

DAFTAR ISI

LEMBAR PERSETUJUAN	Error! Bookmark not defined.
LEMBAR PENGESAHAN	Error! Bookmark not defined.
LEMBAR PERNYATAAN	Error! Bookmark not defined.
KATA PENGANTAR.....	Error! Bookmark not defined.
ABSTRAK	Error! Bookmark not defined.
ABSTRACT	Error! Bookmark not defined.
DAFTAR ISI.....	ix
DAFTAR TABEL	Error! Bookmark not defined.
DAFTAR GAMBAR.....	Error! Bookmark not defined.
DAFTAR LAMPIRAN	Error! Bookmark not defined.
BAB I PENDAHULUAN.....	Error! Bookmark not defined.
1.1 Latar Belakang	Error! Bookmark not defined.
1.2 Rumusan Masalah	Error! Bookmark not defined.
1.3 Tujuan Penelitian.....	Error! Bookmark not defined.
1.4 Manfaat Penelitian.....	Error! Bookmark not defined.
1.5 Batasan Masalah.....	Error! Bookmark not defined.
BAB II TINJAUAN PUSTAKA.....	Error! Bookmark not defined.
2.1 Perancangan dan Pengembangan Produk.....	Error! Bookmark not defined.
2.2 Langkah Perancangan Produk	Error! Bookmark not defined.
2.3 Quality Function Deployment (QFD)	Error! Bookmark not defined.
2.3.1 Definisi <i>Quality Function Deployment</i> (QFD).....	Error! Bookmark not defined.
2.3.2 <i>Voice of Costumer</i> (VOC)	Error! Bookmark not defined.
2.3.3 Pengumpulan Data <i>Voice Of Costumer</i> (VOC).....	Error! Bookmark not defined.
2.3.4 <i>House Of Quality</i> (HOQ)	Error! Bookmark not defined.
2.3.5 Langkah Penyusunan <i>House of Quality</i> (HOQ)	Error! Bookmark not defined.
2.4 Prototipe	Error! Bookmark not defined.
2.5 Pengertian <i>Benchmarking</i>	Error! Bookmark not defined.

2.5.1 Tujuan dan Manfaat Benchmarking	Error! Bookmark not defined.
2.5.2 Jenis <i>Benchmarking</i>	Error! Bookmark not defined.
2.5.3 Sumber Informasi <i>Benchmarking</i>	Error! Bookmark not defined.
2.5.4 Proses Benchmarking	Error! Bookmark not defined.
2.6 Kerangka Pemikiran	Error! Bookmark not defined.
2.7 Penelitian Terkait	Error! Bookmark not defined.
BAB III METODE PENELITIAN	Error! Bookmark not defined.
3.1 Objek Penelitian	Error! Bookmark not defined.
3.1.1 Tempat dan Waktu Penelitian	Error! Bookmark not defined.
3.1.2 Jenis Penelitian	Error! Bookmark not defined.
3.1.3 Jenis Sumber Data	Error! Bookmark not defined.
3.2 Prosedur Penelitian.....	Error! Bookmark not defined.
3.2.1 Observasi Lapangan	Error! Bookmark not defined.
3.2.2 Penentuan Atribut atau <i>Voice of Customer</i> (VOC)	Error! Bookmark not defined.
3.2.3 Penentuan Tingkat Kepentingan, Harapan, Penilaian Konsumen dan GAP	Error! Bookmark not defined.
3.2.4 Penentuan Karakteristik Teknis, Pembuatan Matriks dan Bobot.....	Error! Bookmark not defined.
3.2.5 Pembuatan <i>House of Quality</i> (HOQ).....	Error! Bookmark not defined.
3.2.6 Pengembangan Alternatif dan Pemilihan Alternatif	Error! Bookmark not defined.
3.2.7 Desain Produk	Error! Bookmark not defined.
3.2.8 Pembuatan Prototipe.....	Error! Bookmark not defined.
3.2.9 Uji Coba Prototipe Produk	Error! Bookmark not defined.
3.3 Langkah Penelitian	Error! Bookmark not defined.
BAB IV HASIL DAN PEMBAHASAN	Error! Bookmark not defined.
4.1 Pengumpulan Suara Konsumen (<i>Voice of Costumer</i>).....	Error! Bookmark not defined.
4.2 Pengolahan Data.....	Error! Bookmark not defined.
4.2.3 Uji Validitas dan Reliabilitas Data	Error! Bookmark not defined.
4.3 Pengolahan Data <i>House of Quality</i> (HOQ).....	Error! Bookmark not defined.
4.3.1 Identifikasi Keinginan Konsumen Kedalam Bentuk Atribut Produk	Error! Bookmark not defined.
4.3.2 Identifikasi Tingkat Kepentingan Relatif dan Atribut Produk	Error! Bookmark not defined.

Bookmark not defined.	
4.3.3 Menentukan Strategi Improvement	Error! Bookmark not defined.
4.3.4 Menggambarkan Matrix Perlawanan Antara Atribut Produk Dengan Karakteristik Teknik.....	Error! Bookmark not defined.
4.3.5 Identifikasi Hubungan antara Atribut Produk dengan Karakteristik Teknik	Error! Bookmark not defined.
4.3.6 Identifikasi Hubungan Antara Sesama Karakteristik Teknik.....	Error! Bookmark not defined.
4.3.7 Menentukan Target Pencapaian untuk Setiap Karakteristik Teknik	Error! Bookmark not defined.
4.4 Desain Produk	Error! Bookmark not defined.
4.5 Perancangan Prototipe	Error! Bookmark not defined.
4.6 Uji Coba Prototipe Produk	Error! Bookmark not defined.
BAB V KESIMPULAN DAN SARAN	Error! Bookmark not defined.
5.1 Kesimpulan.....	Error! Bookmark not defined.
5.2 Saran.....	Error! Bookmark not defined.
DAFTAR PUSTAKA	Error! Bookmark not defined.
LAMPIRAN.....	Error! Bookmark not defined.
RIWAYAT PENULIS.....	Error! Bookmark not defined.

