

## DAFTAR SINGKATAN DAN LAMBANG

<b>Singkatan</b>	<b>Nama</b>	<b>Pertama kali digunakan pada halaman</b>
CSI	<i>Customer Satisfaction Index</i>	3
QFD	<i>Quality Function Deployment</i>	7
VIP	<i>Very Important Person</i>	7
<i>SERVQUAL</i>	<i>Service Quality</i>	7
HOQ	<i>House of Quality</i>	9
VOC	<i>Voice of Customer</i>	15
WAP	<i>Weighted Average Performance</i>	22
DOF	<i>Degree of Freedom</i>	50