



GRAFIS: WHISNU ANGGORO

**A. BFI (BANKING, FINANCING, INSURANCE) INDUSTRIES**

**1. PRIORITY BANKING (BANK PRIORITAS)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	BCA Prioritas	4.2131	4.2514	4.1680	4.1885	4.1937	4.2787	4.2332	Diamond
2	BNI Emerald	4.2174	4.3007	4.2745	4.2283	4.2516	4.1957	4.2256	Diamond
3	Permata Bank Priority	3.9820	4.1216	4.0777	4.2432	4.1211	4.1892	4.1527	Golden
4	Mandiri Prioritas	4.1154	4.1506	4.1034	4.1250	4.1188	4.1346	4.1261	Golden
5	BRI Prioritas	3.8333	3.9000	3.8563	3.9250	3.8806	4.0000	3.9361	-
6	Others	4.0000	4.1818	4.0455	4.3182	4.1458	4.0000	4.0780	
INDUSTRY		4.1101	4.1828	4.1267	4.1740	4.1465	4.1762	4.1603	

**2. REGULAR BANKING - DOMESTIC (BANK REGULER - LOKAL)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Bank Central Asia (BCA)	4.0580	4.0084	4.0394	4.0186	4.0306	4.0870	4.0563	Diamond
2	Bank Mandiri	4.0471	4.0494	4.0347	3.9968	4.0329	4.0455	4.0386	Diamond
3	Bank Negara Indonesia (BNI)	3.9324	3.9890	3.9921	3.9191	3.9586	3.9853	3.9707	-
4	Bank CIMB Niaga	3.8108	3.9291	3.9210	3.8108	3.8688	4.0000	3.9285	-
5	Bank Rakyat Indonesia (BRI)	3.8995	3.8271	3.8363	3.8478	3.8527	3.9677	3.9051	-
6	Bank Permata	3.8267	3.9417	4.0462	4.0357	3.9584	3.8125	3.8920	-
7	Others	3.8745	3.9191	3.9261	3.9118	3.9075	3.8400	3.8768	
INDUSTRY		3.9735	3.9726	3.9843	3.9535	3.9710	4.0050	3.9865	

**3. REGULAR BANKING - MULTINATIONAL (BANK REGULER - ASING)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Standard Chartered Bank	4.0667	4.1399	4.2106	4.1310	4.1417	4.2143	4.1795	Diamond
2	Citibank N.A	3.9894	4.0986	4.0962	4.1538	4.0873	4.0769	4.0819	Golden
3	Commonwealth Bank	3.9829	4.1179	4.0396	3.9857	4.0319	4.0857	4.0599	Golden
4	The Hongkong & Shanghai B.C (HSBC)	3.9351	4.0608	4.0374	4.0676	4.0276	4.0811	4.0555	Golden
5	ANZ Bank	3.8054	3.8953	3.9958	4.0676	3.9473	4.1081	4.0311	Golden
6	Others	3.9556	3.9444	4.1538	4.0556	4.0352	4.1111	4.0748	
INDUSTRY		3.9606	4.0613	4.0842	4.0873	4.0519	4.1132	4.0838	

**4. SHARIA BANKING (BANK SYARIAH)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Bank Syariah Mandiri	3.9936	4.0036	4.0209	4.0000	4.0049	4.0714	4.0396	Diamond
2	Bank Muamalat	3.7621	3.9356	4.0443	4.0152	3.9404	4.0303	3.9873	Golden
3	BRI Syariah	3.6839	3.8145	3.8685	3.8226	3.7943	4.0323	3.9185	-
4	BNI Syariah	3.7059	3.8529	3.7941	3.7206	3.7515	3.7647	3.7584	-
5	Others	3.7286	3.9893	3.9824	3.8714	3.8740	3.9143	3.8950	
INDUSTRY		3.8148	3.9360	3.9568	3.9064	3.8973	3.9803	3.9406	

**5. PLATINUM CREDIT CARD (KARTU KREDIT PLATINUM)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Bank Central Asia (BCA)	4.2222	4.2206	4.1961	4.2255	4.2192	4.2745	4.2482	Diamond
2	Bank Negara Indonesia (BNI)	4.0571	4.2158	4.0000	4.1765	4.1313	4.2000	4.1673	Diamond
3	Bank Mandiri	4.1970	4.1705	4.1439	4.1705	4.1761	4.1591	4.1672	Diamond
4	Bank CIMB Niaga	4.0833	4.2109	4.1458	4.0938	4.1396	4.1250	4.1320	Diamond
5	The Hongkong & Shanghai B.C (HSBC)	3.9833	4.0875	3.9667	4.0750	4.0369	4.1500	4.0961	Golden
6	Citibank N.A	4.1667	4.0901	4.0606	4.0227	4.0993	4.0476	4.0722	Golden
7	Bank Danamon	4.1026	4.1154	4.3333	4.1154	4.1365	4.0000	4.0650	Golden
8	ANZ Bank	3.7889	3.9071	3.8444	3.9000	3.8597	3.8000	3.8284	-
9	Bank Mega	3.7879	3.7614	3.8485	3.9545	3.8162	3.8182	3.8173	-
10	Others	4.1176	4.1544	4.0980	4.1471	4.1344	4.0882	4.1102	
INDUSTRY		4.1005	4.1427	4.0915	4.1250	4.1196	4.1232	4.1215	

