






DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	NAMA	PEMAKAIAN PERTAMA KALI PADA HALAMAN
QFD	<i>Quality Function Deployment</i>	4
HoQ	<i>House of Quality</i>	8
VoC	<i>Voice of Customer</i>	8
NKP	Nilai Kepuasan Pelanggan	10
MTB	<i>The More The Better</i>	11
LTB	<i>The Less The Better</i>	11
TB	<i>Target is Better</i>	11

LAMBANG

<i>Blank</i>	<i>Not Linked</i>	11
	<i>Possibly Linked</i>	11
	<i>Moderately Linked</i>	11
	<i>Strongly Linked</i>	11
	<i>Strong Positive Impact</i>	12
	<i>Moderate Positive Impact</i>	12
<i>Blank</i>	<i>No Impact</i>	12
X	<i>Moderate Negative Impact</i>	12
XX	<i>Strong Negative Impact</i>	12