



A. ONLINE PURCHASE EXPERIENCE

A1. HEALTH & LIFE INSURANCE POLICY

Insurance Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Tokopedia	4,3333	4,0000	4,1667	4,3333	4,2029	4,5000	4,3509	DIAMOND
CekAja	4,4667	4,4667	4,2833	4,4000	4,4032	4,2333	4,3186	DIAMOND
AXA direct	4,2333	4,1667	4,1333	4,2000	4,1819	4,0333	4,1079	GOLDEN
Cermati	3,5000	4,3333	4,0500	4,2667	4,0555	3,8667	3,9614	
Others	4,0500	4,3000	4,0500	4,2500	4,1672	4,2000	4,1836	
Industry	4,1318	4,2403	4,1550	4,2946	4,2080	4,1550	4,1816	

A2. CAR INSURANCE POLICY

Insurance Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
PasarPolis	4,2000	4,1750	4,1750	4,1750	4,1807	4,2000	4,1903	DIAMOND
Cermati	4,0952	4,0000	4,0000	4,0000	4,0216	4,0952	4,0583	GOLDEN
Others	3,9231	3,7692	3,7912	3,8077	3,8195	3,8846	3,8520	
Industry	4,0980	4,0098	4,0196	4,0196	4,0348	4,0882	4,0614	

A3. SHOPPING

e-Commerce Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Shopee	4,5348	4,4519	4,4492	4,4599	4,4722	4,5053	4,4887	DIAMOND
Tokopedia	4,5211	4,3421	4,3974	4,3842	4,4077	4,4421	4,4248	DIAMOND
Lazada	4,4000	4,3680	4,3440	4,4000	4,3774	4,3680	4,3727	DIAMOND
Bukalapak	4,3810	4,2857	4,3214	4,4048	4,3468	4,3095	4,3282	GOLDEN
OVO	4,2553	4,3191	4,2234	4,2553	4,2641	4,3191	4,2915	GOLDEN
Blibli.com	4,4359	4,3590	4,2692	4,2051	4,3146	4,2564	4,2856	GOLDEN
Zalora	4,3548	4,2903	4,2419	4,2581	4,2846	4,2581	4,2714	GOLDEN
OLX	4,1667	4,2000	4,3167	4,2333	4,2304	4,1667	4,1986	GOLDEN
Jakartanotebook.com	4,3000	4,2000	4,2167	3,9667	4,1676	4,1667	4,1671	GOLDEN
Indomaret online	4,0323	4,0000	4,0968	4,0000	4,0318	4,2258	4,1285	GOLDEN
Bhinneka	4,1667	4,0667	4,2667	4,1667	4,1656	3,8667	4,0166	GOLDEN
Others	4,1839	4,2036	4,1987	4,1599	4,1867	4,1996	4,1931	
Industry	4,4093	4,3428	4,3436	4,3461	4,3590	4,3702	4,3646	

A4. HOME BUILDER

Modern Home Builder Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Tokopedia	4,0000	4,0000	4,0000	4,0000	4,0000	4,4762	4,2373	DIAMOND
Shopee	4,0000	4,0000	4,0000	4,0000	4,0000	4,4250	4,2118	DIAMOND
Blibli.com	4,0000	4,0000	4,0000	4,0000	4,0000	4,4000	4,1993	DIAMOND
depobangunan.co.id	4,0000	4,0000	3,9500	3,9667	3,9788	4,1333	4,0558	GOLDEN
Monotaro	4,0000	4,0000	3,9333	3,8667	3,9491	4,0667	4,0077	GOLDEN
Others	4,0000	4,0000	4,0000	4,0000	4,0000	4,4667	4,2325	
Industry	4,0000	4,0000	3,9813	3,9733	3,9884	4,3316	4,1594	

A5. FAST FOOD

Online Fast Food Delivery Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
GoFood	4,3333	4,0000	3,9861	4,0000	4,0731	4,6944	4,3849	DIAMOND
GrabFood	4,6250	4,0000	4,0000	4,0000	4,1440	4,3750	4,2599	DIAMOND
McD online	4,5429	3,9714	4,0000	4,0000	4,1177	4,3429	4,2307	DIAMOND
ShopeeFood	4,5476	4,0000	3,9762	4,0000	4,1198	4,1905	4,1553	GOLDEN
KFCku	4,1000	3,6667	3,7000	3,5000	3,7346	4,2667	4,0016	GOLDEN
Others	3,5000	3,5000	3,5000	3,5000	3,5000	4,0000	3,7509	
Industry	4,4294	3,9322	3,9350	3,9096	4,0420	4,3672	4,2052	

A6. TRAIN TICKET

Train Ticket Site Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Traveloka	4,3000	4,3000	4,4000	4,4000	4,3510	4,3000	4,3255	DIAMOND
Tiket.com	4,2045	4,3182	4,0909	4,1364	4,1882	4,1136	4,1509	DIAMOND
KAI Access	4,2667	4,4333	4,2500	4,4333	4,3494	3,8667	4,1077	DIAMOND
Others	3,9143	3,7190	3,8524	3,9524	3,8574	4,0048	3,9312	
Industry	4,1496	4,2126	4,1299	4,2126	4,1775	4,0315	4,1044	

A7. AIRLINE TICKET

Plane Ticket Site Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Traveloka	4,4237	4,4915	4,3814	4,4237	4,4309	4,3051	4,3679	DIAMOND
Tiket.com	4,4848	4,5455	4,4545	4,1818	4,4146	4,0000	4,2070	GOLDEN
Pegipegi	3,9333	4,3000	4,2667	4,4000	4,2341	4,0667	4,1503	GOLDEN
Others	4,6131	4,6214	4,4542	4,2238	4,4745	4,2321	4,3532	
Industry	4,3665	4,4783	4,3820	4,3168	4,3868	4,1366	4,2616	

