



01. PRIORITY BANKING (BANK PRIORITAS)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	BCA Prioritas	4.0408	4.1020	4.1071	4.0510	4.0785	4.1224	4.1041	Diamond
2	BRI Prioritas	4.1171	4.1577	4.0912	4.1081	4.1209	4.0811	4.0977	Diamond
3	Mandiri Prioritas	3.9722	3.9954	3.9861	3.9583	3.9802	4.0833	4.0402	Diamond
4	Permata Bank Priority	3.8737	4.0101	4.0492	3.9242	3.9703	4.0606	4.0228	Golden
5	BTN Prioritas	3.9839	4.0484	4.0363	3.9355	4.0077	4.0323	4.0220	Golden
6	BNI Emerald	3.9333	3.9889	3.9667	4.0667	3.9843	3.9667	3.9741	-
7	Others	3.8411	3.8876	3.9651	3.8721	3.8934	3.9767	3.9419	-
INDUSTRY		3.9685	4.0283	4.0323	3.9884	4.0070	4.0502	4.0321	

research conducted by :



02. REGULAR BANKING - DOMESTIC (BANK REGULER - LOKAL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Bank Central Asia	4.1318	4.0388	4.1090	4.0379	4.0774	4.1288	4.1069	Diamond
2	Bank Mandiri	4.1288	4.0814	4.0886	4.0379	4.0822	4.0985	4.0915	Diamond
3	Bank Internasional Indonesia	4.0829	4.0732	4.0622	4.0854	4.0753	4.0976	4.0881	Diamond
4	Bank Permata	4.0756	4.0694	4.0427	3.9556	4.0343	4.1111	4.0784	Diamond
5	Bank CIMB Niaga	4.1333	4.0804	4.0586	4.0000	4.0649	4.0714	4.0686	Diamond
6	Bank Rakyat Indonesia	4.1032	4.0658	4.0794	3.9789	4.0552	4.0421	4.0477	Diamond
7	Bank Negara Indonesia	4.0413	4.0635	4.0574	4.0476	4.0531	4.0159	4.0317	Diamond
8	Bank Danamon	3.8444	3.8646	3.9274	3.7778	3.8557	3.8611	3.8588	-
9	Bank Mega	3.7422	3.8083	3.8239	3.8333	3.8053	3.8444	3.8278	-
10	Others	3.4077	3.6683	3.5680	3.5769	3.5629	3.6538	3.6151	-
INDUSTRY		4.0405	4.0205	4.0341	3.9787	4.0178	4.0396	4.0303	

03. REGULAR BANKING - MULTINATIONAL (BANK REGULER - ASING)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Commonwealth Bank	4.0000	4.1629	4.0350	4.1061	4.0791	4.1212	4.1041	Diamond
2	Citibank N.A	3.8171	3.9643	3.9516	3.9571	3.9290	4.0571	4.0051	Diamond
3	Standart Chartered Bank	3.9526	4.0428	4.0567	3.9342	4.0023	4.0000	4.0009	Diamond
4	ANZ Bank	3.9224	4.0408	4.0314	3.9490	3.9919	4.0000	3.9967	Golden
5	The Hongkong & Shanghai B.C (HSBC)	3.8600	3.9031	3.9000	3.8500	3.8806	3.9750	3.9367	-
6	Others	3.6579	3.7993	3.8016	3.8553	3.7847	3.9211	3.8657	-
INDUSTRY		3.8687	3.9839	3.9640	3.9378	3.9436	4.0086	3.9822	

04. SHARIA BANKING (BANK SYARIAH)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	BNI Syariah	3.9953	4.0669	4.0429	4.0116	4.0307	4.1163	4.0803	Diamond
2	Bank Syariah Mandiri	4.0269	4.0144	4.1361	4.0481	4.0582	4.0385	4.0468	Diamond
3	Bank Muamalat	3.9444	3.9340	4.0278	3.9444	3.9643	4.0833	4.0332	Diamond
4	BCA Syariah	3.9561	4.0915	4.0206	3.9512	4.0077	4.0488	4.0315	Diamond
5	BRI Syariah	3.8468	3.9149	3.9771	4.0000	3.9358	3.9149	3.9237	-
6	Others	3.5545	3.9034	3.8462	3.8409	3.7916	4.0455	3.9386	-
INDUSTRY		3.9187	3.9953	4.0262	3.9813	3.9825	4.0373	4.0142	

research conducted by :



05. PLATINUM CREDIT CARD (KARTU KREDIT PLATINUM)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Bank Central Asia	4.2184	4.1315	4.0460	4.0776	4.1148	4.1379	4.1278	Diamond
2	Bank Permata	3.9783	3.9755	3.9855	4.0000	3.9847	4.1957	4.1034	Diamond
3	Citibank N.A	4.0171	4.0449	4.0171	4.0513	4.0334	4.1026	4.0723	Diamond
4	Bank Mandiri	3.9574	3.8989	3.9362	3.9468	3.9328	4.0426	3.9945	-
5	Bank Negara Indonesia	4.0098	3.9669	3.9902	3.9706	3.9829	4.0000	3.9925	-
6	ANZ Bank	3.9510	3.9522	3.9804	3.8971	3.9456	4.0000	3.9762	-
7	Bank Mega	3.9238	4.0036	4.0952	3.9571	3.9987	3.9143	3.9512	-
8	Bank CIMB Niaga	3.9690	4.0087	4.0388	3.9651	3.9972	3.9070	3.9464	-
9	Others	3.9380	4.2064	4.2558	4.3023	4.1855	4.2326	4.2120	-
INDUSTRY		4.0062	4.0267	4.0387	4.0251	4.0250	4.0686	4.0495	

