

PREFACE

By the grace and blessing of the Almighty God, the writer has completed the *skripsi* entitled: **“THE IMPACT OF CUSTOMER RELATIONSHIP MANAGEMENT TO CUSTOMER SATISFACTION AT PT MAKMUR DEKORINDO LESTARI IN MEDAN”**.

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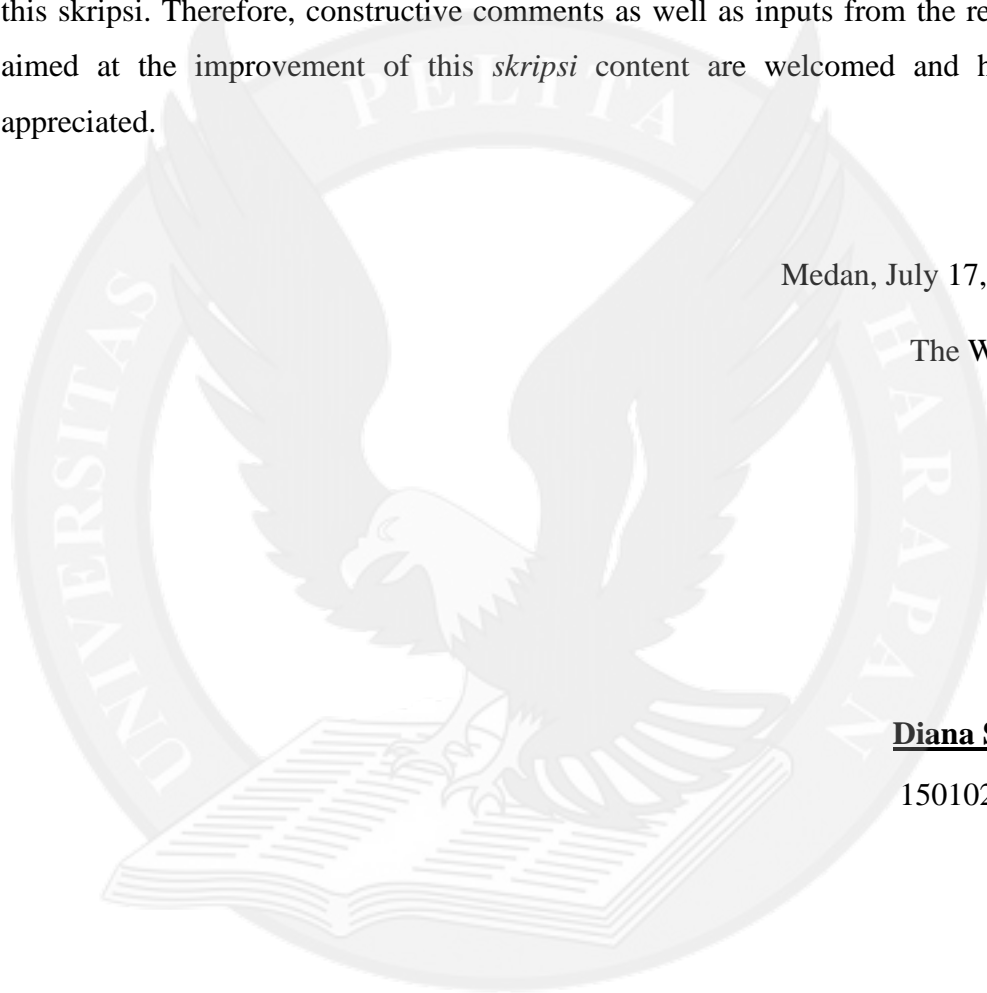