A8. DELIVERY SERVICE

Delivery Service	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
JNE	4,2556	4,3455	4,3167	4,2417	4,2903	4,2000	4,2454	DIAMOND
J&T Express	4,3981	4,3687	4,3420	4,5694	4,4187	4,0278	4,2241	DIAMOND
TIKI	4,3542	4,4205	4,4180	4,1875	4,3460	3,8750	4,1116	DIAMOND
SiCepat	4,0944	4,1848	4,1542	4,0833	4,1297	4,0333	4,0817	GOLDEN
Ninja Xpress	4,0333	4,0364	4,1542	4,1083	4,0833	3,9667	4,0252	GOLDEN
Others	3,7727	3,9039	4,1774	4,0055	3,9660	3,9527	3,9594	
Industry	4,1616	4,1990	4,2510	4,2385	4,2127	3,9796	4,0967	

B. ONLINE USAGE EXPERIENCE

B1. BILL PAYMENT

Bill Payment Service	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
OVO	4,6333	4,4667	4,5833	4,6667	4,5857	4,7333	4,6593	DIAMOND
Mobile Banking Bank BCA	4,6842	4,4737	4,4211	4,5263	4,5193	4,3947	4,4572	DIAMOND
Kartu Debit Bank BNI	4,9333	4,7667	4,6000	4,3333	4,6500	4,1333	4,3925	DIAMOND
Gopay	4,3667	4,5333	4,4667	4,5000	4,4696	4,2000	4,3353	DIAMOND
QRIS	4,4667	4,5333	4,6500	4,4667	4,5338	4,1333	4,3342	DIAMOND
Mobile Banking Bank BNI	4,4000	4,5429	4,4571	4,5714	4,4947	4,1714	4,3336	DIAMOND
Internet Banking Bank BCA	4,5294	4,4706	4,4412	4,5294	4,4903	4,1471	4,3193	GOLDEN
Alfamart	4,3333	4,5000	4,4333	4,4667	4,4363	4,2000	4,3185	GOLDEN
Kantor Pos	4,4000	4,2667	4,3333	4,4000	4,3479	4,2000	4,2742	GOLDEN
Indomaret	4,3667	4,5333	4,3667	4,3333	4,4006	4,0667	4,2342	GOLDEN
Kartu Debit Bank BCA	3,8667	4,6667	4,1000	4,5667	4,3083	4,0333	4,1713	GOLDEN
Kartu Debit Bank Mandiri	3,7333	3,9000	4,1833	3,8000	3,9154	3,9000	3,9077	
Others	3,8889	4,0556	3,9583	3,9722	3,9710	4,1111	4,0408	
Industry	4,3944	4,4707	4,4198	4,4351	4,4309	4,2112	4,3214	

B2. CAR RENTAL SERVICES

Car Rental Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Traveloka	4,2000	4,0000	4,1000	4,0857	4,0926	4,0000	4,0464	DIAMOND
Tiket.com	4,3333	3,6333	3,9333	3,9667	3,9532	3,8667	3,9101	
Movic	4,0000	3,7000	3,6333	3,8333	3,7852	4,0333	3,9089	
Drive.ID	4,2000	3,4667	3,6000	3,6000	3,7008	3,9667	3,8333	
Others	3,5944	4,1944	4,1667	3,8111	3,9534	3,8389	3,8964	
Industry	4,1067	3,7800	3,8833	3,8733	3,9041	3,9333	3,9187	

B3. DOCTOR CONSULTATION

Online Health Apps Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
alodokter	4,1613	4,0645	4,0806	3,8710	4,0447	4,1935	4,1205	DIAMOND
halodoc	4,1515	3,7879	3,7879	3,8485	3,8906	4,1818	4,0389	DIAMOND
sehatQ	4,1000	3,8000	3,8500	3,8000	3,8855	3,9667	3,9268	
Others	3,0000	3,5000	3,5000	3,5000	3,3792	3,5000	3,4407	
Industry	4,1146	3,8750	3,8958	3,8333	3,9281	4,1042	4,0178	



B4. TRANSPORTATION

e-Hailing Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
GOJEK	4,3871	4,0258	3,9968	3,9935	4,0933	4,4387	4,2670	DIAMOND
Grab	4,3894	4,0354	3,9735	3,9292	4,0745	4,3540	4,2151	DIAMOND
Maxim	4,0652	3,9348	3,8478	3,8478	3,9206	4,0217	3,9715	
Others	4,5000	4,0000	4,0000	3,5000	3,9928	4,0000	3,9964	
Industry	4,3418	4,0158	3,9668	3,9462	4,0608	4,3449	4,2037	

B5. INTERNET SERVICES

ISP Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
IndiHome	3,8000	3,9333	3,8667	3,8000	3,8516	4,6667	4,2580	DIAMOND
Myrepublic	3,9063	3,9688	3,9219	3,8750	3,9186	4,5313	4,2240	DIAMOND
Others	3,8571	4,0000	3,7619	3,9643	3,8975	3,7857	3,8418	
Industry	3,8795	3,9639	3,8976	3,8554	3,8999	4,4578	4,1781	

B6. PAY TV SERVICES

Pay TV Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Viu	4,2333	4,1000	4,0833	4,1000	4,1264	4,2333	4,1797	DIAMOND
Netflix	3,8684	4,1053	4,2105	4,2105	4,1043	4,0000	4,0523	DIAMOND
Prime Video	3,9333	4,2333	4,1833	4,2000	4,1433	3,8667	4,0054	GOLDEN
Iflix	3,8333	4,0000	4,2000	4,2000	4,0632	3,8333	3,9486	
Others	3,6667	3,4615	3,3205	3,3590	3,4469	3,7436	3,5948	
Industry	3,9580	4,1189	4,1364	4,1538	4,0953	3,9161	4,0060	