06. REGULAR CREDIT CARD (KARTU KREDIT REGULER)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Bank Central Asia	4.2137	4.1667	4.1709	4.2564	4.1992	4.1538	4.1722	Diamond
2	Bank Negara Indonesia	4.0778	4.0542	4.1667	4.1167	4.1027	4.1000	4.1011	Diamond
3	Bank Internasional Indonesia	4.1667	4.1208	4.0778	4.1667	4.1311	4.0667	4.0927	Diamond
4	Bank Permata	4.1333	4.0042	4.0778	4.0167	4.0564	4.0667	4.0625	Diamond
5	Bank Mandiri	4.1543	4.0764	4.0679	3.9074	4.0543	4.0000	4.0220	Diamond
6	Bank ANZ	4.0215	3.9919	3.9892	4.0000	4.0001	4.0000	4.0000	Diamond
7	Bank Mega	3.9271	3.9570	3.9583	4.0313	3.9671	4.0000	3.9867	Golden
8	Bank CIMB Niaga	3.8817	3.9274	3.9247	3.8710	3.9031	3.8387	3.8648	-
9	Bank Rakyat Indonesia	3.6556	3.8000	3.7778	3.7667	3.7525	3.8333	3.8006	-
10	Bank Bukopin	3.8444	3.8417	3.8222	3.8000	3.8279	3.7333	3.7716	-
11	Others	3.6296	3.8681	3.8889	3.9444	3.8343	3.8333	3.8337	-
INDUSTRY		4.0028	3.9972	4.0056	3.9915	3.9994	3.9775	3.9863	

research conducted by :





07. FINANCING AUTOMOTIVE 4W (PEMBIAYAAN MOBIL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Astra Credit Companies	4.0053	4.0464	4.0658	4.0851	4.0528	4.0851	4.0714	Diamond
2	Adira Finance	4.0139	3.9571	4.0682	4.0833	4.0312	4.0556	4.0452	Diamond
3	BCA Finance	4.0144	4.0175	4.0804	3.9519	4.0153	4.0577	4.0398	Diamond
4	Oto Multiartha	3.9952	3.9913	4.0245	4.0385	4.0131	4.0577	4.0388	Diamond
5	Dipo Finance	3.9000	3.9000	3.9273	3.9333	3.9158	3.9333	3.9259	-
6	Verena Multi Finance	3.6250	3.9303	3.9091	3.9167	3.8556	3.9333	3.9004	-
7	Tunas Mandiri Finance	3.7823	3.8387	3.8094	3.8710	3.8277	3.9355	3.8899	-
8	Others	3.8269	3.7762	3.9021	4.0000	3.8788	3.8462	3.8600	-
INDUSTRY		3.9244	3.9591	3.9963	3.9931	3.9701	4.0137	3.9953	

08. FINANCING AUTOMOTIVE 2W (PEMBIAYAAN SEPEDA MOTOR)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Adira Finance	4.0492	4.0126	4.0596	4.0082	4.0327	3.9836	4.0060	Diamond
2	FIF GROUP	3.8233	3.9297	3.9326	3.9483	3.9124	3.9483	3.9319	Golden
3	Bussan Auto Finance (BAF)	3.8786	3.8220	3.9351	4.0857	3.9306	3.9143	3.9217	Golden
4	WOM Finance	3.7500	3.8632	3.8788	3.9028	3.8533	3.9167	3.8878	Golden
5	OTO Finance	3.5000	3.6487	3.7061	3.7167	3.6500	3.7333	3.6954	-
6	Others	3.5000	3.6154	3.6234	3.6429	3.5998	3.6667	3.6362	-
INDUSTRY		3.8091	3.8628	3.9019	3.9212	3.8768	3.8963	3.8874	

research conducted by :



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

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Prudential	4.0789	3.8887	4.0596	3.9895	4.0000	4.0421	4.0242	Diamond
2	Manulife	4.0435	4.0031	4.0362	3.9674	4.0106	4.0217	4.0170	Diamond
3	Asuransi Allianz Indonesia	3.8939	3.8571	3.9394	3.8939	3.8957	4.0303	3.9731	Golden
4	Axa Mandiri	3.9022	3.9752	4.0942	3.9239	3.9757	3.9348	3.9522	Golden
5	AJB Bumiputera 1912	4.0000	3.9217	3.9570	3.8710	3.9340	3.8710	3.8978	-
6	BPJS	3.7857	3.8122	3.9429	3.9143	3.8668	3.7429	3.7955	-
7	Others	3.8214	3.9005	3.8988	3.8929	3.8809	3.8571	3.8672	-
INDUSTRY		3.9532	3.9098	4.0019	3.9342	3.9490	3.9474	3.9480	

10. CAR INSURANCE (ASURANSI MOBIL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Garda Oto (Asuransi Astra)	3.9436	3.9151	4.0150	3.9699	3.9606	3.9474	3.9526	Golden
2	Asuransi Autocillin (Adira Insurance)	3.9342	3.8421	3.9386	4.0132	3.9288	3.9474	3.9401	Golden
3	Asuransi Central Asia (ACA)	3.9681	3.8693	3.8723	3.9787	3.9191	3.8936	3.9037	-
4	Simas Mobil	4.0000	3.8421	4.0526	4.0000	3.9713	3.7368	3.8293	-
5	Others	3.9730	3.9305	3.9640	4.0676	3.9810	3.9730	3.9762	-
INDUSTRY		3.9573	3.8908	3.9807	3.9932	3.9538	3.9147	3.9301	

