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2015

QP-ASQ

. T.M Kubink "

Poor Communication	.1
Repeat Requests	.2
Lack of process knowledge	.3
Poor Training	.4
Documents mismanagement	.5
System Out of some	.6
Irrelevant information	.7
Misleading Greeting	.8
Lock of paperless billing	.9
Inconvenient billing	.10
Phone system loop	.11
No call connection	.12
Inaccuracy and inexperience	.13
Late or missed appointments	.14

SIX SIGMA

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Customer listening post	.1
Customer needs analysis	.2
Check list	.3
Process maps	.4
Decision trees	.5
Pilot run	.6
Systems thinking	.7
Systems integration	.8
Training and documentation	.9

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עמ' 5 מתוך 7

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2014



8- 26 . "

80-100 . "



עמ' 6 מתוך 7

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עמ' 7 מתוך 7