






DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
QFD	<i>Quality Function Deployment</i>	5
VOC	<i>Voice of Customer</i>	9
TQM	<i>Total Quality Management</i>	9
HOQ	<i>House of Quality</i>	11
NKP	Nilai Kepuasan Pelanggan	20
LAMBANG		
<i>Blank</i>	<i>Not Linked</i>	14
	<i>Possible Linked</i>	14
	<i>Moderately Linked</i>	14
	<i>Stongly Linked</i>	14
	<i>Strong Positive Impact</i>	15
	<i>Moderate Positive Impact</i>	15
<i>Blank</i>	<i>No Impact</i>	15
X	<i>Moderate Negative Impact</i>	15
xx	<i>Strong Negative Impact</i>	15