

## **ABSTRACT**

The present thesis concerns the municipality of Strovolos which is the second largest -according to population- municipality in Cyprus, an organization who provides services to its residents. The purpose of the research is the improvement and quality assurance of the provided services with only one goal, satisfaction of residents.

The data which has been analyzed has to do with the complaints of Strovolos residents for the last five years (2011-2015). These data were used to create plenty of graphs for the purpose of notice any trends in this time frame. The results that came out of this analysis were commentated and some recommendations were mentioned in order to address some of the problems that came out. As shown in graphs, there is a large increase in the last four years and especially in 2015 which is the year with the highest number of complaints. Most of the complaints were for public health service and environmental development. All services were analyzed, although only some of the main problems were shown due to large data.

Therefore, questionnaires were created to make a research for residents' satisfaction. Residents had to rate municipality services and staff. According to the results, participants rated as positive the work of the municipality for the last four years. Also, in a question for cleaning levels in public areas, there were enough negative answers especially for empty plots, river and sidewalks. Another parameter that participants had to rate, was for the municipality staff. Most of answers were positive, however a big percentage of negative answers was noticed for solutions and effectiveness in people's problems or requests.

Strovolos municipality gained benefits from the research. The most important is the excel table in which graphs are exported and it is automatically programmed to auto-refresh graphs when data is added. The questionnaire is also an important tool that can be saved or edited for further use. Another important benefit is that the results can be used to spot the services that have serious problems and there is a need for change.

The researcher also gained many benefits from the research. The most important is the experience that he had through the research in such a big organization and also the knowledge

gained through the statistical analysis. Additionally, it is an important benefit that the author had an experience of inspection with the certification company.

**Keywords:** Quality, Quality Assurance, Analysis, Graph, Standard, Statistical Process Control, Limits, Questionnaire