

DAFTAR ISTILAH

Istilah	Deskripsi	Halaman pertama kali digunakan
MTTI	: <i>Mean Time to Installation</i>	1
MTTR	: <i>Mean Time to Repair</i>	1
NPS	: <i>Net Promoter Score</i>	4
GAP	: Kesenjangan	10
VOC	: <i>Voice of Customer</i>	14