

## DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	NAMA	PEMAKAIAN PERTAMA KALI PADA HALAMAN
APJII	Asosiasi Penyelenggara Jasa Internet Indonesia	1
SISFO Tel-U	Direktorat Sistem Informasi Telkom <i>University</i>	2
I-Gracias	<i>Integrated Academic Information System</i>	3
SSO	<i>Single Sign On</i>	3
NKP	Nilai Kepuasan Pelanggan	7
QFD	<i>Quality Function Deployment</i>	7
HoQ	<i>House of Quality</i>	12
VoC	<i>Voice of Customer</i>	12
MTB	<i>The More The Better</i>	14
LTB	<i>The Less The Better</i>	14
TB	<i>Target is Better</i>	14
<b>LAMBANG</b>		
<i>Blank</i>	<i>Not Linked</i>	15
△	<i>Possibly Linked</i>	15
○	<i>Moderately Linked</i>	15
⊙	<i>Strongly Linked</i>	15
W	<i>Strong Positive Impact</i>	15
√	<i>Moderate Positive Impact</i>	15
<i>Blank</i>	<i>No Impact</i>	15
X	<i>Moderate Negative Impact</i>	15
XX	<i>Strong Negative Impact</i>	15