

## **ABSTRACT**

*A company like as Qdc Technologies that very important to improve customer satisfaction and customer trust. Because of the reason, we need a research about that. These researches include technical quality, functional quality, corporate image, customer satisfaction and customer trust.*

*The respondent of research covering Qdc's customer consists of Telkomsel, Indosat, Excelcomindo, HCPT, CAA, Nokia Siemens Network and IBS. Responder of that company selected from person who work in relationship process with Qdc Technologies. Number of sample are 60 responders*

*The research using questionnaire to collect data. The data should be analyzed with descriptive and hypothesis method that the hypothesis based on Gronroos Theory. These hypothesis consist of relationship between technical quality, functional quality, corporate image to customer satisfaction and customer satisfaction to customer trust.*

*Result of such research gets a recommendation to qdc's management about our weakness. The research is also a theory experienced that suitable with qdc's business.*