

PREFACE

Bismillahirrahmanirahim, All the praises to Allah SWT for the blessing and guidance that has helped the author to complete this Final Year Project with title “Design Measurement System of Customer Satisfaction Considering ISO 9001:2015 Clause 9.1.2 In Soes Merdeka Bandung”

Proposal of “Design Measurement System of Customer Satisfaction Considering ISO 9001:2015 Clause 9.1.2 In Soes Merdeka Bandung” This Final Year Project is arranged as one of the requirements to obtain the Bachelor Degree of Industrial Engineering in Telkom University.

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The author believed that this Final Year Project is still far from perfect so, critics and suggestions are much needed and appreciated.

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