11. CELLULAR TELECOMMUNICATION

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Grapari Telkomsel	4.0572	4.0322	4.0439	3.9665	4.0258	4.0704	4.0531	Diamond
2	XL Center	3.9141	3.9955	4.0325	4.0000	3.9869	4.0156	4.0045	Diamond
3	3 Store	3.9659	4.0584	4.0857	4.0227	4.0351	3.9545	3.9859	Golden
4	Indosat Galeri	3.8954	3.9227	3.9513	3.8673	3.9107	3.9592	3.9403	-
5	AXIS Center	3.7829	3.9248	3.9251	3.9342	3.8932	3.7368	3.7977	-
6	Galeri Smartfren	3.6419	3.6564	3.6861	3.6216	3.6526	3.6216	3.6337	-
INDUSTRY		3.9602	3.9793	3.9984	3.9327	3.9688	3.9841	3.9781	

research conducted by :



12. AUTOMOTIVE 4W (MOBIL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Honda	4.1154	4.0696	4.0897	4.0385	4.0787	4.2308	4.1723	Diamond
2	Daihatsu	4.0939	4.0299	4.0026	4.0636	4.0439	4.1273	4.0952	Diamond
3	Toyota	4.0884	4.0185	4.0241	4.0110	4.0341	4.0442	4.0403	Diamond
4	Suzuki	4.0307	3.8741	3.9530	4.1316	3.9890	4.0263	4.0120	Diamond
5	Nissan	4.0111	3.9595	3.9857	4.0000	3.9876	3.5667	3.7286	-
6	Others	3.6859	3.7005	3.6813	3.7500	3.7027	3.6923	3.6963	-
INDUSTRY		4.0515	3.9835	3.9932	4.0149	4.0085	4.0108	4.0099	

13. AUTOMOTIVE 2W (SEPEDA MOTOR)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Honda	4.1265	4.0311	4.0282	4.0294	4.0514	4.0529	4.0523	Diamond
2	Yamaha	4.0756	4.0314	3.9819	4.0267	4.0266	4.0667	4.0490	Diamond
3	Suzuki	3.9222	3.9167	3.8310	3.8500	3.8781	3.8000	3.8344	-
INDUSTRY		4.0903	4.0187	3.9940	4.0091	4.0257	4.0291	4.0276	



14. INTERNATIONAL AIRLINE (MASKAPAI PENERBANGAN INTERNASIONAL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Singapore Airlines	4.1011	4.0383	4.0298	4.0319	4.0483	4.1915	4.1349	Diamond
2	Garuda Indonesia	4.1191	4.0902	4.0992	4.0709	4.0945	4.1102	4.1040	Diamond
3	Cathay Airlines	3.9211	4.0237	4.0947	4.0000	4.0146	4.1053	4.0694	Diamond
4	Malaysia Airlines	3.9000	3.9543	4.0629	4.0000	3.9814	3.9143	3.9408	-
5	Air Asia	3.8365	3.9115	3.9769	3.8558	3.8997	3.9615	3.9371	-
6	Lion Air	3.7188	3.6156	3.6000	3.7188	3.6574	3.5625	3.6000	-
7	Others	3.8088	3.8941	4.0353	4.0441	3.9467	3.9412	3.9434	-
INDUSTRY		4.0091	4.0071	4.0398	4.0091	4.0166	4.0407	4.0312	

15. INTERNATIONAL AIRPORT (BANDAR UDARA INTERNASIONAL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Changi Airport Singapore	4.1951	4.0999	4.1646	4.0945	4.1375	4.0732	4.1015	Diamond
2	Hongkong International Airport	4.1453	3.9467	4.1538	4.0000	4.0581	4.1282	4.0973	Diamond
3	I Gusti Ngurah Rai International Airport	4.1111	4.1538	4.2667	4.1167	4.1620	4.0000	4.0713	Diamond
4	Kualanamu International Airport	4.0871	4.0298	3.9730	3.9099	4.0010	4.0180	4.0105	Diamond
5	Kuala Lumpur International Airport (KLIA)	4.0342	3.9852	4.0385	4.0641	4.0290	3.9872	4.0056	Diamond
6	Soekarno Hatta International Airport	3.9604	3.9263	3.9545	3.8881	3.9323	3.9441	3.9389	-
7	Ahmad Yani International Airport	3.9510	3.8982	3.7941	3.7794	3.8571	3.9412	3.9042	-
8	Juanda International Airport	3.7414	3.7168	3.7804	3.7850	3.7546	3.8879	3.8292	-
9	King Abdul Azis Airport	3.8860	3.8441	3.8158	3.6184	3.7931	3.6842	3.7322	-
10	Others	4.0238	4.0641	4.0476	3.9286	4.0178	3.9762	3.9945	-
INDUSTRY		4.0191	3.9663	3.9987	3.9364	3.9798	3.9784	3.9790	

research conducted by :



16. IMMIGRATION SERVICE COUNTER (LOKET PELAYANAN IMIGRASI)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	ICA Changi Airport Singapore	4.2200	4.1256	4.1667	4.1367	4.1619	4.1200	4.1374	Diamond
2	Hongkong Immigration	4.0645	4.1183	4.0860	4.3710	4.1655	4.0645	4.1064	Diamond
3	Counter Immigration King Abdul Aziz	4.0313	4.0990	3.9479	3.8438	3.9776	4.1875	4.1005	Diamond
4	Counter Imigrasi Juanda	3.9810	3.9206	3.9492	4.0000	3.9640	4.0190	3.9962	Golden
5	Counter Imigrasi Kualanamu	4.0000	4.0039	4.0039	3.9353	3.9844	3.9765	3.9797	-
6	Counter Imigrasi Soekarno Hatta	4.0391	3.8646	3.8229	3.8242	3.8878	3.8984	3.8940	-
7	KLIA Immigration	3.8507	3.8557	3.9751	3.9328	3.9032	3.8507	3.8725	-
8	Counter Imigrasi Ahmad Yani	3.8485	3.7778	3.7172	3.7576	3.7759	3.7273	3.7474	-
9	Others	3.8667	3.7944	3.7000	3.7500	3.7785	3.7333	3.7521	-
INDUSTRY		4.0303	3.9655	3.9672	3.9682	3.9829	3.9788	3.9805	