C. OFFLINE PURCHASE EXPERIENCE

C1. LIFE AND HEALTH INSURANCE

Insurance Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Prudential	4,2000	4,0667	4,1667	4,4000	4,2108	4,4667	4,3379	DIAMOND
Allianz	4,1333	4,2000	4,2667	4,2000	4,2019	4,3667	4,2837	DIAMOND
BPJS Kesehatan	4,2273	4,2273	4,1932	4,2500	4,2242	4,2955	4,2596	DIAMOND
Axa Mandiri	4,1212	4,1212	4,1364	4,1515	4,1331	4,1212	4,1272	GOLDEN
Chubb Life Indonesia	3,9000	4,1667	4,2333	4,3333	4,1647	3,9333	4,0498	GOLDEN
Others	4,1007	3,7694	3,6908	3,7837	3,8304	4,1007	3,9646	
Industry	4,1388	4,1435	4,1627	4,2392	4,1723	4,2297	4,2008	

C2. CAR INSURANCE

Insurance Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Garda Oto	4,3226	4,3871	4,4194	4,4194	4,3870	4,4516	4,4194	DIAMOND
Zurich Autocilin	4,4000	4,4000	4,4167	4,3333	4,3887	4,3333	4,3609	DIAMOND
Sinarmas	4,2903	4,2581	4,2097	4,0968	4,2155	4,4839	4,3501	DIAMOND
ACA	4,3750	4,2813	4,2188	4,2500	4,2809	4,1563	4,2184	GOLDEN
Jasindo	4,0667	4,2667	4,2333	4,1667	4,1842	4,1333	4,1587	GOLDEN
Others	3,2500	3,7500	4,0000	4,0000	3,7495	4,0000	3,8751	
Industry	4,2658	4,3038	4,2911	4,2468	4,2775	4,3038	4,2907	

C3. AUTOMOTIVE 4W

Automotive Service 4W	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Dealer Honda	4,4375	4,0938	4,0156	4,0000	4,1331	4,4688	4,2963	DIAMOND
Dealer Daihatsu	4,4000	3,9000	3,9000	3,9667	4,0351	4,5000	4,2612	DIAMOND
Dealer Toyota (Auto 2000)	4,4000	3,8000	3,8667	3,7000	3,9372	4,5333	4,2271	DIAMOND
Dealer Wuling	4,1290	3,9032	3,9194	3,8387	3,9462	4,4194	4,1763	GOLDEN
Dealer Indomobil (Suzuki)	4,4667	3,8667	3,8000	3,8667	3,9924	4,3000	4,1420	GOLDEN
Dealer Nissan	4,2424	4,0606	4,0758	3,8485	4,0580	4,1818	4,1182	GOLDEN
Others	4,3750	3,6250	3,6250	3,8750	3,8631	4,3750	4,1120	
Industry	4,3454	3,9278	3,9201	3,8711	4,0121	4,3969	4,1992	

C4. AUTOMOTIVE 2W

Automotive Service 2W	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Dealer Honda	4,4167	4,1833	4,1500	4,0833	4,2028	4,1667	4,1850	DIAMOND
Dealer Yamaha	4,0571	3,8857	3,8857	3,8857	3,9249	4,1143	4,0182	GOLDEN
Industry	4,2842	4,0737	4,0526	4,0105	4,1004	4,1474	4,1235	

C5. MODERN HOME BUILDER

Modern Home Builder Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
IKEA	4,4000	4,3000	4,3000	4,2667	4,3154	4,5333	4,4216	DIAMOND
ACE Hardware	4,0952	4,3810	4,4048	3,9524	4,2180	4,1905	4,2046	DIAMOND
Mitra 10	4,0278	4,4444	4,4722	4,3889	4,3412	3,9444	4,1479	GOLDEN
AJBS	4,3000	4,1333	4,4000	4,0333	4,2195	3,9667	4,0963	GOLDEN
Depo Bangunan	3,8611	4,3611	4,0972	3,9722	4,0808	3,9722	4,0279	GOLDEN
Others	4,0000	5,0000	3,0000	4,0000	3,9936	3,0000	3,5094	
Industry	4,1200	4,3371	4,3286	4,1143	4,2308	4,1086	4,1712	

C6. DEPARTMENT STORE

Department Store Service	Access	Process	People	Solution	PSQ	PSV	SQL Indeks 2023	SQL Award 2023
Sogo Dept. Store	4,1290	4,0968	4,0806	4,0323	4,0837	4,1290	4,1058	DIAMOND
Matahari Dept. Store	4,0417	4,0625	4,0521	4,0625	4,0551	4,0208	4,0384	DIAMOND
H & M	4,0000	4,0000	4,0000	3,8667	3,9671	4,0000	3,9832	
Ramayana Dept.Store	3,8710	3,8387	3,9194	3,9032	3,8835	3,9032	3,8931	
Others	4,0000	3,9375	3,9688	4,0000	3,9752	4,0000	3,9873	
Industry	4,0128	4,0000	4,0128	3,9808	4,0015	4,0128	4,0071	

