

GLOSSARY OF TERMS

Terms	Description	First Page
RFID	Radio Frequency Identification	4
ItC	Importance to customer is a value of object or need statement importance to customer after weighted average performance calculation	27
CuSP	Customer satisfaction is a value of object or need statement satisfaction after weighted average performance calculation	27
WAP	Weighted Average Performance	32
Diver's Watch	Classification of a watch type that usually use for diving and it has deep water resistant	57