

LIST OF TERMS

Terminology	Definition
Adjusted Importance	: The results of the multiplication between the value of the customer interests and the multiplier factor of Kano category
Brainstorming	: The process of getting ideas from various meeting parties or groups
Benchmarking	: The process of comparing a company with other superior companies so that a recommendation is obtained
Column Weight	: The results add up the correlation value of the technical characteristics with true customer needs
Curriculum Inclusion	: Educational service system that requires children with special needs
Curriculum Montessori	: Educational service system based on the theory of children development
Customer	: Someone who uses products and services and who provides feedback to the company
Customer Needs	: An attribute that is a customer need that is prioritized in developing a product or service
Critical Part	: A part that must be fulfilled to get an improvement
Education Quality	: A method used to improve quality in researching the field of education
HOQ (House of Quality)	: It is QFD first iteration, which contains the customer's needs aimed at collecting data in the form of customer needs and desires
Technical Characteristics	: Collection of results definitions of consumer desires determined by the company team and research team
Part Deployment	: It is QFD second iteration, which contains product planning that is intended to measure customer needs and desires and determine satisfaction performance
QFD (Quality Function Deployment)	: Method for developing products and services obtained based on the needs and desires of consumers

Terminology

Definition

Refined Kano	: Method for improving quality by looking at various attribute of the customers interests
Six Sigma	: Method of improving the product and service quality on a reduction in the value of the variance in the process of making products and services
True Customer Needs	: Attribute needs that are used as the basis for developing a product or service
TQM (Total Quality Management)	: Method of repairing and improving the products and services quality that take into the capabilities of workers
VoC (Voice of Customer)	: A complaint or expectation from a customer about a product or service