

## DAFTAR SINGKATAN

| Singkatan | Kepanjangan  | Halaman pertama<br>muncul |
|-----------|--|---------------------------|
| VOC       | <i>Voice of Customer</i>   | 14                        |
| IPA       | <i>Importance<br/>Performance Analysis</i>                       | 16                        |
| NKP       | Nilai Kepuasan<br>Pelanggan                                      | 29                        |
| TCN       | <i>True Customer Need</i>  | 58                        |
| STO       | Sentra Telepon Otomat  | 60                        |
| ETSI      | <i>European<br/>Telecommunication<br/>Standard International</i> | 62                        |
| ITU       | <i>International<br/>Telecommunication<br/>Union</i>             | 62                        |