

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertamakali pada halaman
<i>CSC</i>	<i>Customer Satisfaction Coefficient</i>	26
<i>e-SQ</i>	<i>Electronic Service Quality</i>	5
NKP	Nilai Kepuasan Pelanggan	5
<i>QFD</i>	<i>Quality Function Development</i>	3
<i>SERVQUAL</i>	<i>Service Quality</i>	6
<i>TCN</i>	<i>True Customer Needs</i>	18
<i>VoC</i>	<i>Voice of Customer</i>	19