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6. REGULAR CREDIT CARD (KARTU KREDIT REGULER)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Bank Mandiri	4.0709	4.0213	4.0709	4.0000	4.0454	4.0444	4.0450	Diamond
2	Bank Central Asia (BCA)	3.9774	4.0275	3.9831	3.9492	3.9790	3.9483	3.9641	Golden
3	Citibank N.A	4.0000	3.9679	4.1333	3.9143	4.0054	3.8857	3.9474	Golden
4	Bank Rakyat Indonesia (BRI)	3.8646	3.9063	3.9375	4.0000	3.9229	3.9063	3.9148	-
5	Bank Negara Indonesia (BNI)	3.7982	4.0066	4.0175	3.9079	3.9100	3.8421	3.8771	-
6	Bank Mega	3.7222	3.8229	3.9583	3.8958	3.8384	3.8750	3.8561	-
7	Bank Permata	3.8000	3.8125	3.7667	3.8000	3.7938	3.8000	3.7968	-
8	Bank CIMB Niaga	3.7681	3.7826	3.7971	3.6957	3.7587	3.8182	3.7875	-
9	Others	3.8133	3.8500	3.7867	3.8000	3.8090	3.8750	3.8409	-
INDUSTRY		3.9022	3.9450	3.9738	3.9113	3.9281	3.9097	3.9192	-

7. FINANCING AUTOMOTIVE 4W (PEMBIAYAAN MOBIL)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Astra Credit Companies (ACC)	3.9028	4.0051	4.0202	4.0283	3.9978	4.1321	4.0680	Diamond
2	Adira Finance	4.0305	3.9778	4.0266	4.0732	4.0342	4.0750	4.0555	Diamond
3	Oto Multiartha	3.9028	3.9192	3.9242	3.8889	3.9072	3.8889	3.8976	-
4	BCA Finance	3.7000	3.8000	3.8273	3.8000	3.7887	3.8000	3.7946	-
5	Others	4.0326	3.9486	3.9486	3.9348	3.9598	4.0000	3.9808	-
INDUSTRY		3.9452	3.9639	3.9857	3.9931	3.9765	4.0417	4.0105	-

8. FINANCING AUTOMOTIVE 2W (PEMBIAYAAN SEPEDA MOTOR)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	FIF	3.9839	4.0495	3.9311	3.9677	3.9803	4.0000	3.9891	Golden
2	Adira Finance	3.8144	3.9221	3.9188	3.9333	3.9075	4.0267	3.9608	Golden
3	Bussan Auto Finance (BAF)	3.7546	3.9060	3.7828	3.8472	3.8271	3.8333	3.8299	-
5	WOM Finance	3.5000	3.7356	3.6705	3.7813	3.6865	3.6250	3.6590	-
4	Others	3.7604	3.8846	3.9129	3.7708	3.8548	3.7500	3.8079	-
INDUSTRY		3.8239	3.9382	3.8801	3.8991	3.8926	3.9245	3.9069	-

9. LIFE AND HEALTH INSURANCE (ASURANSI JIWA DAN KESEHATAN)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Manulife Indonesia	4.0833	3.9008	4.0833	4.0694	4.0239	4.0833	4.0503	Diamond
2	Allianz Indonesia	3.9697	3.9004	4.0909	3.9848	3.9767	3.9697	3.9736	Golden
3	Prudential Indonesia	3.9939	3.8955	4.0081	3.9085	3.9423	4.0122	3.9733	Golden
4	Axa Mandiri	4.0000	3.8857	4.0167	3.9000	3.9398	3.9750	3.9554	-
5	AlA Financial	3.9091	3.8831	4.0000	4.1364	3.9843	3.9091	3.9509	-
6	Sun Life	3.9211	3.8797	3.8947	3.8684	3.8882	3.8947	3.8911	-
7	Others	3.9559	3.9160	3.9216	3.9412	3.9328	3.9706	3.9496	-
INDUSTRY		3.9902	3.8964	4.0105	3.9510	3.9544	3.9922	3.9712	-

10. CAR INSURANCE (ASURANSI MOBIL)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Asuransi Autocillin	4.0698	3.9402	4.0078	4.0116	4.0039	4.0238	4.0138	Diamond
2	Garda Oto	3.9853	3.9034	3.9902	4.0074	3.9730	4.0147	3.9938	Golden
3	Simas Mobil	3.9333	3.9914	3.9222	3.9333	3.9445	4.0000	3.9722	Golden
4	Asuransi Central Asia	3.8600	3.8606	3.9333	3.8400	3.8746	3.9167	3.8956	-
5	Others	3.8800	3.9143	3.9467	3.8600	3.9010	3.7917	3.8465	-
INDUSTRY		3.9660	3.9213	3.9703	3.9555	3.9532	3.9734	3.9633	-

