

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
VoC	<i>Voice of Customer</i>	21
CP	<i>Critical Part</i>	39
DoG	<i>Direction of Goodness</i>	65
SERVQUAL	<i>Service Quality</i>	7
HoQ	<i>House of Quality</i>	15
WAP	<i>Weight Average Performance</i>	18
HI	<i>High Impact</i>	101
LI	<i>Low Impact</i>	101
QFD	<i>Quality Function Deployment</i>	7
AC	<i>Air Conditioner</i>	80
Kartek	Karakteristik Teknis	103
OJT	<i>On Job Training</i>	134