

**QUALITY IMPROVEMENT DESIGN OF EDUCATION  
SERVICES IN GAGAS CERIA KINDERGARTEN BY USING  
QUALITY FUNCTION DEPLOYMENT (QFD) METHOD**

**FINAL YEAR PROJECT**

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TELKOM UNIVERSITY**

**BANDUNG**

**2019**

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Submitted to fulfill one of graduation requirement for Major of  
Industrial Engineering, School of Industrial and System Engineering,  
Telkom University

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