

**CONCLUSION**

**FINAL EXAM PRESENTATION OF THESIS**

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We the undersigned confirmed that on this day, Friday, December 2, 2022 we have conducted the final exam presentation of Thesis:

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| 21221003 | Maria Novena Mulyadi |
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Thesis Title: ***The Effect of Service Quality, Product Quality, Innovation towards Customer Satisfaction and Advocacy for SMEs Baby shop Business in Jabodetabek*.**

After reviewing during the Final Presentation in front of Examiner, we conclude that this Thesis Final Presentation is: **\*) ( V ) PASS .**

**( ) NOT PASS.**

*Note:* ***\*) please tick (V).***

Jakarta, Friday, December 2, 2022





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| Dr. Samuel PD Anantadjaya  Chairperson of Board Examiner | Ir. Yulita Fairina Susanti, M.Sc, Ph.D  Mentor 1 | Assoc Prof Dr Leonnard Ong, S.E, M.Com, CDM  Mentor 2 | Sidrotun Naim, M.P.A., Ph.D  Examiner |