17. DOMESTIC AIRLINE (MASKAPAI PENERBANGAN LOKAL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Garuda Indonesia	4.2866	4.2026	4.2793	4.2672	4.2575	4.2155	4.2320	Diamond
2	Citilink	4.0342	3.9986	4.0904	4.0411	4.0406	3.8219	3.9080	-
3	Air Asia	3.8821	3.7868	3.8830	3.7642	3.8276	3.9057	3.8749	-
4	Lion Air	3.8863	3.8340	3.9490	3.8175	3.8711	3.8500	3.8583	-
5	Sriwijaya	3.9412	3.8118	3.8294	3.7941	3.8419	3.7941	3.8129	-
6	Others	4.0000	3.9143	3.9429	4.0000	3.9626	4.1429	4.0719	-
INDUSTRY		4.0098	3.9418	4.0340	3.9545	3.9840	3.9400	3.9573	

research conducted by :





18. DOMESTIC AIRPORT (BANDAR UDARA LOKAL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	I Gusti Ngurah Rai International Airport	4.0208	3.9964	4.0156	3.9297	3.9898	4.0625	4.0337	Diamond
2	Juanda International Airport	3.9630	3.9444	4.0255	4.0243	3.9851	4.0556	4.0277	Diamond
3	Kualanamu Airport	4.0861	4.0389	4.0037	3.9551	4.0233	4.0000	4.0092	Diamond
4	Soekarno Hatta International Airport	4.0176	3.9712	3.9621	3.9736	3.9820	4.0203	4.0052	Diamond
5	Achmad Yani Airport	4.0238	3.9626	3.9476	3.9643	3.9759	4.0000	3.9905	Golden
6	Sultan Hasanuddin Airport	3.7667	3.7436	3.7222	3.8000	3.7595	3.6333	3.6833	-
7	Adi Sucipto Airport	3.7634	3.6675	3.7097	3.7419	3.7193	3.3871	3.5187	-
8	Others	3.5000	3.4135	3.4167	3.3125	3.4113	3.2500	3.3139	-
INDUSTRY		3.9816	3.9394	3.9498	3.9435	3.9534	3.9638	3.9597	

19. PUBLIC SERVICE (LAYANAN MASYARAKAT)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Kantor Pelayanan PLN	3.9425	3.8472	3.8968	3.9130	3.8957	3.9440	3.9221	Golden
2	Kantor Pelayanan Pajak	3.9418	3.8545	3.8585	3.8836	3.8773	3.9365	3.9096	Golden
3	Kereta Api	4.0553	3.7994	3.9012	3.8399	3.8785	3.9289	3.9060	Golden
4	Kantor Samsat	3.9478	3.7674	3.7813	3.6818	3.7710	3.7571	3.7634	-
INDUSTRY		3.9718	3.8171	3.8594	3.8296	3.8556	3.8916	3.8753	

20. TOLL ROAD (JALAN TOL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Citra Margatama Surabaya	4.1270	4.0300	4.0258	4.0000	4.0434	4.0794	4.0627	Diamond
2	Jasa Marga	4.1651	4.0223	3.9971	3.9579	4.0321	4.0794	4.0574	Diamond
3	Jalan Tol Lingkarluar Jakarta	4.1556	4.0963	4.0000	4.0833	4.0813	3.9000	3.9842	Golden
4	Marga Bumi Mataraya	3.8457	3.8704	3.8241	3.8148	3.8389	4.0000	3.9252	-
5	Citra Marga Nusaphala Persada	4.0707	3.9764	3.9091	4.0152	3.9898	3.7879	3.8816	-
6	Trans Marga Jateng	3.7742	3.7455	3.7137	3.6774	3.7268	3.7419	3.7349	-
7	Semesta Marga Raya (Bakrie Toll)	3.9000	3.8148	3.6167	3.6833	3.7496	3.5333	3.6338	-
8	Others	3.7222	3.5556	3.6458	3.8333	3.6858	3.6667	3.6756	-
INDUSTRY		4.0529	3.9534	3.9157	3.9175	3.9571	3.9624	3.9600	

21. PUBLIC FUEL FILLING STATION (POMPA BENSIN)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Shell	3.8378	3.9459	4.0486	3.9189	3.9448	3.9189	3.9304	Golden
2	Pertamina	4.2397	3.9008	3.8491	3.8443	3.9398	3.9209	3.9293	Golden
3	Total	3.7581	3.6487	3.6581	3.7581	3.7011	3.6774	3.6879	-
INDUSTRY		4.1956	3.8917	3.8513	3.8444	3.9291	3.9096	3.9183	

22. TAXI (TAKSI)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Blue Bird	4.1812	4.1208	4.1128	4.1208	4.1316	4.0201	4.0620	Diamond
2	Taxiku	4.0686	4.0074	4.0059	3.9853	4.0148	4.0588	4.0423	Diamond
3	O-Renz	3.8280	3.9032	3.8516	3.8710	3.8649	4.0323	3.9695	-
4	Express	4.0741	4.0069	4.0667	3.8611	4.0021	3.8889	3.9314	-
5	Others	4.0145	4.0543	4.0000	4.0217	4.0229	4.0000	4.0086	-
INDUSTRY		4.0989	4.0614	4.0542	4.0330	4.0605	4.0073	4.0273	

research conducted by :