C7. MODERN MARKET STORE

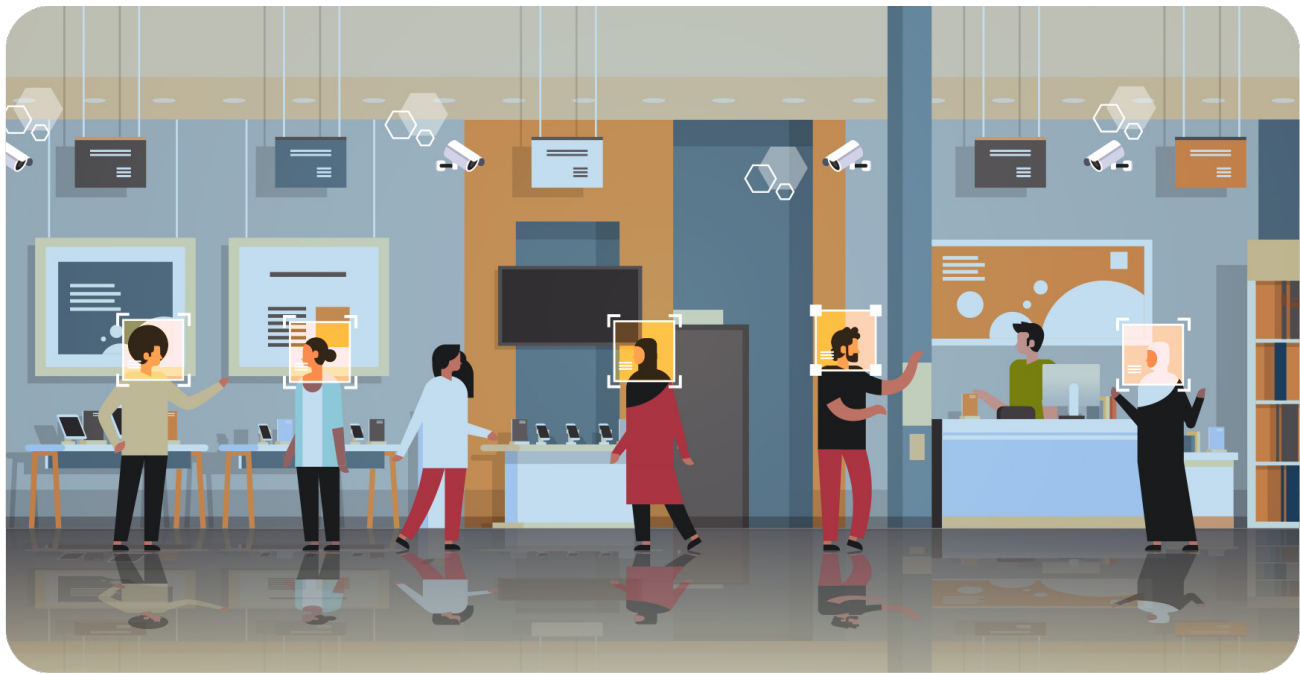
Modern Market Store	Access	Process	People	Solution	PSQ	PSV	SQL Indeks 2023	SQL Award 2023
Hypermart	4,3333	4,1852	4,4259	4,4815	4,3554	4,3333	4,3445	DIAMOND
Transmart Carrefour	4,4126	4,2937	4,2832	4,2937	4,3184	4,3077	4,3131	DIAMOND
Indomaret	4,1268	4,2536	4,1793	4,1232	4,1731	4,2138	4,1932	DIAMOND
Alfamart	4,0567	4,0284	4,0461	3,9504	4,0213	4,3262	4,1717	GOLDEN
Superindo	3,9649	3,8772	3,9211	4,0351	3,9469	4,2982	4,1202	GOLDEN
Lottmart	3,8529	4,0588	4,0441	4,1471	4,0280	4,0588	4,0432	GOLDEN
Tiptop	3,9412	4,0882	3,9853	3,9118	3,9843	4,0294	4,0066	GOLDEN
Others	4,0934	4,2406	3,9771	4,2010	4,1251	4,0254	4,0760	
Industry	4,1423	4,1733	4,1423	4,1312	4,1477	4,2314	4,1890	

C8. ELECTRONIC STORE

Electronic Store Service	Access	Process	People	Solution	PSQ	PSV	SQL Indeks 2023	SQL Award 2023
Hartono Electronic	4,2333	4,6333	4,4500	4,4667	4,4594	4,2667	4,3646	DIAMOND
Electronic City	4,3000	4,2333	4,3333	4,3333	4,2996	4,1667	4,2342	DIAMOND
Transmart Carrefour	4,1351	4,2162	4,2297	4,1081	4,1757	4,1351	4,1557	GOLDEN
Others	4,1843	4,2653	4,1898	4,1799	4,2065	4,0631	4,1359	
Industry	4,1625	4,2875	4,2813	4,2563	4,2523	4,1625	4,2081	

C9. MINI MARKET STORE

Mini Market Store Services	Access	Process	People	Solution	PSQ	PSV	SQL Indeks 2023	SQL Award 2023
Indomaret	4,1287	4,1683	4,1931	4,1881	4,1701	4,3960	4,2840	DIAMOND
Alfamart	4,1393	4,2705	4,2828	4,3934	4,2721	4,1148	4,1928	GOLDEN
Others	4,2166	4,3254	4,4126	4,4341	4,3488	4,1194	4,2331	
Industry	4,1855	4,2464	4,2681	4,3362	4,2594	4,2377	4,2485	



C10. CELLULAR TELECOMMUNICATION

Cellular Telecommunication Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
GrapARI Telkomsel untuk KartuHALO/Telkomsel Prabayar	4,1822	4,3411	4,2453	4,1916	4,2410	4,2944	4,2671	DIAMOND
XL Center untuk XL	4,2174	4,1014	4,1739	4,1594	4,1622	4,3623	4,2601	DIAMOND
Indosat Galeri One untuk IM3/Mentari/Matrix/Star One	4,3196	4,0928	4,1598	4,1134	4,1692	4,2371	4,2024	GOLDEN
3 Store untuk 3 (Three)	4,2258	3,9677	4,1613	4,0323	4,0950	3,8710	3,9855	
Industry	4,2238	4,2141	4,2068	4,1557	4,1998	4,2603	4,2294	

C11. FAST FOOD RESTAURANT

Fast Food Restaurant Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Domino's Pizza	4,6333	4,3667	4,5167	4,4667	4,4925	4,7000	4,5966	DIAMOND
CFC	4,2667	4,1667	4,1167	4,1333	4,1682	4,4667	4,3180	DIAMOND
McDonald's	4,2958	4,2113	4,2958	4,3099	4,2774	4,3099	4,2937	DIAMOND
A & W	4,4667	4,1667	4,2333	4,0000	4,2128	4,2333	4,2231	GOLDEN
KFC	4,1579	4,1842	4,3026	4,1974	4,2129	4,1842	4,1985	GOLDEN
Pizza hut	4,1000	4,4000	4,2833	4,2667	4,2672	4,1000	4,1833	GOLDEN
Burger King	3,9667	4,3333	4,2167	4,1333	4,1689	4,0667	4,1176	GOLDEN
Others	4,0000	4,1500	4,3000	4,5500	4,2532	4,0500	4,1512	
Industry	4,2492	4,2328	4,2852	4,2295	4,2497	4,2754	4,2626	