B. NON BFI (BANKING, FINANCING, INSURANCE) INDUSTRIES

11. CELLULAR TELECOMMUNICATION - GSM (TELEKOMUNIKASI SELULER - GSM)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Grapari Telkomsel	3.9588	3.9817	3.9372	3.9588	3.9575	4.0248	3.9890	Golden
2	XL Center	3.9648	4.0285	3.9597	3.9648	3.9736	4.0000	3.9860	Golden
3	3 Store	3.8438	4.0204	3.9354	3.8750	3.9040	3.9107	3.9072	-
4	Indosat Galeri One	3.8738	3.9081	3.8774	3.8663	3.8772	3.9100	3.8925	-
5	AXIS Center	3.6333	3.6952	3.7692	3.7000	3.6990	3.8000	3.7464	-
INDUSTRY		3.9187	3.9688	3.9227	3.9228	3.9290	3.9773	3.9516	-

12. CELLULAR TELECOMMUNICATION - CDMA ( TELEKOMUNIKASI SELULER - CDMA)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Plasa Telkom	4.1159	4.0714	4.0786	4.0409	4.0715	4.0455	4.0589	Diamond
2	Galeri Esia	3.9567	3.9313	3.8718	3.8750	3.9076	3.9423	3.9245	-
3	Galeri Smartfren	3.7342	3.8031	3.9210	3.7973	3.8045	3.9730	3.8862	-
4	Indosat Galeri One	3.8871	3.8249	3.8536	3.8710	3.8593	3.8387	3.8493	-
INDUSTRY		3.9877	3.9634	3.9762	3.9413	3.9629	3.9826	3.9725	-



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13. AUTOMOTIVE 4W (MOBIL)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Honda	4.0843	4.0189	4.0294	4.0147	4.0315	4.1515	4.0988	Diamond
2	Daihatsu	4.0799	3.9955	4.0060	4.0313	4.0228	4.0417	4.0334	Diamond
3	Toyota	4.0531	4.0284	4.0126	4.0265	4.0275	4.0270	4.0272	Diamond
4	Suzuki	3.8529	3.8529	3.8950	3.9559	3.8947	4.0294	3.9702	-
5	Nissan	3.9722	3.9643	3.9667	3.9333	3.9573	3.8667	3.9065	-
6	Others	3.6538	3.9121	3.8297	3.7692	3.8044	4.0000	3.9140	
INDUSTRY		4.0087	3.9869	3.9850	3.9945	3.9922	4.0260	4.0111	

14. AUTOMOTIVE 2W (SEPEDA MOTOR)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Honda	4.0967	3.9489	3.9938	3.9846	3.9915	4.0124	4.0008	Diamond
2	Yamaha	4.0891	3.9298	3.9360	3.9244	3.9505	4.0353	3.9881	Golden
3	Suzuki	3.7000	3.6571	3.7286	3.6500	3.6855	3.7000	3.6919	-
4	Others	3.9167	3.9643	4.1429	4.2500	4.0895	4.0000	4.0498	
INDUSTRY		4.0776	3.9314	3.9657	3.9538	3.9669	4.0078	3.9850	

15. INTERNATIONAL AIRLINE (MASKAPAI PENERBANGAN INTERNASIONAL)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Singapore Airlines	4.1814	4.2333	4.2667	4.2941	4.2496	4.2353	4.2429	Diamond
2	Garuda Indonesia	4.1725	4.1555	4.2360	4.1625	4.1830	4.1256	4.1560	Diamond
3	QANTAS	4.1774	4.1355	4.1097	4.0484	4.1132	4.1613	4.1358	Diamond
4	Malaysia Airlines	3.9625	3.9900	4.0250	3.9500	3.9858	4.0000	3.9925	-
5	Cathay Airlines	3.7879	3.9273	3.9273	3.9394	3.9081	4.0000	3.9513	-
6	Air Asia	3.7755	3.7347	3.8531	3.8061	3.7928	3.7292	3.7628	-
7	Lion Air	3.9808	3.7769	3.8615	3.7308	3.8222	3.6154	3.7249	-
8	Others	3.9211	4.0719	4.1158	4.0789	4.0622	4.1754	4.1155	
INDUSTRY		4.0527	4.0688	4.1274	4.0770	4.0851	4.0728	4.0793	



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16. INTERNATIONAL AIRPORT ( BANDAR UDARA INTERNASIONAL)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Changi Airport Singapore	4.1450	4.1309	4.0772	4.0854	4.1160	4.1167	4.1163	Diamond
2	Kuala Lumpur International Airport (KLIA)	4.0862	4.0411	4.0948	4.0948	4.0646	4.0714	4.0679	Diamond
3	Hongkong International Airport	4.0000	3.9412	4.0441	3.9559	3.9682	4.0000	3.9836	-
4	Soekarno Hatta International Airport	4.0404	3.9627	4.0909	3.9545	3.9926	3.9063	3.9508	-
5	Suvarnabhumi International Airport	3.9189	3.7838	3.7838	3.9865	3.8338	3.9730	3.9012	-
6	King Abdul Aziz Internasional Airport	4.1111	3.9413	3.8030	3.7727	3.9105	3.8788	3.8952	-
7	Juanda International Airport	3.8757	3.7837	3.8220	3.8390	3.8105	3.8947	3.8513	-
8	Others	4.1741	4.1194	4.0821	4.0896	4.1148	4.1667	4.1399	
INDUSTRY		4.0657	4.0013	4.0000	4.0034	4.0092	4.0345	4.0214	

