



Jakarta, November 4, 2022

Ref. No.:046/IPMI/AO/ThesisProposal-S2/VIII/22

To: Ir. Yulita Fairina Susanti, M.Sc, Ph.D  
Faculty Member  
IPMI International Business School  
Jl. Rawajati Timur I/1, Kalibata  
Jakarta 12750

## INVITATION

Dear Ibu Ita,

We would like to invite you to be Examiner, for the Graduate Program Thesis Proposal Defense that will be held on:

Day/Date : Friday, November 4, 2022  
Time : 10.30-11.30  
Venue : Room I, IPMI Business School  
Agenda : Thesis Proposal Defense ***Affect of Service Quality, Product Quality, Innovation towards Customer Satisfaction and Advocacy for SMEs business in Indonesia as an Essential Part to Fostering Economic Growth***  
Participants :

- Dr. Samuel PD Anantadjaya  
(Chairperson of Board Examiners)
- Ir. Yulita Fairina Susanti, M.Sc, Ph.D (Mentor)
- Assoc Prof Dr Leonnard Ong, S.E, M.Com, CDM (Mentor 2)
- Dr. Ir. Rinaldi Firmansyah, C.F.A., M.B.A. (Examiner)
- The student name of the Thesis Proposal is as follows:
  - Maria Novena Mulyadi (21221003)

We are looking forward to your presence on the day. Thank you for your kind attention.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sidrotun Naim', with a large, stylized flourish at the end.

Sidrotun Naim, M.P.A., Ph.D  
Director of Academic and Student Affairs