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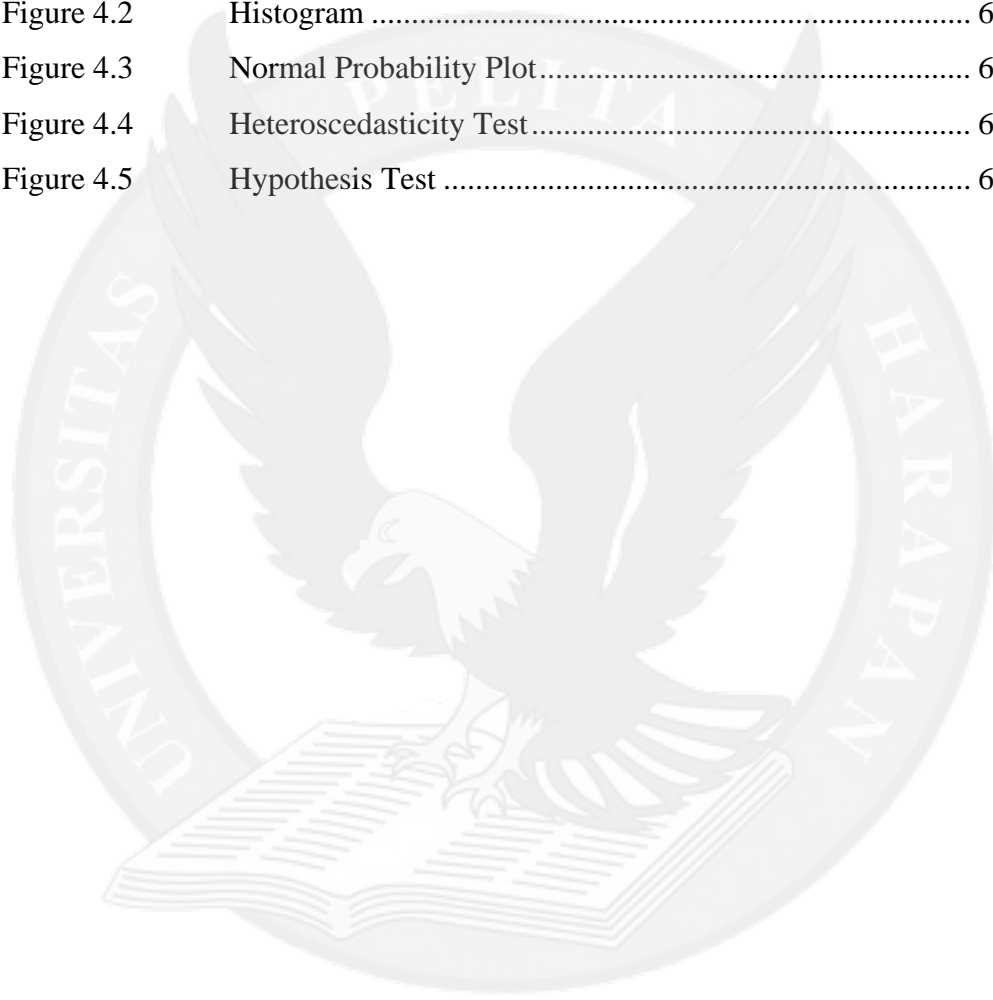
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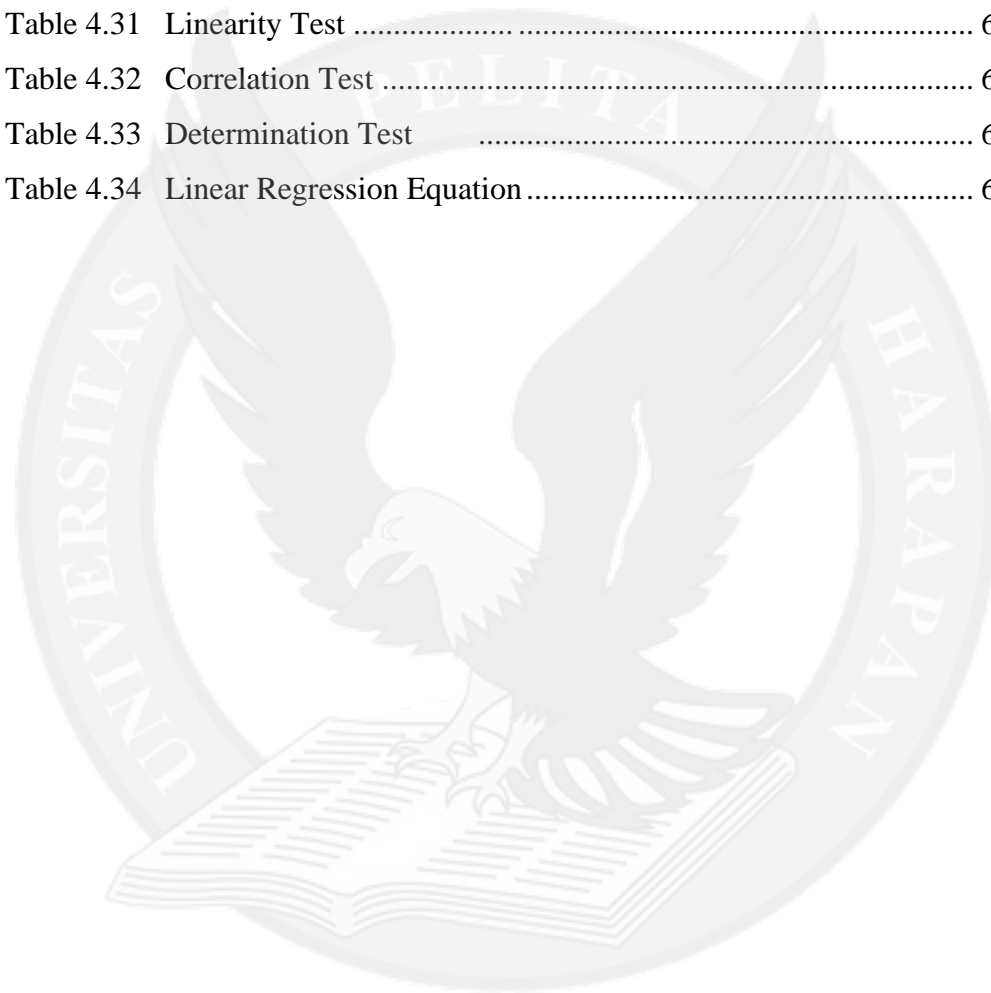
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