17. IMMIGRATION SERVICE COUNTER (LOKET PELAYANAN IMIGRASI)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Immigration and Checkpoint Authority of Singapore at Changi Airport	4.1538	4.0840	4.0370	4.0299	4.0718	4.0427	4.0577	Diamond
2	Immigration Department of The Government of Hongkong SAR at Hongkong International Airport	4.1290	4.0215	3.9462	3.9839	4.0136	4.0357	4.0243	Diamond
3	Malaysian Immigration Department at Kuala Lumpur International Airport	3.9762	3.8690	3.9524	4.0119	3.9380	3.9048	3.9219	-
4	Immigration of Bureau of Royal Thai at Suvarnabhumi International Airport	3.9231	3.8333	3.9487	3.9231	3.8926	3.9231	3.9073	-
5	Dirjen Imigrasi Kementerian Luar Negeri RI at Soekarno Hatta International Airport	3.9706	3.9012	3.9069	3.9074	3.9145	3.8603	3.8883	-
6	Dirjen Imigrasi Kementerian Luar Negeri RI at Juanda International Airport	3.8929	3.8601	3.8452	3.7946	3.8456	3.8909	3.8675	-
7	The Saudi Arabia Immigration Department at King Abdul Aziz International Airport	3.9444	3.7315	3.5926	3.7500	3.7414	3.8889	3.8127	-
8	Others	4.1094	4.0885	4.0417	4.0397	4.0701	4.0806	4.0752	
INDUSTRY		4.0335	3.9631	3.9455	3.9505	3.9672	3.9554	3.9615	

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**18. DOMESTIC AIRLINE (MASKAPAI PENERBANGAN LOKAL)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Garuda Indonesia	4.1792	4.2008	4.2095	4.1905	4.1966	4.1694	4.1843	Diamond
2	Air Asia	3.8851	3.9027	3.9568	3.8716	3.9064	3.9178	3.9116	Golden
3	Sriwijaya	3.8238	3.7885	3.8492	3.8115	3.8148	3.7869	3.8022	-
4	Citilink	3.8603	3.7971	3.9000	3.6471	3.8058	3.7059	3.7608	-
5	Lion Air	3.7782	3.7048	3.7683	3.6655	3.7274	3.7379	3.7321	-
6	Others	3.8846	3.9231	4.0154	4.1154	3.9753	3.8462	3.9171	-
INDUSTRY		3.9223	3.8993	3.9494	3.8762	3.9117	3.8944	3.9039	

**19. DOMESTIC AIRPORT ( BANDAR UDARA LOKAL)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Bandara Soekarno Hatta	3.9988	3.9725	3.9611	3.9270	3.9676	4.0000	3.9836	Golden
2	Bandara Achmad Yani	3.9638	3.9365	3.9203	4.0109	3.9511	3.9783	3.9646	Golden
3	Bandara Polonia	4.0034	3.9027	3.9394	3.9192	3.9316	3.9588	3.9451	Golden
4	Bandara Juanda	3.9818	3.9226	3.8724	3.8125	3.9055	3.9606	3.9328	Golden
5	Bandara I Gusti Ngurah Rai	3.6545	3.6477	3.7091	3.6636	3.6635	3.6296	3.6467	-
6	Others	3.6703	3.5885	3.6227	3.5989	3.6123	3.5824	3.5975	-
INDUSTRY		3.9235	3.8747	3.8745	3.8463	3.8791	3.9006	3.8897	

**20. PUBLIC SERVICE (LAYANAN UMUM)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Kantor Samsat	3.9592	3.8270	3.8827	3.8520	3.8737	3.8724	3.8730	Golden
2	Kantor Pelayanan PLN	3.8259	3.8033	3.8140	3.7842	3.8068	3.8333	3.8209	Golden
3	Kereta Api	3.9398	3.6165	3.7717	3.6816	3.7432	3.7358	3.7393	-
INDUSTRY		3.8935	3.7563	3.8200	3.7728	3.8063	3.8159	3.8114	

**21. TOLL ROAD ( JALAN TOL)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Citra Margatama Surabaya	3.8788	3.8258	3.8295	3.8295	3.8369	4.0227	3.9185	Golden
2	Jasa Marga	3.8806	3.7811	3.7777	3.7488	3.7901	3.8492	3.8161	Golden
3	Marga Bumi Mataraya	3.8986	3.6957	3.7880	3.6739	3.7522	3.8696	3.8038	Golden
4	Citra Marga Nusaphala Persada	3.6667	3.5370	3.5750	3.5167	3.5658	3.5517	3.5596	-
5	Others	3.8772	3.7388	3.7259	3.6579	3.7409	3.8182	3.7748	-
INDUSTRY		3.8629	3.7537	3.7594	3.7197	3.7666	3.8429	3.8001	

