

DAFTAR SINGKATAN DAN LAMBANG

Simbol	Arti	Pemakaian Pertama Kali Pada Halaman
√√	<i>Strong Positive Impact</i>	25
√	<i>Moderate Positive Impact</i>	25
Blank	<i>No Impact</i>	25
X	<i>Moderate Negative Impact</i>	25
XX	<i>Strong Negative Impact</i>	25
TCN	<i>True Customer Needs</i>	25
QFD	<i>Quality Function Deployment</i>	5
VOC	<i>Voice of Customer</i>	9
HOQ	<i>House of Quality</i>	7
MTB	<i>The More the Better</i>	13
LTB	<i>The Less the Better</i>	13
TB	<i>Target is Best</i>	13