23. CAR RENTAL (RENTAL MOBIL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	TRAC	4.1250	4.1591	4.1773	4.1250	4.1484	4.1591	4.1544	Diamond
2	Tunas Rental	3.9000	4.0583	4.0667	3.9833	4.0079	4.1000	4.0599	Diamond
3	Blue Bird Group	3.8281	4.0469	3.9438	3.9844	3.9559	4.0313	3.9984	-
4	ASSA	3.8542	3.9514	3.9222	3.9306	3.9171	3.9444	3.9325	-
5	Others	3.9333	3.9167	4.0000	3.9667	3.9546	3.8000	3.8674	-
INDUSTRY		3.9411	4.0462	4.0331	4.0096	4.0108	4.0382	4.0263	

24. HANDPHONE AND SMART PHONE (TELEPON GENGAM DAN TELEPON CERDAS)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Samsung	4.1854	4.1543	4.1714	4.1655	4.1685	4.1549	4.1612	Diamond
2	Apple	3.9757	4.0712	3.9340	4.0417	4.0061	4.2292	4.1270	Diamond
3	Sony	3.9783	3.9475	4.0018	4.0217	3.9870	4.0870	4.0411	Diamond
4	Nokia	3.9099	3.9505	3.9077	3.9054	3.9190	3.9189	3.9190	-
5	Oppo	3.7778	3.8646	3.7726	3.9063	3.8309	3.9167	3.8774	-
6	Blackberry	3.8247	3.8528	3.8593	3.8961	3.8588	3.8831	3.8720	-
7	Others	3.7500	3.7958	3.8542	3.8125	3.8053	3.8000	3.8024	-
INDUSTRY		3.9696	3.9888	3.9777	4.0068	3.9860	4.0297	4.0097	

25. HOME ENTERTAINMENT (PERALATAN ELEKTRONIK HIBURAN RUMAH)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Toshiba	4.3397	4.3162	4.2000	4.2821	4.2826	4.2051	4.2361	Diamond
2	Sharp	3.8061	3.8934	3.9224	4.1429	3.9438	4.0612	4.0143	Diamond
3	National/Panasonic	3.9063	3.8854	3.9563	3.8906	3.9098	3.9688	3.9452	-
4	Samsung	3.9395	3.9194	3.9774	3.9597	3.9490	3.9194	3.9312	-
5	LG	3.7882	3.9167	3.9111	3.9514	3.8955	3.9444	3.9249	-
6	Polytron	3.7750	3.8639	3.8400	3.8125	3.8252	3.8750	3.8551	-
7	Sony	3.6583	3.6926	3.7933	3.8833	3.7588	3.8333	3.8035	-
8	Others	3.8882	3.9795	3.8000	4.1579	3.9569	4.0263	3.9986	-
INDUSTRY		3.8847	3.9365	3.9298	4.0097	3.9415	3.9779	3.9634	

research conducted by :



26. HOME APPLIANCE (PERALATAN ELEKTRONIK RUMAH)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Samsung	4.0189	4.0421	4.1000	4.0909	4.0645	4.1212	4.0989	Diamond
2	LG	3.9946	4.0111	4.0729	4.0750	4.0399	4.0929	4.0720	Diamond
3	Toshiba	3.9714	3.9429	4.0057	4.0429	3.9915	3.9714	3.9793	Golden
4	Sharp	3.7917	3.8935	3.9417	3.9750	3.9034	3.9167	3.9114	-
5	National/Panasonic	3.7543	3.8046	3.8724	3.8879	3.8321	3.9138	3.8817	-
6	Polytron	3.7560	3.8360	3.9476	3.9048	3.8647	3.7143	3.7734	-
7	Others	3.6750	3.8185	3.9267	3.9500	3.8474	3.8667	3.8591	-
INDUSTRY		3.8783	3.9305	3.9963	4.0061	3.9551	3.9776	3.9688	

27. COMPUTER (KOMPUTER)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Apple	4.3583	4.2704	4.2467	4.2167	4.2661	4.4000	4.3437	Diamond
2	Axioo	3.9113	4.1075	4.2194	4.3065	4.1544	4.2258	4.1958	Diamond
3	Samsung	4.0625	3.9722	4.0667	4.2083	4.0777	4.1944	4.1453	Diamond
4	Dell	4.0000	4.0450	4.1243	4.1622	4.0896	4.0541	4.0690	Diamond
5	Asus	3.8802	3.8866	3.9750	3.9583	3.9290	4.0417	3.9943	Golden
6	Hawlett Packard (HP)	3.8856	3.8098	3.9424	3.9068	3.8866	3.9661	3.9327	-
7	Lenovo	3.7803	4.0101	4.0000	3.9394	3.9456	3.8788	3.9069	-
8	Toshiba	3.9085	3.9092	3.8986	3.9296	3.9115	3.8873	3.8975	-
9	Acer	3.8182	3.8788	3.8826	3.8802	3.8689	3.8760	3.8730	-
10	Sony	3.8333	3.6741	3.7733	3.9167	3.7955	3.8667	3.8367	-
11	Others	3.6806	3.7407	3.7111	3.6389	3.6944	3.5000	3.5817	-
INDUSTRY		3.9052	3.9226	3.9673	3.9835	3.9479	3.9767	3.9645	



28. PRINTER (PRINTER)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Canon	3.9455	3.9363	3.9829	4.0190	3.9707	4.0379	4.0094	Diamond
2	Epson	3.9621	4.0123	3.9677	3.9646	3.9770	4.0202	4.0018	Diamond
3	Hewlett Packard (HP)	3.7784	3.8258	3.8500	3.7841	3.8102	3.9318	3.8802	-
INDUSTRY		3.9294	3.9438	3.9621	3.9746	3.9525	4.0198	3.9912	

