


DAFTAR CATATAN MUTU

Dept/Unit : Team Leader tier 1
Revisi : 03

| NO | Nama Dokumen | PIC Dokumen | Lama Penyimpanan | Lokasi | | Indeks |
|----|--|-------------|-------------------------------|---|-----------|-------------|
| | | | | Aktif | Non Aktif | |
| 1 | Form Coaching | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang . Form Coaching(IN.HSC.TELK.F-01) | - | mingguan |
| 2 | Form Kronologis | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.HSC.TELK.F-02) | - | kondisional |
| 3 | Form Berita Acara Konseling | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.HSC.TELK.F-03) | - | bulanan |
| 4 | Form Berita Acara Teguran Lisan | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang . LAPORAN.FORM KETIDAKSESUAIAN (IN.HSC.TELK.F-04) | - | kondisional |
| 5 | Form Rekap Teguran Agent | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang . LAPORAN.RISALAH RAPAT (IN.HSC.TELK.F-05) | - | bulanan |
| 6 | Form Rekap Pembinaan SDM | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.HSC.TELK.F-06) | - | bulanan |
| 7 | Form Surat Izin Cuti Khusus | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.HSC.TELK.F-07) | - | bulanan |
| 8 | Form Permohonan Tukar Dinas | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.HSC.TELK.F-08) | - | harian |
| 9 | Real Monitoring Call Handling (cluster) | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.OCC.TELK.F-04) | - | bulanan |
| 10 | Real Time Monitoring (DC) | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang.LAPORAN.DOKUMEN DC.(IN.OCC.TELK.F-06) | - | bulanan |
| 11 | Laporan Tindak Lanjut Utility dan Performansi Ag | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.OCC.MLG.TELK.F-01) | - | bulanan |
| 12 | Form Tanda Terima Raport (RAPOTAN) | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.OCC.MLG.TELK.F-04) | - | bulanan |
| 13 | DAFTAR HADIR | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.HSC.TELK.F-04) | - | harian |
| 14 | Monitoring Tindak Lanjut Tapping CC 147 (tasya) | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.HSC.TELK.F-23) | - | harian |
| 15 | Template Caplan 30 mnt (cms/portal) | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.QMR.TELK.F-34) | - | harian |
| 16 | Risalah Rapat | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.OCC.TELK.F-10) | - | bulanan |
| 17 | Tapping Regular | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.QCC.TELK.P-02) | - | harian |
| 18 | Pengelolaan Operasional Layanan CC Telkom | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.P-05) | - | harian |
| 19 | Complaint Handling dan CSI | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.P-06) | - | kondisional |
| 20 | Real Time Management | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.P-10) | - | kondisional |
| 21 | Recovery System SCR - SL Defect | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.P-14) | - | kondisional |
| 22 | Handling Tiket Tier1 | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.P-15) | - | harian |
| 23 | Customer Handling | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.P-01) | - | kondisional |
| 24 | Identifikasi Risiko / Peluang | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.QMR.TELK.P-06) | - | kondisional |
| 25 | Pembinaan SDM CC 147 Telkom | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.HSC.TELK.W-01) | - | kondisional |
| 26 | Menghitung Prediksi Traffic dan AHT | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.OCC.TELK.W-01) | - | harian |
| 27 | Realtime Management | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.OCC.TELK.W-04) | - | harian |
| 28 | Mekanisme Penanganan Pelanggan Hard Compl | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.W-10) | - | kondisional |
| 29 | Complaint Client Media Massa | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.W-11) | - | kondisional |
| 30 | Bit Bulanan Agent | team leader | Selama Perjanjian Berlangsung | SoftCopy : ftp://10.112.4.15 . SPV 147 Malang (IN.OCC.MLG.TELK.W-03) | - | kondisional |
| 31 | Penanganan Case Yang Tidak Perlu Dijawab | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.W-21) | - | kondisional |
| 32 | Penanganan Pelanggan Khusus dan VVIP | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.W-26) | - | kondisional |
| 33 | Penanganan Keluhan dan Informasi Produk Telk | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.W-26) | - | kondisional |
| 34 | Standar Penilaian Parameter Pengujian Call 147 | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.OCC.TELK.S-03) | - | harian |
| 35 | Penilaian Kinerja Agent Registrasi, Informasi, Eng | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.HSC.TELK.S-01) | - | kondisional |
| 36 | Penilaian Kinerja Agent Tier 1 Komplain | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (IN.HSC.TELK.S-02) | - | bulanan |
| 37 | Jobdesk agent CC telcom | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (ISH.OPR.04.85) | - | harian |
| 38 | Jobdesk Team Leader CC Telkom | team leader | Selama Perjanjian Berlangsung | SoftCopy : http://10.112.4.7/maincc147/index.php (ISH.OPR.04.95) | - | harian |

Dibuat Oleh

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