

Thematic Paper Title	Customer Complaint Request Study : A Case Study of Printers and Printer Parts
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### **ABSTRACT**

The objective of this research is to reduce customer complaints on printing problem by applying the technique of statistical quality control to solve customer complaints. This research emphasizes on identifying the significant cause of problem. The Statistical Cause and Effect diagram is applied in this research and also brainstorm, meeting, develop the troubleshooting guide to reduce time and find appropriate solutions to make a customer satisfied. The Seven QC tools are used to analyze the problem such as Fishbone Diagram and Pareto Diagram.

As a result from relate statistical in this research, the number of customer complaints in the second half of the year was decreased compare to the first half of the year. From six months statistical data collected, it can analyzed that customer complaints was reduced to 408 cases and also decreased troubleshooting time to 17.54 percent.

In summary, it can be concluded that this research and the Seven QC tools are able to reduce customer complaints on print problem to 61.24 percent.