C12. TRAIN TICKET SERVICE

Train Ticket Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Panorama Tour	4,5000	4,0000	4,3333	4,0333	4,2060	4,5667	4,3866	DIAMOND
Indomaret	4,1333	4,2000	4,2500	4,1000	4,1715	4,3667	4,2692	DIAMOND
KAI	4,1000	4,2333	4,3667	4,1667	4,2192	4,0333	4,1261	GOLDEN
Others	4,3143	3,8857	3,8857	3,8143	3,9647	4,2429	4,1040	
Industry	4,2596	4,1250	4,2644	4,0769	4,1781	4,3173	4,2478	

C13. ELECTRONIC HOUSEHOLD

Purchase Electronic Household at Authorized Counter	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Hartono Electronic	4,4000	4,6333	4,1292	4,6000	4,4448	3,9667	4,2054	DIAMOND
Electronic City	4,2833	4,5476	4,2500	4,2500	4,3355	3,8667	4,1008	GOLDEN
Transmart Carrefour	4,3514	4,3089	4,1385	4,3784	4,2939	3,8919	4,0926	GOLDEN
Others	4,0606	3,8896	4,3011	4,3333	4,1467	4,0000	4,0732	
Industry	4,3099	4,4138	4,1488	4,3347	4,3031	3,9256	4,1141	

C14. AIR CONDITIONING (AC)

Purchase Air Conditioning (AC) at Authorized Counter	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Hartono Electronic	3,9583	3,9095	3,9083	3,6833	3,8620	4,5000	4,1814	DIAMOND
Transmart Carrefour	3,9583	3,9024	3,8417	4,1500	3,9639	4,2000	4,0821	GOLDEN
Electronic City	3,9833	3,9429	3,9250	4,0500	3,9753	4,2000	4,0878	GOLDEN
Others	4,0000	3,8304	3,9851	4,1181	3,9824	4,2103	4,0965	
Industry	3,9735	3,9210	3,9093	4,0000	3,9505	4,2920	4,1215	

D. OFFLINE USAGE EXPERIENCE

D1. PRIORITY BANKING

Banking Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Bank Mandiri Prioritas	4,0208	4,0313	4,0313	4,6406	4,1743	4,9375	4,5565	DIAMOND
Bank Rakyat Indonesia Prioritas	4,3990	4,4848	4,3896	4,6212	4,4712	4,4848	4,4780	DIAMOND
Bank Central Asia Prioritas	3,8725	3,9963	3,9769	4,4853	4,0773	4,5882	4,3332	GOLDEN
Bank Tabungan Negara Prioritas	4,3833	4,5083	4,4024	4,4500	4,4356	4,2000	4,3176	GOLDEN
Bank Negara Indonesia Emerald	4,5313	4,5313	4,5268	4,5313	4,5301	4,0000	4,2646	GOLDEN
Bank CIMB Preferred	3,9167	4,0167	4,0286	4,0167	3,9949	4,4000	4,1977	GOLDEN
Industry	4,1859	4,2598	4,2244	4,4634	4,2808	4,4398	4,3604	

D2. REGULAR BANKING

Banking Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Bank Central Asia	4,3358	4,3471	4,3692	4,3791	4,3580	4,4542	4,4066	DIAMOND
Bank Rakyat Indonesia	4,3843	4,2891	4,3036	4,3993	4,3423	4,4653	4,4044	DIAMOND
Bank Negara Indonesia	4,2285	4,1952	4,1116	4,4326	4,2388	4,5506	4,3963	DIAMOND
Bank Mandiri	4,3816	4,4626	4,2256	4,3879	4,3627	4,2897	4,3258	GOLDEN
Bank Tabungan Negara	4,1111	4,1333	4,1286	4,3167	4,1714	4,2333	4,2027	GOLDEN
Bank CIMB Niaga	4,0389	4,1750	4,0714	4,3500	4,1580	4,0667	4,1119	GOLDEN
Others	3,9303	3,9279	4,0940	4,0812	4,0096	4,1282	4,0695	
Industry	4,3014	4,2977	4,2604	4,3667	4,3055	4,4014	4,3540	

D3. SHARIA BANKING

Banking Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Bank Syariah Indonesia	4,2304	4,1471	4,1555	4,2353	4,1907	4,1176	4,1542	DIAMOND
Bank Central Asia Syariah	4,1515	4,1818	4,2251	4,2879	4,2131	4,0606	4,1370	DIAMOND
Bank CIMB Syariah	4,0444	3,9708	4,0619	4,3000	4,0949	3,9667	4,0309	GOLDEN
Others	4,1111	4,1250	4,1667	4,1667	4,1433	4,0000	4,0718	
Industry	4,1458	4,1070	4,1552	4,2644	4,1684	4,0481	4,1083	

D4. PLATINUM CREDIT CARD

Banking Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Bank Central Asia	4,5121	4,4743	4,3687	4,3986	4,4350	4,3478	4,3907	DIAMOND
Bank Mandiri	4,3011	4,4692	4,4456	3,9597	4,2980	4,3226	4,3105	DIAMOND
Bank Rakyat Indonesia	4,6333	4,4636	4,5583	4,4583	4,5252	3,8667	4,1906	GOLDEN
Bank Permata	4,2097	4,3109	4,2702	3,9355	4,1834	4,0323	4,1066	GOLDEN
Bank Negara Indonesia	4,1667	4,2333	4,2125	4,0583	4,1691	4,0333	4,1001	GOLDEN
Bank CIMB Niaga	4,0778	4,0091	3,9813	4,0250	4,0206	4,0333	4,0271	GOLDEN
Others	4,0961	4,2042	4,0775	3,9417	4,0803	3,7000	3,8871	
Industry	4,3312	4,3380	4,2962	4,1639	4,2815	4,1261	4,2025	