29. CAMERA/DIGITAL CAMERA (KAMERA/KAMERA DIGITAL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Nikon	4.2429	4.1968	4.2514	4.2429	4.2333	4.2000	4.2158	Diamond
2	Canon	4.1368	4.1363	4.1396	4.1604	4.1433	4.2138	4.1804	Diamond
3	Sony	4.0786	3.9762	4.0429	4.1000	4.0485	4.2286	4.1432	Diamond
4	Olympus	3.8750	3.9222	3.9267	3.9500	3.9192	3.9667	3.9442	-
5	Fuji	3.7727	3.7340	3.7758	3.8636	3.7863	3.9697	3.8828	-
6	Others	3.6786	3.6746	3.6143	3.6786	3.6610	3.6429	3.6514	-
INDUSTRY		4.0587	4.0329	4.0557	4.0894	4.0590	4.1466	4.1051	

30. GENERAL HOSPITAL (RUMAH SAKIT UMUM)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	RSUN Cipto Mangunkusumo	3.9839	4.0419	3.9796	3.9677	3.9937	3.9677	3.9785	Golden
2	RS Pirngadi (Medan)	4.0643	3.9314	3.9459	3.9143	3.9619	3.9429	3.9508	Golden
3	RS Siloam	3.8583	3.8967	3.8614	3.8833	3.8750	4.0000	3.9481	Golden
4	RS Mitra Keluarga	3.9118	3.9294	3.8870	3.9265	3.9131	3.9118	3.9123	Golden
5	RS Elizabeth (Semarang)	3.7750	3.7067	3.7596	3.6833	3.7312	3.8333	3.7909	-
6	RSUD Adam Malik	3.7202	3.7857	3.7193	3.6429	3.7180	3.8333	3.7854	-
7	RSUD dr. Karjadi	3.7635	3.6405	3.7112	3.7973	3.7260	3.8108	3.7756	-
8	RS Panti Wiloso	3.7016	3.6484	3.6621	3.6613	3.6675	3.7419	3.7110	-
9	RSUD dr. Soetomo	3.6680	3.5246	3.7394	3.6066	3.6358	3.6885	3.6666	-
10	RS Telogorejo	3.5917	3.6167	3.6632	3.6500	3.6316	3.6000	3.6131	-
11	Others	3.8544	3.8612	3.8390	3.7864	3.8355	3.7864	3.8068	-
INDUSTRY		3.8071	3.7772	3.7990	3.7651	3.7871	3.8147	3.8032	

research conducted by :



31. MATERNITY/MOTHER KID HOSPITAL (RUMAH SAKIL BERSALIN/KHUSUS IBU ANAK)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	RSIA Hermina	4.1044	4.1405	4.1272	4.1899	4.1415	4.1139	4.1268	Diamond
2	RSIA Bunda	3.8875	3.9300	3.9000	3.9000	3.9053	3.9500	3.9291	-
3	RS Stella Maris (Medan)	3.9714	3.9657	3.9429	3.9857	3.9655	3.8857	3.9230	-
4	RS Bersalin Putri	3.6214	3.6971	3.6917	3.7286	3.6877	3.7143	3.7019	-
5	Others	4.0369	4.0311	3.9914	4.0000	4.0135	4.0000	4.0063	-
INDUSTRY		3.9670	3.9936	3.9709	4.0040	3.9843	3.9720	3.9778	

32. CLINICAL LABORATORY (LABORATORIUM KILINIK)

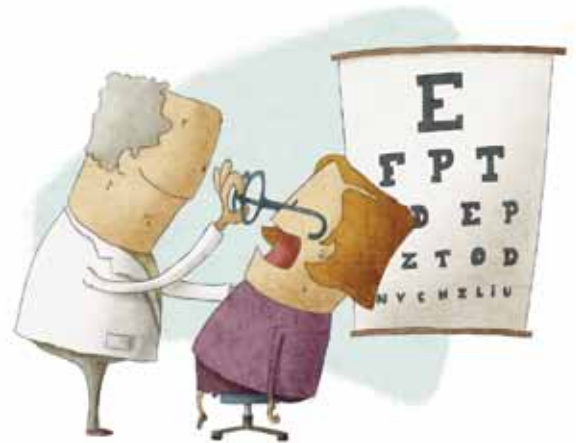
NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	CITO Laboratorium Klinik	4.0460	4.0498	4.0655	4.1724	4.0819	4.1207	4.1052	Diamond
2	Prodia	4.0177	4.0366	3.9628	3.9947	4.0021	4.0851	4.0518	Diamond
3	Bio Medika	3.8762	4.0032	4.0000	4.0286	3.9824	3.9714	3.9758	-
4	Pramita	3.8292	3.9000	3.9075	3.8625	3.8790	3.8625	3.8691	-
5	Others	3.8652	3.8227	3.8915	3.8723	3.8624	3.9574	3.9193	-
INDUSTRY		3.9363	3.9685	3.9611	3.9793	3.9624	4.0032	3.9868	

33. OPTIC (OPTIK)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Seis	3.9896	4.0764	4.1469	4.1094	4.0850	4.1875	4.1462	Diamond
2	Optik Tunggal	3.8750	3.9618	3.9656	4.0156	3.9570	4.0000	3.9827	Golden
3	Optik Keluarga	3.7619	3.9683	3.9171	3.8571	3.8822	4.0000	3.9525	Golden
4	Melawai	3.9273	3.9828	3.9691	4.0045	3.9722	3.9273	3.9454	-
5	International Optical	3.7917	3.7986	3.8281	3.7188	3.7859	3.9375	3.8764	-
6	Others	3.7984	3.8875	3.9025	3.9321	3.8830	3.8889	3.8865	-
INDUSTRY		3.8644	3.9462	3.9500	3.9534	3.9312	3.9596	3.9482	

research conducted by :





