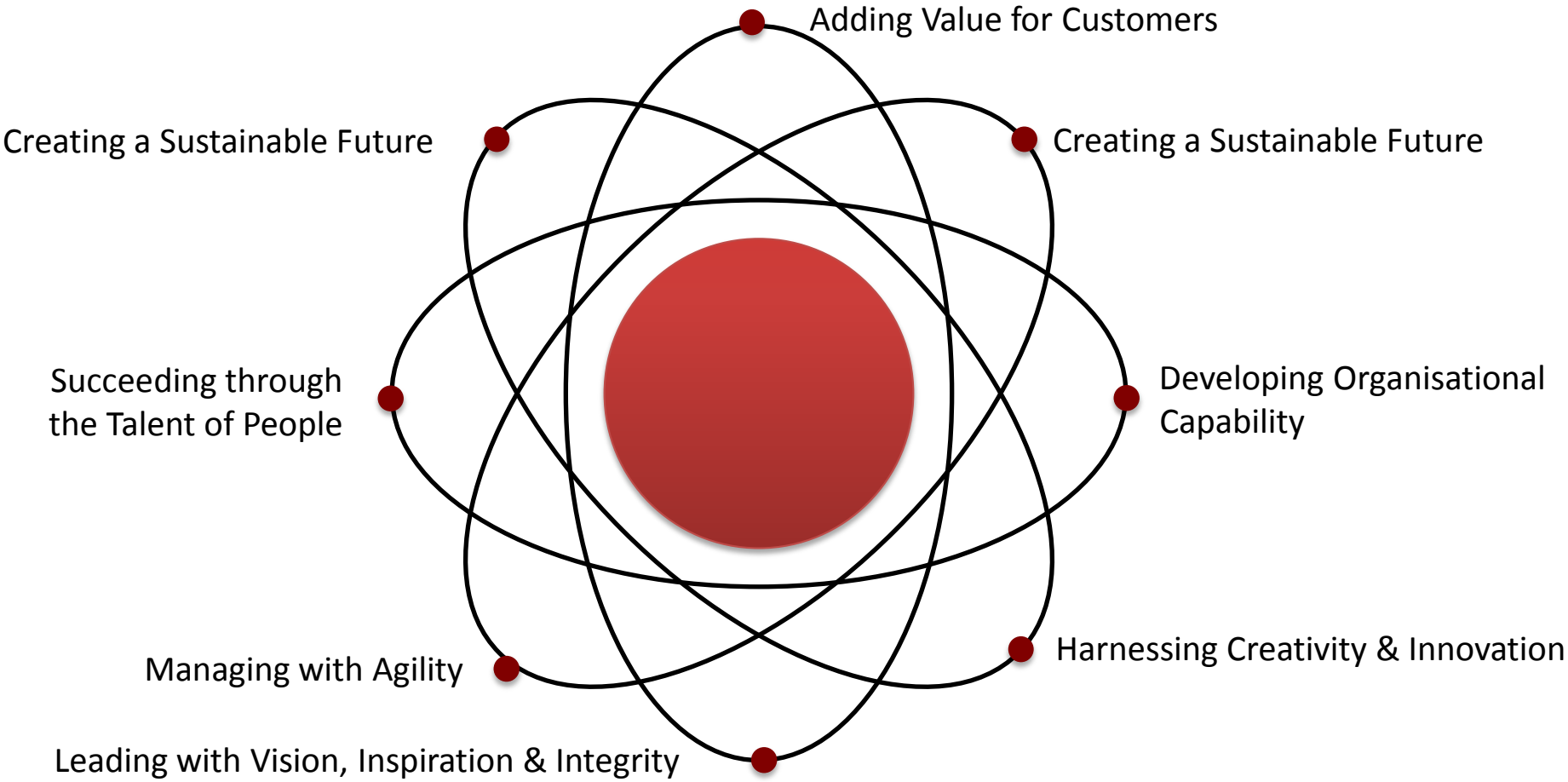
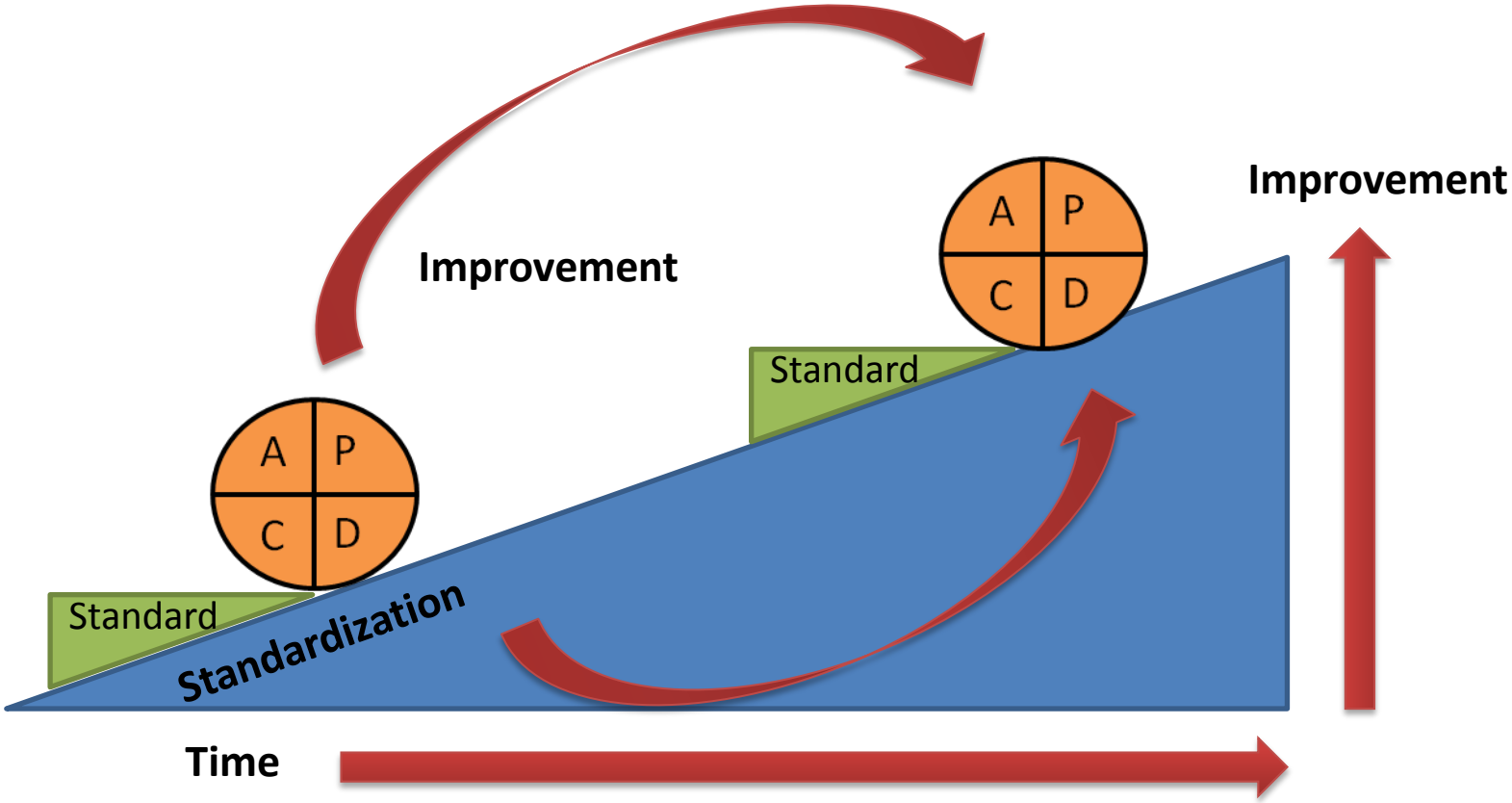
Penelitian Kuantitatif

Prof. Dr. Mohammad Ali, MA.


Perceived quality
Customer satisfaction
Cost
Earning


Knowledge of Customer needs and expectations
Leadership Involvement
Organizational Culture
Employee Commitment
Improved Business Processes
Improved Quality of Service
Improved Customer Satisfaction


Adding Value for Customers
Creating a Sustainable Future
Creating a Sustainable Future
Succeeding through the Talent of People
Developing Organisational Capability
Managing with Agility
Harnessing Creativity & Innovation
Leading with Vision, Inspiration & Integrity


Improvement
Improvement
A
P
C
D
A
P
C
D
Standard
Standard
Standardization
Time