**22. PUBLIC FUEL FILLING STATION (POMPA BENSIN)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Pertamina	4.2861	3.9126	3.8572	3.8545	3.9307	3.9533	3.9419	Golden
2	Shell	3.6563	3.8576	3.6750	3.6719	3.7363	3.8065	3.7708	-
3	Others	3.8182	4.0000	3.8909	3.8182	3.9047	4.0000	3.9516	-
INDUSTRY		4.2301	3.9108	3.8451	3.8407	3.9163	3.9443	3.9301	

**23. TAXI (TAKSI)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Blue Bird	4.0641	4.0152	3.9731	3.9543	3.9970	4.0388	4.0158	Diamond
2	Express	3.9024	3.8049	3.8878	3.8049	3.8562	3.9500	3.8983	-
3	O-Renz	3.9556	3.8500	3.9067	3.8667	3.8982	3.8667	3.8841	-
4	Taxiku	4.0000	3.9583	3.7200	3.7000	3.8219	3.9000	3.8570	-
5	Others	3.7982	3.8158	3.7526	3.7237	3.7672	3.7632	3.7654	-
INDUSTRY		4.0032	3.9535	3.9237	3.8942	3.9402	3.9806	3.9583	

**24. CAR RENTAL (RENTAL MOBIL)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Blue Bird	4.0270	4.1284	4.0703	4.0000	4.0627	4.0541	4.0576	Diamond
2	TRAC	4.0526	3.9868	4.0737	3.9123	4.0414	4.0351	4.0376	Diamond
3	ASSA	3.9524	3.9286	3.9429	3.9762	3.9459	3.9524	3.9497	-
4	Cipaganti	3.8485	4.0606	3.9758	3.8182	3.9446	3.8788	3.9057	-
5	Tunas Rental	3.9848	3.8182	3.8485	3.8485	3.8763	3.8788	3.8778	-
6	Others	4.1250	4.2500	4.2000	4.2500	4.1941	3.7500	3.9315	-
INDUSTRY		3.9975	4.0127	4.0114	3.9365	4.0017	3.9543	3.9737	

**25. HANDPHONE AND SMART PHONE (TELEPON GENGAM DAN TELEPON CERDAS)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Samsung	3.9865	4.0279	4.0360	4.0205	4.0167	4.0533	4.0332	Diamond
2	BlackBerry	3.9514	3.9567	3.9588	3.9528	3.9546	3.9750	3.9638	Golden
3	Nokia	3.9517	3.9367	3.9581	3.9497	3.9492	3.9733	3.9601	Golden
4	Sony	3.8214	3.8274	3.7857	3.8571	3.8268	3.7857	3.8083	-
5	Others	3.6759	3.7384	3.8079	3.6389	3.7049	3.7429	3.7220	-
INDUSTRY		3.9305	3.9397	3.9536	3.9339	3.9384	3.9631	3.9495	

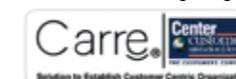
**26. HOME ENTERTAINMENT (PERALATAN ELEKTRONIK HIBURAN RUMAH)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	LG	3.9662	4.0608	4.0162	4.0541	4.0335	4.1081	4.0709	Diamond
2	Samsung	3.8690	3.9524	4.0381	3.9643	3.9554	4.0476	4.0016	Diamond
3	Polytron	3.8426	3.8148	3.8963	3.9074	3.8740	3.9259	3.9000	-
4	Sharp	3.8514	3.8438	3.9243	3.8919	3.8791	3.8378	3.8584	-
5	Toshiba	3.7500	3.8222	3.8000	3.8250	3.8067	3.8421	3.8244	-
6	Others	3.8929	3.9229	3.9755	3.9592	3.9417	3.9792	3.9604	-
INDUSTRY		3.8738	3.9157	3.9594	3.9458	3.9281	3.9714	3.9498	

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27. HOME APPLIANCE (PERALATAN ELEKTRONIK RUMAH)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Samsung	3.9574	3.9858	4.0468	4.0851	4.0194	4.0213	4.0203	Diamond
2	LG	3.9891	3.9179	3.8870	4.0652	3.9758	4.0435	4.0061	Diamond
3	Toshiba	3.9530	3.9164	3.9723	4.0099	3.9637	3.9703	3.9667	Golden
4	National/Panasonic	3.8986	3.9339	3.9730	3.9459	3.9353	3.9167	3.9270	Golden
5	Sharp	3.8347	3.8423	3.8774	3.8710	3.8551	3.8871	3.8694	-
6	Others	3.5528	3.7241	3.7800	3.7500	3.6983	3.7667	3.7290	
INDUSTRY		3.8551	3.8795	3.9242	3.9439	3.9006	3.9240	3.9111	

28. COMPUTER (KOMPUTER)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Toshiba	3.8941	3.9699	3.9864	3.8983	3.9440	4.0000	3.9694	Golden
2	Acer	3.8768	3.9421	3.9739	4.0145	3.9543	3.9855	3.9684	Golden
3	Hewlett Packard (HP)	3.7560	3.8519	3.9333	3.9405	3.8763	3.9524	3.9108	-
4	Axio	3.6375	3.7500	3.7900	3.7250	3.7339	3.8500	3.7866	-
5	Others	3.6517	3.8091	3.8385	3.8397	3.7929	3.8333	3.8112	
INDUSTRY		3.7985	3.8935	3.9288	3.9273	3.8923	3.9407	3.9142	

