

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
ISP	<i>Internet Service Provider</i>	1
BUMN	Badan Usaha Milik Negara	1
ADSL	<i>Asymmetric Digital Subscriber Line</i>	1
BRAS	<i>Broadband Remote Access Server</i>	1
DCS	<i>Division Customer Service</i>	2
DCC	<i>Division Customer Commerce</i>	
SSL	Satuan Sambungan Layanan	3
QFD	<i>Quality Customer Deployment</i>	7
MVT	<i>Maximum Value Table</i>	8
AHP	<i>Analytical Hierarchy Process</i>	11
VoC	<i>Voice Of Customer</i>	12
VoE	<i>Voice Of Engineering</i>	12
HoQ	<i>House of Quality</i>	12
SERVQUAL	<i>Service Quality</i>	18
CVT	<i>Customer Voice Table</i>	26
CR	<i>Consistency Ratio</i>	32
RI	<i>Random Indeks</i>	38
FMEA	<i>Failure Mode and Effects</i>	40
PDPC	<i>Process Decision Program Chart</i>	41
KTb	Kotak Titik Bagi	47
KBU	Kamar Bilik Umum	47
CPE	<i>Customer Premise Equipment</i>	47
HFC	<i>Hybrid Fibre-Coax</i>	47
QoS	<i>Quality of Service</i>	23
KPI	<i>Key Performance Indicator</i>	23
LAMBANG		
λ	Nilai Eigen terbesar dari matrik berordo n	38
n	Orde matrik	38