DAFTAR SIMBOL DAN SINGKATAN

Simbol dan Istilah	Deskripsi	Halaman Pertama Muncul
VoC	*Voice of Customer*	16
QFD	*Quality Function Deployment*	20
HoQ	*House of Quality*	23
Matriks Hubungan	Simbol matriks hubungan	25
WAP	*Weighted Average Performance*	45
LIM	*Low Impact*	47
EXP	*Expected*	47
HIM	*High Impact*	47