

PREFACE

Praise to Allah for His gratitude, ways, and gifts, so that writer can complete this report to fulfill the final year project with title “Analysis of Service Attribute of Cotton.Go’s E-Commerce Using Integration of E-Servqual and Importance Performance Competitor Analysis (IPCA) Method” in the right time. This final year project is the requirement to fulfill bachelor’s degree in Industrial Engineering Major, School of Industrial and System Engineering Telkom University. The writer realizes that in the construction of this final year project has received many supports from writer’s surrounding. Therefore, writer would like to thank:

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Critics and suggestions, that can make this final year project better, is highly recommended. Hopefully this final year project can be useful to many people.

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