

List of Tables

Table 1.1 Customer Feedback on Telin's NPS Score in 2022 and 2023.....	25
Table 2.1 Tools in DMAIC Phase.....	36
Table 2.2 Previous Research 1	38
Table 2.3 Previous Research 2	39
Table 2.4 Previous Research 3.....	39
Table 2.5 Previous Research 4	40
Table 2.6 Previous Research 5	41
Table 2.7 Previous Research 6	43
Table 2.8 Previous Research 7	44
Table 2.9 Previous Research 8	45
Table 2.10 Previous Research 9	46
Table 2.11 Previous Research 10	46
Table 3.1 Research Characteristics	51
Table 3.2 Interview Protocol.....	52
Table 3.3 Research Sample	58
Table 4.1 Characteristics of Each Interviewee.....	62
Table 4.2 Complaint Data from 2022 to 2023	63
Table 4.3 SIPOC Diagram of PT. Telekomunikasi Indonesia International	65
Table 4.4 Critical-to-Quality Table of PT. Telekomunikasi Indonesia International	68
Table 4.5 Number of Complaint Frequencies at PT. Telekomunikasi Indonesia International	68
Table 4.6 Data Availability in HubSpot Workflow Activities.....	74
Table 4.7 HubSpot Complete Activities Data.....	75
Table 4.8 Lead Duration Performance in HubSpot Workflow Activities.....	81
Table 4.9 Lead Time Performance Metrics in HubSpot Workflow.....	82