29. PRINTER (PRINTER)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Canon	3.8500	3.9411	3.9435	4.0000	3.9359	4.0315	3.9734	Golden
2	Xerox	3.5000	3.4815	3.6000	4.0000	3.6441	4.3333	3.9146	-
3	Hewlett Packard (HP)	3.8900	3.8089	3.8160	3.8400	3.8377	3.8333	3.8360	-
4	Epson	3.7745	3.8061	3.8980	3.8431	3.8210	3.8400	3.8285	-
INDUSTRY		3.8313	3.8858	3.9122	3.9426	3.8919	3.9657	3.9209	

30. CAMERA/DIGITAL CAMERA (KAMERA/KAMERA DIGITAL)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Sony	3.8721	3.9664	4.0651	4.0814	3.9992	4.0698	4.0316	Diamond
2	Canon	3.8544	3.8833	3.9241	4.0253	3.9316	4.0759	3.9978	Diamond
3	Fuji	3.9375	3.8944	3.9100	4.0000	3.9455	4.0000	3.9705	-
4	Nikon	3.8152	3.8696	3.8696	4.0000	3.8983	4.0435	3.9649	-
5	Others	3.8032	3.8487	3.8723	3.9468	3.8739	3.8723	3.8732	
INDUSTRY		3.8502	3.8920	3.9340	4.0142	3.9302	4.0189	3.9709	

31. GENERAL HOSPITAL (RUMAH SAKIT UMUM)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	RS Mitra Keluarga	4.0122	4.1073	4.0347	3.9390	4.0173	4.0732	4.0444	Diamond
2	RS Pirngadi ( Medan )	4.0769	4.0077	3.9501	3.9359	3.9761	4.0541	4.0139	Golden
3	RSUD dr. Soetomo	3.9394	4.0091	3.9665	3.7879	3.9174	4.0000	3.9575	Golden
4	RS Telogorejo	4.2813	4.0688	3.9178	3.9375	4.0077	3.8750	3.9433	Golden
5	RS Pantiwilasa	3.9242	3.9091	3.8756	4.0152	3.9315	3.9394	3.9353	Golden
6	RSUN Cipto Mangunkusumo	3.9474	3.7632	3.8449	3.7632	3.8188	3.8421	3.8301	-
7	RSUD dr. Karjadi	3.7813	3.5063	3.6678	3.6250	3.6388	3.7500	3.6927	-
8	Others	3.8256	3.8186	3.7923	3.7672	3.7950	3.7764	3.7860	
INDUSTRY		3.9139	3.8848	3.8523	3.8228	3.8591	3.8621	3.8606	

32. MATERNITY/MOTHER KID HOSPITAL (RUMAH SAKIT BERSALIN/KHUSUS IBU ANAK)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	RSIA Bunda	3.8071	4.0371	3.9489	4.0429	3.9718	4.1143	4.0373	Diamond
2	RSIA Hermina	3.9730	3.9893	3.9404	3.9559	3.9621	4.0147	3.9863	Golden
3	RSB Asih	3.9231	3.9462	3.7409	3.8077	3.8408	3.9231	3.8786	-
4	Others	3.8750	3.9317	3.8504	3.8583	3.8751	3.9407	3.9053	
INDUSTRY		3.8958	3.9647	3.8849	3.9110	3.9126	3.9872	3.9469	

33. CLINICAL LABORATORY (LABORATORIUM KLINIK)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Prodia	4.0095	4.1153	4.0990	4.1286	4.0953	4.0952	4.0953	Diamond
2	Bio Medika	4.0591	4.0717	3.9806	4.1935	4.0761	4.0000	4.0417	Diamond
3	CITO Laboratorium Klinik	3.9815	4.0389	3.9978	4.0556	4.0234	3.9778	4.0028	Golden
4	Pramita	3.9012	3.9877	3.9611	3.9722	3.9631	4.0000	3.9798	-
5	Others	3.7628	3.8670	3.8404	3.8942	3.8480	3.9038	3.8732	
INDUSTRY		3.9454	4.0296	3.9976	4.0523	4.0123	4.0140	4.0130	



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34. OPTIC (OPTIK)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Lili Kasoem	4.0753	4.1362	4.1935	4.1613	4.1468	4.0323	4.0928	Diamond
2	Seis	3.8476	4.0032	3.9686	3.8857	3.9314	4.1143	4.0177	Diamond
3	Melawai	3.8646	3.9583	3.9677	3.9896	3.9520	3.9787	3.9646	Golden
4	Optik Keluarga	3.8000	3.7111	3.7733	3.6667	3.7314	3.8667	3.7952	-
5	Others	3.7742	3.8450	3.9177	3.8790	3.8603	3.9194	3.8881	
INDUSTRY		3.8439	3.9228	3.9608	3.9336	3.9209	3.9699	3.9440	

