

**CONCLUSION**  
**FINAL EXAM PRESENTATION OF THESIS**

We the undersigned confirmed that on this day, Tuesday, November 8th, 2022 we have conducted the final exam presentation of Thesis:

19232030

Victor Pakpahan

Thesis Title: ***The Impact of Company Reputation, Service Quality, and Customer Satisfaction Toward Customer Loyalty: In an Indonesian Mining and Construction Supply Company.***

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

**NOT PASS.**

Note: \*) please tick (V).

Jakarta, Tuesday, November 8th, 2022



Dr. Rima Agristina  
Chairperson of Board  
Examiner



Assoc Prof Dr Leonard  
Ong, S.E, M.Com, CDM  
Mentor 1



Ir. Tritjondro Baskoro,  
MSM  
Mentor 2



Ir. Yulita Fairina Susanti,  
M.Sc, Ph.D  
Examiner