



**Universitas Hasanuddin
Kerjasama
YBKI Training & Consulting Makassar**



CERTIFICATE

NO. 5627/YBKI/LP/XI/2013

This certificate is awarded to

Muhammad Yusuf Abbas, S.Sos

**Has Successfully Completed The Program
Service Quality With Care Workshop
(Workshop Pelayanan Berkualitas Peduli Pelanggan)
Bagi Pegawai Perpustakaan Universitas Hasanuddin**

Awarded In Makassar 16 – 17 November 2013

YBKI Training & Consulting

Dra. Irwani Pane, S. Psi, M. I. kom

Director