

DAFTAR SINGKATAN DAN LAMBANG

Singkatan	Nama	Pertama kali muncul di halaman
QFD	<i>Quality Function Deployment</i>	4
TQM	<i>Total Quality Management</i>	7
HoQ	<i>House of Quality</i>	8
NKP	Nilai Kepuasan Pelanggan	9
MTB	<i>The More The Better</i>	10
LTB	<i>The Less The Better</i>	10
TB	<i>Target is Better</i>	10

Simbol	Penjelasan	Pertama kali muncul di halaman
✓✓	<i>Strong Positive Impact</i>	11
✓	<i>Moderate Positive Impact</i>	11
Blank	<i>No Impact</i>	11
X	<i>Moderate Negative Impact</i>	11
XX	<i>Strong Negative Impact</i>	11