

Abstract

Trends of the service sector in the modern business, deliver to one of the hardest challenges that use of quality techniques that had been usually used in production sector to use those in service sector. Telecommunications and internet services are one of the most important services everyone needs these days. The need for these services for all age groups in the societies opened the door wide to the intensification of competition between the companies providing the service. In one of the highest standards of competition that companies focus on is the quality and reliability of the service provided. Palestinian Telecommunications Company (~~Paltel~~)“~~PALTEL~~”, is one of the big players in telecommunications and internet services sector in the Middle East, and is the Palestinian technologies giant. ~~PALTEL~~-(~~Paltel~~) provides huge number of customers in many types of services in this sector, like; XDSL, FTTH, FiLINE, FiLite and corporate in addition to added services, like; IPTV, Fixed IP, Parental Control and safe kids. These services are provided through a giant administrative and technical network, the first priority of which is the quality of the service provided with mission statement “Customer only the Boss”. The relation between company and customer in ~~PALTEL~~-(~~Paltel~~) managed by customer care (~~CC~~)-directorate (~~CCD~~) which bears the responsibility of the institution's commitment to its duties towards the customer. One of the greatest tasks that this directorate manages is tracking ~~subscribers'~~-~~customers~~ complaints in terms of their objections and receiving notifications of faults. This project aims at implementing the well-known define, measure, analyze, improve and control (DMAIC) Six Sigma methodology at the (~~CCD~~)~~CC~~-directorate in ~~PALTEL~~-(~~Paltel~~). More specifically, the five phases of DMAIC methodology will be implemented in the (~~CCD~~)~~CC~~-directorate, starting with the define phase in which the business case, scope, objectives, critical to duality characteristics and the project team will be identified. Then in the next phases (measure), relevant data on the (~~CCD~~)~~CC~~-directorate performance will be gathered from (~~CCD~~) ~~CC~~-directorate-databases. Such measures might include the frequencies, impact, detect ability of different types of failures in the services as well as time to repair and to restore the service (cycle time of the service) in order to determine the current sigma ~~level~~level, the directorate works in accordance. The gathered data will be analyzed in an endeavor to hypothesize the potential root causes and potential solutions for the identified failures in the previous phase. In the improve phase, a set of potential improvement

interventions (technical and administrative) will be investigated for the purpose of improving the sigma level of the (CCD)~~CC-directorate~~. In the last phase, an out-of-control plan (OCAP) plan will be developed to control and monitor the improved performance of the (CCD)~~CC-directorate~~.

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