

**STRATEGI PENINGKATAN KUALITAS PELAYANAN KONSUMEN  
DENGAN METODE QUALITY FUNCTION DEPLOYMENT (QFD)  
(Studi pada Pitaloka Snack, Taart, Bakery)**

**STRATEGY TO IMPROVE THE QUALITY OF CUSTOMER SERVICE  
WITH QUALITY FUNCTION DEPLOYMENT (QFD) METHOD  
(Study on Pitaloka Snack, Taart, Bakery)**



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