






LIST OF ABBREVIATION AND SYMBOLS

ABBREVIATION	NAME	FIRST PAGE OF USAGE
LDL	Long Distance Learning	1
Tel-U	Telkom <i>University</i>	1
MTE	Magister of Electro-Telecommunication	2
MIF	Magister of Informatics	2
MM	Magister of Management	2
MTI	Magister of Informatics Engineering	3
KPK	Khyber Pakhtoonkhawa	5
VoC	Voice of Customer	5
QFD	Quality Function Deployment	5
HoQ	House of Quality	8
AHP	Analytical Hierarchy Process	9
MVT	Maximum Value Table	9
TQM	Total Quality Management	9
CEV	Customer Expectation Value	13

SYMBOLS

Blank	Not Linked	15
	Possibly Linked	15
	Moderately Linked	15
	Strongly Linked	15
	Strong Positive Impact	15
	Moderate Positive Impact	15
Blank	No Impact	15
X	Moderate Negative Impact	15
XX	Strong Negative Impact	15