35. EYE CLINIC (KLINIK MATA)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Jakarta Eye Center ( JEC )	4.2348	4.2848	4.1164	4.1364	4.1789	4.1935	4.1867	Diamond
2	Klinik Mata Nusantara ( KMN )	3.9722	4.0611	4.0921	4.1389	4.0708	4.1667	4.1217	Diamond
3	RS Mata Undaan	3.9797	4.0649	3.9232	3.9189	3.9593	4.0000	3.9810	-
4	RS Wiliam Boot	3.7404	3.7615	3.9150	3.9615	3.8599	4.0385	3.9548	-
5	Others	4.0157	4.0482	3.9567	4.0176	4.0033	4.0714	4.0395	
INDUSTRY		4.0027	4.0548	3.9927	4.0323	4.0165	4.0896	4.0554	

36. BEAUTY CLINIC (KLINIK KECANTIKAN)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Erha Clinic Group	3.9570	4.1703	4.1007	4.0625	4.0728	4.1290	4.1030	Diamond
2	Natasha	3.9978	4.1146	4.0621	4.1071	4.0687	4.0741	4.0716	Diamond
3	London Beauty	4.0903	4.0167	4.0694	4.0000	4.0469	4.0833	4.0664	Diamond
4	Others	3.8167	3.9273	3.9038	3.9778	3.9058	3.9888	3.9503	
INDUSTRY		3.9338	4.0625	4.0201	4.0504	4.0160	4.0590	4.0391	



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37. MODERN HOME BUILDER (TOKO SERBA ADA KHUSUS PERKAKAS RUMAH DAN DEKORASI)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	ACE Hardware	3.9810	4.1123	4.0178	3.9728	4.0274	4.0556	4.0390	Diamond
2	Depo Bangunan	3.9394	4.0030	3.8992	4.0545	3.9661	4.0545	4.0027	Diamond
3	AJBS	3.8535	3.9343	3.8595	3.8636	3.8793	3.9091	3.8916	-
4	Mitra 10	3.7759	3.9555	3.7790	3.9052	3.8518	3.9107	3.8762	-
5	Others	3.9355	4.0753	3.9971	3.9677	4.0014	4.0645	4.0275	
INDUSTRY		3.9074	4.0300	3.9202	3.9610	3.9558	4.0075	3.9772	

38. KID AND GAMES CENTER (PUSAT PERMAINAN ANAK)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Timezone	3.9860	3.8341	3.8583	3.8621	3.8774	3.9320	3.9038	Golden
2	Amazone	3.9222	3.8395	3.8889	3.7556	3.8268	3.8095	3.8185	-
3	Fun World	3.6429	3.8095	3.7857	3.8929	3.8125	3.7143	3.7650	-
4	Others	3.8824	3.8423	3.8333	3.6471	3.7620	3.6875	3.7260	
INDUSTRY		3.9534	3.8342	3.8580	3.8345	3.8596	3.8885	3.8736	

39. DEPARTMENT STORE (TOKO BUSANA DAN ASEORIS LAINNYA)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Matahari	3.9556	4.0285	3.9202	3.8870	3.9459	4.0437	3.9885	Golden
2	Sogo	3.8333	4.1019	3.9879	3.9889	3.9899	3.9556	3.9749	Golden
3	Metro	3.7833	4.0167	3.9500	3.9750	3.9440	4.0000	3.9684	Golden
4	Ramayana	3.8059	3.7634	3.7615	3.6701	3.7448	3.7379	3.7418	-
5	Others	3.8480	3.9228	3.8262	3.7721	3.8406	3.9118	3.8716	
INDUSTRY		3.8945	3.9599	3.8786	3.8344	3.8906	3.9501	3.9165	

40. MODERN MARKET STORE (TOKO SERBA ADA MODEREN UKURAN BESAR DAN SUPER BESAR)

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Carrefour	4.0368	4.0410	3.9067	3.9483	3.9888	4.0878	4.0342	Diamond
2	Hypermart	3.8302	3.9097	3.8897	3.8740	3.8811	3.9535	3.9143	-
3	Lotte Mart	3.8583	3.9111	3.7606	3.8167	3.8462	3.9667	3.9015	-
4	Giant	3.8961	3.8671	3.8237	3.8133	3.8495	3.9451	3.8934	-
5	Super Indo	3.7212	3.7628	3.7098	3.8462	3.7672	3.7200	3.7456	-
6	Others	4.0217	4.0181	3.8933	3.7727	3.9279	4.0435	3.9809	
INDUSTRY		3.9361	3.9506	3.8663	3.8813	3.9126	4.0016	3.9535	

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**41. ELECTRONIC STORE (TOKO ELEKTRONIK)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Global Elektronik	4.0794	4.0595	4.0249	3.9048	4.0075	3.9524	3.9818	Golden
2	Hartono Elektronik	3.9064	3.9663	3.9152	3.9270	3.9305	4.0337	3.9786	Golden
3	Electronic City	3.7126	4.0425	3.9174	3.9031	3.9117	3.9490	3.9291	-
4	Electronic Solution	3.8261	3.8580	3.6957	3.7174	3.7658	3.9130	3.8344	-
5	Others	3.8021	3.9288	3.9129	3.9271	3.9029	3.9792	3.9384	
INDUSTRY		3.8268	3.9847	3.9058	3.8996	3.9114	3.9785	3.9426	