34. EYE CLINIC (KLINIK MATA)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	William Both	4.1000	4.1333	4.1351	4.2667	4.1596	4.3333	4.2601	Diamond
2	Klinik Mata Nusantara (KMN)	4.2109	4.0719	4.0378	4.0156	4.0792	4.0938	4.0876	Diamond
3	Jakarta Eye Center (JEC)	3.9833	4.0533	3.9754	4.0667	4.0201	4.0000	4.0085	Diamond
4	Medan Eye Center	4.1953	4.1219	4.0691	4.0000	4.0933	3.9375	4.0032	Diamond
5	Sumatera Eye Center	3.9833	4.0267	3.9842	4.0000	3.9990	4.0000	3.9996	Golden
6	RS Mata Undaan	3.7969	3.8150	3.9026	3.8938	3.8544	3.9250	3.8952	-
7	Klinik Mata Medan	3.4000	3.6300	3.6123	3.6000	3.5672	3.6000	3.5862	-
8	Klinik Mata Surabaya	3.4274	3.5516	3.5603	3.5645	3.5299	3.5484	3.5406	-
9	Others	3.8167	3.9433	3.9386	3.9833	3.9242	3.9667	3.9487	-
INDUSTRY		3.8692	3.9111	3.9119	3.9262	3.9059	3.9323	3.9211	

research conducted by :



35. BEAUTY CLINIC (KLINIK KECANTIKAN)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Erha Clinic Group	3.9522	4.0794	4.0082	4.0368	4.0216	4.0441	4.0349	Diamond
2	Natasha	3.9923	4.0141	3.9748	4.0123	3.9980	4.0245	4.0137	Diamond
3	London Beauty	3.8750	4.0300	3.9907	3.9667	3.9701	4.0333	4.0074	Diamond
4	Miracle	3.7868	3.8118	3.8121	3.8824	3.8241	3.8529	3.8411	-
5	Others	3.8170	3.9357	3.9147	3.9464	3.9071	3.9821	3.9514	-
INDUSTRY		3.9266	3.9960	3.9573	3.9900	3.9688	4.0057	3.9906	

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

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	ACE Hardware	4.1302	4.1146	4.0227	3.9896	4.0658	4.1042	4.0885	Diamond
2	Mitra 10	3.9938	4.0760	4.0295	4.0313	4.0345	4.0750	4.0585	Diamond
3	Depo Bangunan	3.7722	3.9296	3.9051	3.8333	3.8650	3.9556	3.9186	-
4	AJBS	3.7538	3.8051	3.8042	3.8231	3.7969	3.9692	3.8990	-
5	Others	3.8030	3.8384	3.8953	3.8636	3.8510	3.9091	3.8854	-
INDUSTRY		3.9350	3.9872	3.9501	3.9310	3.9526	4.0282	3.9974	

37. KID AND GAMES CENTER (PUSAT PERMAINAN ANAK)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Timezone	4.0392	3.9524	3.9386	3.8664	3.9481	4.0323	3.9969	Golden
2	Amazone	3.8163	3.8549	3.8571	3.8980	3.8568	4.0816	3.9871	Golden
3	Kidzania	3.8289	3.8860	3.9211	3.8947	3.8853	3.9211	3.9060	-
4	Fun World	3.6548	3.5847	3.7341	3.7024	3.6690	3.8571	3.7780	-
5	Others	3.9167	3.9444	4.0278	3.8333	3.9367	4.0000	3.9734	-
INDUSTRY		3.9375	3.8876	3.9025	3.8537	3.8951	4.0057	3.9592	

research conducted by :



38. DEPARTMENT STORE (TOKO BUSANA DAN ASEORIS LAINNYA)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Matahari	4.0377	4.0831	4.0540	4.0276	4.0527	4.0769	4.0665	Diamond
2	Sogo	4.0329	4.1029	4.1021	4.0309	4.0717	4.0370	4.0519	Diamond
3	Centro	4.0930	4.0891	4.0507	4.0116	4.0614	3.9535	3.9998	Golden
4	Metro	3.8571	3.9603	3.9437	3.8810	3.9160	4.0476	3.9911	Golden
5	Robinson	3.7188	3.7448	3.8125	3.7813	3.7670	3.7813	3.7751	-
6	Ramayana	3.7415	3.7935	3.7767	3.7065	3.7581	3.7536	3.7555	-
7	Others	3.9425	3.9655	3.9498	3.8534	3.9308	3.8966	3.9113	-
INDUSTRY		3.9609	4.0079	3.9887	3.9426	3.9778	3.9852	3.9820	

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

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Hypermart	4.1130	4.1416	4.0772	4.0822	4.1038	4.1644	4.1394	Diamond
2	Lotte Mart	4.1471	4.0858	4.1390	4.0000	4.0945	4.0294	4.0563	Diamond
3	Giant	3.9840	3.9528	3.9176	3.9236	3.9434	4.0099	3.9824	Golden
4	Carrefour	3.9754	3.9700	3.9561	3.9409	3.9607	3.9458	3.9520	-
5	Super Indo	3.7961	3.6864	3.6866	3.7237	3.7198	3.6316	3.6680	-
6	Others	3.9375	3.9844	3.9905	3.8750	3.9503	4.0417	4.0039	-
INDUSTRY		3.9904	3.9748	3.9539	3.9366	3.9638	3.9866	3.9772	

40. ELECTRONIC STORE (TOKO ELEKTRONIK)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Electronic Solution	4.0686	4.2426	4.1150	4.2059	4.1607	4.0294	4.0880	Diamond
2	Electronic City	4.0112	4.1601	4.1338	4.0843	4.1018	4.0449	4.0703	Diamond
3	Hartono Elektronik	4.0028	4.0042	3.9530	3.9458	3.9757	4.0833	4.0353	Golden
4	Global Electronic	3.8241	3.8102	3.8712	3.8194	3.8322	3.9167	3.8789	-
5	Others	3.9608	3.8546	3.9947	4.0588	3.9660	4.1176	4.0499	-
INDUSTRY		3.9859	4.0265	4.0160	4.0136	4.0116	4.0545	4.0354	

research conducted by :



