



Activity	Plan	Do	Check	Action
Service Complaints	plan-making questionnaire for praktikan	Design questionnaire for praktikan	Praktikan conduct questionnaires with their home, because of a lack of willingness to fill out questionnaires praktikan physical, so that the data obtained are less able to represent the aspiration or advice.	Trying to do shelter suggestions and aspirations in addition to the questionnaire, namely by using google docs.
	Plan design google docs, for filling out the questionnaire praktikan	google docs manufacture, to filling out the questionnaire praktikan	The existence of the system down, and the website difficult to access	Trying to apply the shift or schedule for filling out the questionnaire
	Planned purchase of a suggestion box for laboratories	Buying a suggestion box for laboratories	Less optimized use suggestion boxes	Disseminate information regarding the existence and function for the suggestion box praktikan
	Meetings planned as a follow-up evaluation of the results of complaints	Implement the evaluation meeting as a follow up of complaints	Meeting showed that the performance is not optimal	Conducting personal and organizational improvements to enhance the performance better in the future