

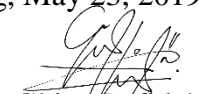
PREFACE

All praise and gratitude to Allah Subhānahu wa ta'alā for His mercy, instructions, and gifts, so that the writer can complete the final year project with the title “Quality Improvement Design of Education Services in Gagas Ceria Kindergarten by Using Quality Function Deployment (QFD) Method” with on time. This final year project is one of the requirements to complete bachelor’s degree Major in Industrial Engineering, School of Industrial and System Engineering, Telkom University. The author realizes that in the preparation of this final year project has received assistance and support from various parties. The author would like to thank:

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Critics and suggestions, that can make this final year project are better, are highly recommended. Hopefully this final year project can be useful and may Allah Subhānahu wa ta'alā always give His mercy and gifts to all of us.

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Ghina Rafidah