



Jakarta, November 8, 2022  
Ref. No.:044/IPMI/AO/Thesis-S2/XI/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 Final Examination that will be held on:

- Day/Date : Tuesday, November 8, 2022  
Time : 15.30-16.30  
Venue : Room C, IPMI Business School  
Agenda : Thesis final examination ***"The Impact of Company Reputation, Service Quality, and Customer Satisfaction Toward Customer Loyalty: In an Indonesian Mining and Construction Supply Company"***.  
Participants :
- Dr. Rima Agristina (Chairperson)
  - Assoc Prof Dr Leonard Ong, S.E, M.Com, CDM (Mentor 1)
  - Ir. Tritjondro Baskoro, MSM (Mentor 2)
  
  - The student name of the Thesis is as follows:
    - Victor Pakpahan (19232030)

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



Jakarta, November 8, 2022  
Ref. No.:045/IPMI/AO/Thesis-S2/XI/22

To: Dr. Rima Agristina  
IPMI International Business School  
Jl. Rawajati Timur I/1,  
Kalibata Jakarta 12750

Dear Bu Rima,

We would like to invite you to be the Chairperson of Board Examiners committee, for the Thesis Final Examination that will be held on:

Day/Date : Tuesday, November 8, 2022  
Time : 15.30-16.30  
Venue : Room C, IPMI Business School  
Examiner 1 / Faculty Advisor : Assoc Prof Dr Leonnard Ong, S.E, M.Com, CDM (Mentor 1)  
Examiner 2 : Ir. Tritjondro Baskoro, MSM (Mentor 2)  
Examiner 3 : Ir. Yulita Fairina Susanti, M.Sc, Ph.D (Examiner)

The student name of the Thesis is as follows:

Student ID	Name	Title
19232030	Victor Pakpahan	<b><i>"The Impact of Company Reputation, Service Quality, and Customer Satisfaction Toward Customer Loyalty: In an Indonesian Mining and Construction Supply Company".</i></b>

Your responsibility will be as follows:

1. Open the examinations
2. Be an evaluator
3. Announce the completion (after discussion with other Examiners)
4. Submit the result to Academic Operations

Should you require more information or clarification, please do not hesitate to contact us at 021-797 8888.

Thank you for your kind attention.

Sincerely,

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

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