

## SURAT PERINTAH KERJA

### GANTI LAYANAN WORK ORDER

Nomor SPK : \_\_\_\_\_ Hari/Tanggal : \_\_\_\_\_  
WO Number Day/Date

Nama pelanggan : \_\_\_\_\_ Penghubung : \_\_\_\_\_  
Customer name Contact person

Alamat pelanggan : \_\_\_\_\_ Telepon : \_\_\_\_\_  
Customer address Telephone

Layanan : \_\_\_\_\_ No. Jaringan : \_\_\_\_\_  
Services Circuit ID

Jenis Perangkat : \_\_\_\_\_ Kecepatan : \_\_\_\_\_  
Type of device Bandwidth

Akses Vlan-ID : \_\_\_\_\_

Lokasi pelanggan : \_\_\_\_\_  
Customer location

Petugas : \_\_\_\_\_ Telepon : \_\_\_\_\_  
Officer Telephone

Waktu pelaksanaa : 

|       |         |      |
|-------|---------|------|
| Mulai | Tanggal | Jam  |
| Start | Date    | Hour |

|          |         |      |
|----------|---------|------|
| Selesai  | Tanggal | Jam  |
| Finished | Date    | Hour |

#### Deskripsi pekerjaan

Job descriptions

##### A. Kondisi permasalahan

Conditions of the problem

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

##### B. Penanganan permasalahan

Handling of Problem

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

##### C. Pemecahan masalah

Problem solving

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

#### Kuisiioner diisi oleh pelanggan

Questionnaires filled out by the customer

Ya ☐ / Tidak ☐ : Petugas datang tepat waktu dan sopan  
Yes No Officer came on time and polite

Ya ☐ / Tidak ☐ : Petugas mengenakan seragam dan ID Card  
Yes No Officers wear a uniform and ID Card

Ya ☐ / Tidak ☐ : Hasil pekerjaan dilakukan dengan baik dan rapih  
Yes No The results of a job well done and neatly

| Yang Menerbitkan /Publisher, |  | Pelaksana / Implementers, | Pelanggan / Customer ,                  |
|------------------------------|--|---------------------------|---|
| Petugas Admin                |  | Petugas Teknisi           | Nama perusahaan : _____<br>Company Name |
|                              |  | Name : _____              | Name : _____                            |
|                              |  | Titel : Teknisi           | Titel : _____                           |