**42. BOOK STORE (TOKO BUKU)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Gramedia	3.9729	4.0556	3.9643	3.9810	3.9999	4.0436	4.0186	Diamond
2	Gunung Agung	3.8731	3.9154	3.8719	3.7985	3.8656	3.9091	3.8841	-
3	Toga Mas	3.7252	3.7635	3.7973	3.8649	3.7921	4.0000	3.8807	-
4	Others	3.7602	3.7939	3.8012	3.8246	3.7979	3.8070	3.8018	
INDUSTRY		3.9201	3.9893	3.9234	3.9330	3.9467	3.9981	3.9686	

**43. MINI MARKET STORE (TOKO SERBA ADA UKURAN KECIL)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Alfamart	3.9742	3.9067	3.8867	3.9022	3.9105	3.9438	3.9257	Golden
2	Circle K	3.8468	3.8925	3.8669	3.8710	3.8713	3.9032	3.8859	Golden
3	Indomaret	3.8839	3.8311	3.8113	3.8084	3.8274	3.8600	3.8423	-
4	Others	3.6607	3.8214	3.8304	3.8214	3.7979	3.8000	3.7989	
INDUSTRY		3.9163	3.8668	3.8472	3.8526	3.8650	3.8972	3.8797	

**44. CONVENIENCE STORE (TOKO SERBA ADA UKURAN KECIL DAN KEDAI MINUM)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	7 Eleven	4.0000	3.9962	3.9599	3.9156	3.9636	4.0000	3.9827	Golden
2	Point Indomaret	3.6210	3.9057	3.9355	4.0000	3.8926	3.8667	3.8790	-
3	Alfa Express	3.6667	3.8333	3.8667	3.8000	3.8038	3.9000	3.8544	-
4	Lawson	3.4951	3.5792	3.5662	3.4688	3.5289	3.6471	3.5910	-
5	Others	3.5735	3.8507	3.7868	3.6471	3.7265	3.8125	3.7717	
INDUSTRY		3.7828	3.8965	3.8837	3.8421	3.8577	3.9053	3.8827	

**45. COURIER (KURIR)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Tiki	3.8495	3.8386	3.8576	3.8848	3.8594	3.8865	3.8717	Golden
2	Pos Indonesia	3.8356	3.7557	3.8273	3.7682	3.7927	3.8818	3.8333	Golden
3	JNE	3.6667	3.6724	3.7571	3.7429	3.7164	3.7612	3.7368	-
4	Others	3.5938	3.6875	3.7250	3.7917	3.7137	3.7391	3.7253	
INDUSTRY		3.7977	3.7769	3.8233	3.8215	3.8066	3.8545	3.8285	

**46. INTERNET SERVICE PROVIDER (PENYEDIA LAYANAN INTERNET)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Indonet	4.0606	4.0909	4.1333	4.0606	4.0825	4.2727	4.1660	Diamond
2	First Media	4.0085	4.0009	3.9436	3.9615	3.9800	4.0833	4.0253	Diamond
3	Telkom Speedy	3.9616	3.9213	3.9554	3.9348	3.9382	3.9565	3.9463	-
4	IM2	3.7895	3.8421	3.7789	3.6842	3.7707	3.7368	3.7558	-
5	Others	3.9216	3.8725	3.8353	3.9118	3.8879	3.8824	3.8855	
INDUSTRY		3.9663	3.9471	3.9555	3.9350	3.9477	3.9959	3.9689	

**47. PAY TV (TV BERBAYAR)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	Indovision	4.0635	4.0148	4.0000	3.9262	3.9929	4.0000	3.9963	Diamond
2	Aora TV	4.0104	3.9479	3.9375	3.8500	3.9270	3.9688	3.9468	Golden
3	First Media	3.9792	3.8958	3.9188	3.8750	3.9135	3.9375	3.9249	Golden
4	Telkomvision	3.8889	3.8667	3.7733	3.7333	3.8078	3.8000	3.8041	-
5	Others	3.7222	3.6204	3.5000	3.4722	3.5712	3.5000	3.5374	
INDUSTRY		3.9813	3.9194	3.8938	3.8301	3.8985	3.9057	3.9019	

**48. FAST FOOD RESTAURANT (RESTORAN CEPAT SAJI)**

No	Brand	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2013	SQA 2013
1	KFC	4.0867	3.9948	3.9648	3.9630	4.0016	4.0677	4.0358	Diamond
2	MC Donald	4.0961	3.9539	3.9379	3.9417	3.9778	3.9563	3.9667	Golden
3	Hoka-Hoka Bento	3.9138	3.8966	3.8966	3.8793	3.8966	3.9286	3.9131	-
4	A & W	3.8865	3.9172	3.9043	3.8511	3.8948	3.9130	3.9042	-
5	Others	3.8063	3.8351	3.8395	3.8176	3.8264	3.8767	3.8524	
INDUSTRY		4.0235	3.9493	3.9314	3.9232	3.9559	3.9900	3.9735	

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