D5. GOLD CREDIT CARD

Banking Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Bank CIMB Niaga	4,6065	4,6338	4,5295	4,2778	4,5108	4,3333	4,4224	DIAMOND
Bank Central Asia	4,3602	4,3548	4,3952	4,2339	4,3364	4,4516	4,3938	DIAMOND
Bank Mandiri	4,4944	4,4455	4,4896	4,1917	4,4042	4,2000	4,3024	DIAMOND
Bank Rakyat Indonesia	4,5389	4,5515	4,5875	4,6167	4,5747	3,7333	4,1555	GOLDEN
The Hongkong & Shanghai B.C (HSBC)	3,9111	4,0727	4,0250	3,9583	3,9963	3,9000	3,9483	
Bank Mega	4,0000	4,0121	4,0229	4,0250	4,0156	3,8333	3,9248	
Others	3,9386	4,0463	3,8935	4,1284	4,0029	3,7045	3,8542	
Industry	4,2865	4,3203	4,3101	4,2000	4,2801	4,0333	4,1571	

D6. SILVER CREDIT CARD

Banking Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Bank Negara Indonesia	4,7143	4,7035	4,5298	3,9881	4,4901	3,9286	4,2032	DIAMOND
Bank Central Asia	4,2037	4,1956	4,1806	4,1111	4,1734	4,1616	4,1674	DIAMOND
Bank Rakyat Indonesia	4,1970	4,2204	4,1553	4,2500	4,2046	4,0303	4,1156	DIAMOND
Bank Mandiri	4,0530	4,2500	4,1634	4,1705	4,1636	4,0227	4,0916	GOLDEN
Bank CIMB Niaga	4,0667	3,9697	3,9896	4,0000	4,0040	4,1333	4,0701	GOLDEN
Others	3,6850	3,7742	3,7531	3,8417	3,7644	3,6528	3,7074	
Industry	4,1906	4,2169	4,1670	4,0922	4,1681	4,0273	4,0962	

D7. FINANCING AUTOMOTIVE 4W

Financing Service 4W	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Adira Finance	4,4444	3,9722	3,8750	3,9167	4,0447	4,4722	4,2643	DIAMOND
Bank Central Asia Finance	4,6129	3,8710	3,9516	4,1290	4,1298	4,1935	4,1626	DIAMOND
OTO Multiartha	4,2667	3,8667	4,0333	4,1333	4,0695	4,1667	4,1194	GOLDEN
Mandiri Tunas Finance	4,1667	4,7000	4,3500	4,3000	4,3854	3,8000	4,0847	GOLDEN
Astra Credit Companies (ACC)	4,1333	3,7667	4,0167	3,7667	3,9187	4,0000	3,9604	
Others	4,1250	4,6250	4,2500	4,5000	4,3785	4,7500	4,5693	
Industry	4,3210	4,0494	4,0401	4,0556	4,1126	4,1543	4,1340	

D8. FINANCING AUTOMOTIVE 2W

Financing Service 2W	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Adira Finance	4,4054	4,1622	4,5000	4,2432	4,3275	4,4324	4,3785	DIAMOND
FIFGROUP	4,5686	4,0392	4,0784	4,2353	4,2220	4,2745	4,2475	DIAMOND
WOM Finance	4,2581	4,0000	4,1935	4,1935	4,1583	4,1613	4,1598	GOLDEN
Bussan Auto Finance (BAF)	3,7333	4,1667	4,0333	4,2333	4,0455	3,9333	3,9910	
Others	2,6667	3,4667	2,9667	2,3333	2,8730	3,2000	3,0318	
Industry	4,2308	4,0577	4,1410	4,1603	4,1452	4,1859	4,1650	

D9. TOLL ROAD

Toll Road Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Jasa Marga	4,0612	4,1837	4,1837	4,1224	4,1395	4,0816	4,1109	DIAMOND
Citra Margatama Surabaya	3,8387	4,1613	3,8871	4,0645	3,9887	4,1935	4,0901	DIAMOND
Bintaro Serpong Damai Toll	3,9000	4,2000	4,0833	4,1333	4,0812	4,0333	4,0575	DIAMOND
Toll Lingkar Luar Jakarta	4,0667	4,0000	4,0333	4,0667	4,0407	3,9333	3,9875	
Citra Marga Nusaphala Persada	4,0606	4,0606	4,1061	4,0606	4,0725	3,8788	3,9766	
Trans Marga Jateng	3,8000	4,1000	4,1167	4,2000	4,0556	3,6333	3,8465	
Others	3,8333	4,0000	4,1667	3,6667	3,9241	4,0000	3,9617	
Industry	3,9617	4,1196	4,0813	4,0957	4,0658	3,9713	4,0190	

D10. PUBLIC FUEL FILLING STATION

Public Fuel Filling Station Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
SPBU Pertamina	4,1585	4,0717	4,0755	4,0415	4,0817	4,1358	4,1088	DIAMOND
SPBU Shell	4,1290	4,0000	4,0323	4,0968	4,0590	3,9677	4,0133	GOLDEN
Others	4,0000	3,0000	4,0000	4,0000	3,7265	4,0000	3,8635	
Industry	4,1549	4,0606	4,0707	4,0471	4,0781	4,1178	4,0980	

D11. CAR RENTAL

Car Rental Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
TRAC	4,3143	4,4286	4,3000	4,1429	4,2940	4,2286	4,2613	DIAMOND
ASSA Rent	4,0000	4,3000	4,0667	4,0667	4,1131	4,2333	4,1732	DIAMOND
Blue Bird Group	4,2000	3,9429	4,1143	4,1714	4,1034	4,2286	4,1660	DIAMOND
MPM Rent	4,0667	3,9667	4,2000	4,3667	4,1561	4,1000	4,1280	DIAMOND
Tunas Rent Indonesia	4,1290	4,1613	4,2742	4,1613	4,1835	4,0323	4,1079	GOLDEN
Indorent	3,8438	4,0938	4,0000	3,9375	3,9742	3,6563	3,8152	
Industry	4,0984	4,1503	4,1606	4,1399	4,1391	4,0829	4,1110	

