

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
BIS	<i>Blackberry Internet Service</i>	7
BNP	<i>Best Nonfuzzy Performance</i>	36
CCSEI	<i>Call Center Service Excellence Index</i>	2
GSM	<i>Global System for Mobile</i>	1
LOS	<i>Lenght Of Stay</i>	4
SDM	Sumber Daya Manusia	3
SMS	<i>Short Message Service</i>	3
SOP	Standar Operasional Prosedur	5
TFN	<i>Triangular Fuzzy Number</i>	17
PnP	<i>Product and Procedure</i>	73
PSTN	<i>Public Switched Telephone Network</i>	6
LAMBANG		
α	<i>Alpha Cronbach</i>	21
Σ	penjumlahan	41
	<i>Possibly Link</i>	64
	<i>Moderately Link</i>	64
	<i>Strongly Link</i>	64