41. BOOK STORE (TOKO BUKU)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Gramedia	4.0349	4.1184	4.0156	4.0045	4.0438	4.0742	4.0626	Diamond
2	Toga Mas	3.7500	3.8467	3.8817	3.8000	3.8239	3.8200	3.8215	-
3	Gunung Agung	3.6750	3.9000	3.8729	3.8375	3.8285	3.7000	3.7488	-
4	Others	3.7000	3.8967	3.8467	3.8200	3.8214	3.8400	3.8329	-
INDUSTRY		3.9530	4.0568	3.9788	3.9569	3.9881	4.0000	3.9955	

42. MINI MARKET STORE (TOKO SERBA ADA UKURAN KECIL)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Indomaret	3.9956	3.9662	3.9615	3.9334	3.9640	3.9852	3.9760	Golden
2	Alfamart	3.9946	3.9714	3.9467	3.9018	3.9537	3.9755	3.9660	Golden
3	Circle K	3.6284	3.6959	3.6689	3.6486	3.6623	3.8108	3.7461	-
INDUSTRY		3.9757	3.9544	3.9392	3.9037	3.9433	3.9715	3.9592	

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

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	Indomaret Point	3.8359	3.9254	3.8763	3.9242	3.8909	4.0202	3.9723	Golden
2	Alfa Express	3.8298	3.9378	3.9282	3.9255	3.9065	3.9149	3.9118	Golden
3	Family Mart	3.9044	3.8258	3.9596	3.8529	3.8869	3.8529	3.8655	-
4	Lawson	3.5583	3.8615	3.9167	3.7000	3.7628	3.7000	3.7233	-
5	7 Eleven	3.7889	3.9231	3.8083	3.6778	3.7977	3.6667	3.7152	-
INDUSTRY		3.8029	3.9065	3.8897	3.8451	3.8617	3.8784	3.8722	

44. COURIER (KURIR)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	DHL	3.9864	4.0818	4.0655	4.0273	4.0432	4.1091	4.0814	Diamond
2	UPS	3.9919	4.0847	4.0581	4.0323	4.0443	4.0968	4.0748	Diamond
3	JNE	3.9668	3.9299	4.0081	3.9769	3.9709	4.0058	3.9911	Golden
4	Pos Indonesia	3.9527	3.8547	3.9676	3.9392	3.9277	4.0135	3.9775	Golden
5	Fedex	3.9113	4.0040	3.9935	3.9516	3.9682	3.9677	3.9679	Golden
6	Tiki	3.9022	3.9107	3.9516	3.8602	3.9083	3.8944	3.9003	-
7	Others	3.7167	3.6583	3.7467	3.7333	3.7135	3.6667	3.6863	-
INDUSTRY		3.9389	3.9350	3.9863	3.9370	3.9506	3.9778	3.9664	

research conducted by :





45. INTERNET SERVICE PROVIDER (PENYEDIA LAYANAN INTERNET)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	IM2	4.2111	4.0389	4.1000	4.1000	4.1074	4.1000	4.1032	Diamond
2	First Media	4.1167	4.0667	4.0750	4.0250	4.0699	4.0000	4.0303	Diamond
3	Telkom Speedy	4.1274	4.0531	4.0624	3.9936	4.0577	4.0000	4.0250	Diamond
4	Indonet	4.1556	3.8056	3.5867	3.8167	3.8300	3.8000	3.8130	-
5	Others	3.9467	3.9800	3.9920	4.0200	3.9852	4.0400	4.0163	-
INDUSTRY		4.1217	4.0207	4.0113	3.9929	4.0341	3.9929	4.0107	

46. PAY TV (TV BERBAYAR)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	First Media	4.0889	4.0722	4.0267	4.0000	4.0492	4.1000	4.0801	Diamond
2	Indovision	3.9594	3.9551	3.9635	3.9478	3.9570	4.0783	4.0308	Diamond
3	Telkomvision	3.9899	3.9596	3.9333	4.0606	3.9795	4.0000	3.9920	-
4	Big TV	3.8889	3.8167	3.8600	3.8500	3.8525	3.9333	3.9017	-
5	Others	4.1176	4.1225	4.1000	3.9265	4.0763	4.0588	4.0657	-
INDUSTRY		3.9931	3.9766	3.9736	3.9545	3.9753	4.0496	4.0205	

47. FAST FOOD RESTAURANT (RESTORAN CEPAT SAJI)

NO	BRAND	Service Accessibility	Service Process	People	Service Solution	PSQ	PSV	SQIndex 2015	SQA 2015
1	MC Donald	4.1392	4.0392	4.0110	4.0147	4.0476	4.0882	4.0713	Diamond
2	KFC	4.1065	4.0096	3.9995	4.0038	4.0267	4.0342	4.0311	Diamond
3	Pizza Hut	4.0667	4.0600	4.0500	3.8833	4.0174	4.0333	4.0267	Diamond
4	Hoka-Hoka Bento	3.6765	3.8784	3.9081	4.0147	3.8743	4.0882	3.9988	-
5	A & W	3.8730	3.9079	3.9167	3.7857	3.8741	3.9048	3.8919	-
6	Burger King	3.8222	3.7911	3.7833	3.8000	3.7979	3.8000	3.7991	-
7	Others	3.7536	3.8406	3.7717	3.8478	3.8045	4.0000	3.9182	-
INDUSTRY		4.0445	3.9883	3.9745	3.9696	3.9924	4.0304	4.0145	

research conducted by :

