

DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian pertama kali pada halaman
YPT	Yayasan Pendidikan Telkom	1
QFD	<i>Quality Function Deployment</i>	3
HOQ	<i>House of Quality</i>	13
MTB	<i>The More the Better</i>	15
LTB	<i>The Less the Better</i>	15
TB	<i>Target is Best</i>	15
WAP	<i>Weighted Average Performance</i>	17
VOC	<i>Voice of Customer</i>	21
TQM	<i>Total Quality Management</i>	24