## ROOT CAUSE PROBLEM SOLVING (RCPS) ANALYSIS AS AN OPTIMIZATION OF GENERAL CATEGORY ELECTRICITY BILL ARREARS CONTROL STRATEGY AT PT PLN (PERSERO) UNIT LAYANAN PELANGGAN BANYUMAS

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Abstract	
Authors	F Sinaga, SM Setyawati, RD Laksana
Journal Name	IJESS International Journal of Education and Social Science 1 (1), 28-36, 2020
<b>Publish Year</b>	2020
Citation	(not set)
Url	https://scholar.google.com/scholar?q=+intitle:"ROOT CAUSE PROBLEM SOLVING (RCPS) ANALYSIS AS AN OPTIMIZATION OF GENERAL CATEGORY ELECTRICITY BILL ARREARS CONTROL STRATEGY AT PT PLN (PERSERO) UNIT LAYANAN PELANGGAN BANYUMAS"
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