D12. MOBILE AND SMARTPHONE AFTERSALES SERVICE

Mobile and Smart Phone Aftersales Service	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Erafone	4,1714	4,3429	4,2714	4,2571	4,2624	4,2000	4,2312	DIAMOND
Apple store (iBox)	4,0000	4,2667	4,4833	4,4333	4,2989	4,0333	4,1661	DIAMOND
Sentra ponsel	4,0667	4,1333	4,1833	3,9000	4,0744	4,1667	4,1205	GOLDEN
Xiaomi store	4,2000	4,1667	3,9833	4,2000	4,1349	4,0667	4,1008	GOLDEN
Samsung Store	4,1304	4,0652	4,1522	4,1957	4,1349	4,0652	4,1001	GOLDEN
Oppo store	4,2333	3,9667	4,1167	3,9333	4,0621	4,1333	4,0977	GOLDEN
Others	5,0000	3,6667	3,6667	4,3333	4,1479	3,6667	3,9073	
Industry	4,1471	4,1471	4,1887	4,1618	4,1615	4,1029	4,1322	

D13. LAPTOP AFTERSALES SERVICE

Laptop Aftersales Service	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Lenovo	3,7813	4,0938	4,0469	4,0625	3,9987	4,4688	4,2337	DIAMOND
Acer	4,0741	3,9630	3,9537	3,8519	3,9607	4,2222	4,0914	DIAMOND
Asus	3,9583	3,9583	4,0104	4,2500	4,0418	4,0208	4,0313	DIAMOND
Dell	4,1563	3,9375	3,9375	4,2188	4,0576	3,9375	3,9976	GOLDEN
Apple (Mac)	3,8333	4,2333	4,0500	4,2333	4,0891	3,8667	3,9779	GOLDEN
Hewlett Packard (HP)	3,8667	3,8000	4,1167	4,0667	3,9626	3,9667	3,9646	GOLDEN
Samsung	4,0667	4,0000	4,0667	4,2000	4,0814	3,8000	3,9407	GOLDEN
Axioo	3,7000	3,9333	3,8667	4,0000	3,8757	3,5333	3,7045	
Others	3,7667	3,4622	3,4256	3,6822	3,5788	3,6667	3,6227	
Industry	3,8527	3,8746	3,9013	3,9969	3,9056	3,9185	3,9120	

D14. PRINTER AFTERSALES SERVICE

Printer Aftersales Service	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Canon	4,3611	4,4515	4,4208	4,3500	4,3964	4,2333	4,3152	DIAMOND
Hewlett Packard (HP)	4,1250	4,1563	4,1426	4,1094	4,1335	4,0625	4,0982	GOLDEN
Epson	4,1944	4,1919	4,1840	4,3819	4,2374	3,8889	4,0640	GOLDEN
Brother	4,3111	4,3273	4,3417	4,1333	4,2791	3,8000	4,0407	GOLDEN
Industry	4,2435	4,2756	4,2661	4,2480	4,2585	3,9922	4,1259	

D15. GENERAL HOSPITAL

General Hospital Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
RS Siloam	4,1000	3,9000	3,9000	3,9000	3,9472	4,1667	4,0568	DIAMOND
RS Premier	4,3000	3,2667	3,2833	3,2000	3,4978	4,5000	3,9984	GOLDEN
RS St. Carolus	4,0667	3,2000	3,5167	3,2667	3,5038	4,4667	3,9847	GOLDEN
RS Mitra Keluarga	4,0000	3,9000	3,8167	3,8333	3,8850	3,9667	3,9258	GOLDEN
RS Hermina	4,0667	3,3667	3,3667	3,3667	3,5317	4,2333	3,8821	GOLDEN
RS Pertamina	4,0667	3,7000	3,6667	3,7000	3,7778	3,9667	3,8721	GOLDEN
RSUPN Dr. Cipto Mangunkusumo	3,9667	3,7000	3,5500	3,4667	3,6649	3,9000	3,7823	
RSUD Koja	3,9667	3,5333	3,6833	4,0000	3,7924	3,6333	3,7129	
RSPAD Gatot Soebroto	3,7667	3,1667	3,6167	3,7333	3,5686	3,6000	3,5843	
Others	3,8750	3,7500	3,3750	3,7500	3,6816	3,9750	3,8281	
Industry	4,0323	3,5197	3,5860	3,5986	3,6778	4,0538	3,8656	

D16. CLINICAL LABORATORY

Clinical Laboratory Service	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Prodia	3,9667	3,9273	3,9364	3,7909	3,9057	4,6182	4,2684	DIAMOND
Pramita	3,8590	3,8558	3,8516	4,0513	3,9034	4,4103	4,1614	GOLDEN
Cito	3,7204	3,7258	3,6774	4,0806	3,7989	4,3871	4,0983	GOLDEN
Others	3,8133	3,7688	3,6821	3,7300	3,7475	4,0800	3,9167	
Industry	3,8893	3,8677	3,8264	3,9270	3,8767	4,4672	4,1773	

D17. BEAUTY CLINIC

Beauty Clinic Service	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Erha Clinic	4,5135	4,5676	4,5811	4,5676	4,5586	4,4054	4,4828	DIAMOND
Natasha	4,3433	4,3134	4,4179	4,3881	4,3665	4,2537	4,3107	DIAMOND
MS Glow	4,1290	4,5161	4,2581	4,3548	4,3179	4,1935	4,2564	GOLDEN
Miracle	4,2000	4,5000	4,3500	4,3333	4,3495	4,0667	4,2096	GOLDEN
London Beauty	4,0000	4,0313	4,0000	4,0313	4,0157	4,2813	4,1471	GOLDEN
Others	4,0000	4,0000	3,9667	4,4000	4,0889	4,0000	4,0449	
Industry	4,2464	4,3507	4,3175	4,3460	4,3165	4,2322	4,2748	



