

## DAFTAR SINGKATAN DAN LAMBANG

<b>Singkatan</b>	<b>Nama</b>	<b>Pemakaian pertama kali pada halaman</b>
NKP	Nilai Kepuasan Pelanggan	15
QFD	<i>Quality Function Deployment</i>	4
VoC	<i>Voice of Customer</i>	11
HOQ	<i>House of Quality</i>	13
MTB	<i>The More The Better</i>	16
LTB	<i>The Less The Better</i>	16
TB	<i>Target is Better</i>	16

<b>Lambang</b>	<b>Arti</b>	<b>Halaman</b>
√	<i>Strong Positive Impact</i>	17
√√	<i>Moderate Positive Impact</i>	17
Blank	<i>No Impact</i>	17
X	<i>Moderate Negative Impact</i>	17
XX	<i>Strong Negative Impact</i>	17