

LIST OF SYMBOLS AND ABBREVIATIONS

Abbreviations	Definition	First Use on The Page
QFD	Quality Function Deployment	9
TQM	Total Quality Management	11
EduQual	Education Quality	13
VoC	Voice of Customer	15
HoQ	House of Quality	18
MTB	The More The Better	19
LTB	The Less The Better	19
TB	Target it Best	19
CSI	Customer Satisfaction Index	39
ABK	‘Anak Berkebutuhan Khusus’	99
HKIB	‘Hambatan Komunikasi, Interaksi, dan Bahasa’	100
HPMM	‘Hambatan Persepsi, Motorik, dan Mobilitas’	100
HEP	‘Hambatan Emosi dan Perilaku’	100
HKA	‘Hambatan Kecerdasan dan Akademik’	100

Symbols	Definition	First Use on The Page
√√	Strong Positive Impact	21
√	Moderate Positive Impact	21
Blank	No Impact	21
X	Moderate Negative Impact	21
XX	Strong Negative Impact	21