

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
GSM	<i>Global System for Mobile Communications</i>	1
SMS	<i>Short Messaging Service</i>	1
T-Cash	Telkomsel Cash	1
ATM	<i>Automatic Teller Machine</i>	2
QFD	<i>Quality Function Deployment</i>	4
<i>Servqual</i>	<i>Service Quality</i>	5
HoQ	<i>House of Quality</i>	12
VoC	<i>Voice Of Customer</i>	21
VoE	<i>Voice of Engineering</i>	20
WAP	<i>Weighted Average Performance</i>	45
USSD	<i>Unstructure Supplementary Service Data</i>	79
BTS	<i>Base Transceiver Station</i>	86

LAMBANG	Nama	Pemakaian pertama kali pada halaman
α	<i>Alpha cronbach</i>	26