

DAFTAR SINGKATAN

CCIT	<i>Center For Computing and Information Technology</i>	2
CEP	<i>Continuing Education Program</i>	10
CSS	<i>Customer Satisfaction Score</i>	108
FT UI	Fakultas Teknik Universitas Indonesia	2
HOQ	<i>House Of Quality</i>	45
QFD	<i>Quality Function Deployment</i>	52

