

NOTIFICATION OF PAPER ACCEPTANCE

Dear Respected Authors,

It is a pleasure to inform that your submission (detailed below) is *accepted* at the 13th International Seminar on Industrial Engineering and Management (13th ISIEM). As you are aware of, 13th ISIEM will be held on July 28, 2021 in Bandung, Indonesia.

Author(s) : **Amanda Sandy Ardilla and Markus Hartono**
Title : **Framework of Service Quality Evaluation in Supply Chain Management Using the Integration of SERVQUAL, Kano, and QFD Models in Cigarette Company XYZ in Indonesia: A Literature Review**
Paper Code : **061**
Review result : **Accepted, with revision**

Kindly refer to Reviewers' and Editor's comments for any necessary revision. Please submit the final version of your manuscript on or before **April 17, 2021**. Please ensure that the submitted final version of your manuscript is in accordance with the prescribed format.

On behalf of the Organizing Committee of 13th ISIEM, I would like to *congratulate you for the acceptance of your paper and to thank you for participating in 13th ISIEM*.

Other arrangements regarding the conference will be informed through you or updated through the website. Should you have any inquiry, please do not hesitate to contact us. Looking forward to see you in Bandung for 13th ISIEM.

Jakarta April 12th, 2021

13th International Seminar on Industrial Engineering and Management Committee
Chairman,



Dr. Winnie Septiani, S.T., M.Si., IPM

COMMITTEE SECRETARIAT:
Industrial Engineering Department, Universitas Trisakti
Jl. Kyai Tapa No. 1 Jakarta 11440
☎ +62215663232, Ext. 8407
🌐 <https://isiem.net>
✉ secretariat@isiem.net



ISIEM

Organized by:
INDUSTRIAL ENGINEERING DEPT.



UNIVERSITAS KATOLIK INDONESIA
ATMA JAYA
Tepercaya Kualitas Lulusannya



UNIVERSITAS
MERCU BUANA



Universitas Al Azhar Indonesia



UNTAR
Universitas Tarumanagara

International Partnership



KASETSART UNIVERSITY,
THAILAND



YUAN ZE UNIVERSITY,
TAIWAN



中 原 大 學
Chung Yuan Christian University

جامعة النجم الساطع
Bright Star University



Supported by:

BKTI-PII



BKSTI



Sponsored by:

Telkomsel

bank bjb
Tandamata Untuk Negeri

CERTIFICATE

presented to:

Amanda Sandy Ardilla

as

Author

INTERNATIONAL SEMINAR ON
INDUSTRIAL ENGINEERING AND MANAGEMENT

13th ISIEM 2021

[Production and Service System in The New Normal Era]

Bandung, West Java, Indonesia

July 28, 2021

Chairman



Dr. Winnie Septiani, ST, MSi, CIQaR