D18. HOME APPLIANCE AFTERSALES SERVICE

Home Appliance Aftersales Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Panasonic	4,2333	4,3000	4,6563	4,4333	4,4079	4,4000	4,4040	DIAMOND
LG	4,2951	4,3770	4,2664	4,2951	4,3089	4,3934	4,3507	DIAMOND
Samsung	4,0984	4,3279	4,2100	4,1311	4,1943	4,4426	4,3170	DIAMOND
Daikin	4,0968	4,3226	4,2601	4,2903	4,2444	4,2581	4,2512	DIAMOND
Polytron	4,1000	4,2000	4,0979	4,0667	4,1171	4,2000	4,1581	GOLDEN
Sharp	4,0000	4,0577	4,0829	4,0962	4,0597	4,1923	4,1253	GOLDEN
Toshiba	4,0000	4,2667	4,0167	3,9667	4,0650	4,1000	4,0823	GOLDEN
Changhong	3,8667	4,0000	3,6958	4,0333	3,8983	4,2000	4,0474	GOLDEN
Others	3,9000	4,0333	3,5938	3,8667	3,8479	4,0000	3,9231	
Industry	4,0986	4,2435	4,1370	4,1594	4,1608	4,2899	4,2246	

D19. INTERNET SERVICE PROVIDER (ISP)

ISP Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Indihome	4,0933	4,0933	4,1133	4,0667	4,0917	4,1467	4,1185	DIAMOND
Biznet	4,1333	3,8333	3,9167	4,0333	3,9756	4,1000	4,0362	DIAMOND
MNC Play	3,8667	3,7333	3,6833	3,6000	3,7177	4,3333	4,0173	GOLDEN
First Media	3,9706	3,8824	3,9706	3,8235	3,9108	3,9118	3,9113	
Others	3,2667	3,6667	3,9500	4,2000	3,7818	3,5333	3,6608	
Industry	3,9944	3,9274	3,9777	3,9441	3,9603	4,0894	4,0231	

D20. DOMESTIC AIRLINE

Domestic Airline Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Garuda Indonesia	4,3971	4,4118	4,3235	4,2941	4,3561	4,3235	4,3401	DIAMOND
Air Asia	4,3000	4,2000	4,3667	4,0000	4,2160	4,1333	4,1755	DIAMOND
Citilink	4,0690	4,1552	4,1207	4,2414	4,1475	4,1034	4,1259	GOLDEN
Batik Air	3,8182	4,0227	4,0909	3,9205	3,9653	4,0909	4,0268	GOLDEN
Lion Air	4,0000	4,1000	4,0167	4,0000	4,0295	3,6333	3,8355	
Others	3,9737	3,6491	4,1272	3,9386	3,9219	4,2193	4,0676	
Industry	4,0777	4,1351	4,1622	4,1014	4,1197	4,1081	4,1140	

D21. DOMESTIC AIRPORT

Domestic Airport Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Bandara Kuala Namu	4,4412	4,2353	4,4853	4,5882	4,4375	4,5000	4,4681	DIAMOND
Bandara Soekarno Hatta	4,3034	4,3448	4,3138	4,2621	4,3061	4,2276	4,2676	DIAMOND
Bandara Adi Sucipto	4,1579	4,1579	4,3289	4,0789	4,1815	4,2105	4,1957	DIAMOND
Bandara Ahmad Yani	4,2286	4,1143	4,0143	4,2857	4,1596	4,2000	4,1794	DIAMOND
Bandara I Gusti Ngurah Rai	4,1515	3,7576	4,2424	4,0606	4,0522	4,1212	4,0861	GOLDEN
Bandara Juanda	4,0000	4,0667	3,9778	4,0000	4,0112	4,1222	4,0656	GOLDEN
Bandara Sultan Hasanuddin	3,8788	4,3939	3,8030	4,0303	4,0279	4,0606	4,0439	GOLDEN
Others	3,7588	3,7412	3,6908	4,1184	3,8277	3,1842	3,5121	
Industry	4,1553	4,1667	4,1518	4,1781	4,1630	4,1370	4,1503	

D22. TAXI

Taxi Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Blue Bird	4,2349	4,2148	4,2047	4,1946	4,2120	4,1678	4,1903	DIAMOND
Express	3,7813	3,9688	4,1719	4,2188	4,0385	4,2188	4,1268	DIAMOND
Oren'z Taxi	3,7667	3,7333	3,7000	3,6000	3,6992	4,1333	3,9120	
Others	3,7667	3,8333	3,7500	3,8667	3,8045	3,8333	3,8186	
Industry	4,0670	4,0804	4,0938	4,0893	4,0828	4,1384	4,1101	

D23. PAY TV

Pay TV Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Indihome	4,2250	4,4000	4,3875	4,2000	4,3080	4,1000	4,2056	DIAMOND
MNC Vision	4,2333	4,1000	3,9333	4,2000	4,1106	4,0333	4,0726	GOLDEN
First Media	4,1333	4,3333	4,0000	3,9333	4,1019	4,0000	4,0517	GOLDEN
Others	3,5000	4,1667	4,2083	3,7500	3,9238	3,8333	3,8792	
Industry	4,1574	4,2870	4,1343	4,0833	4,1673	4,0370	4,1031	

D24. PARKING SERVICE

Parking Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Sky parking	4,0667	4,4333	4,4333	4,4333	4,3452	4,0000	4,1722	DIAMOND
Secure Parking	3,9180	4,1967	4,1557	4,1639	4,1111	4,0164	4,0637	DIAMOND
Center Park	3,8333	4,2333	4,2000	4,2667	4,1368	3,9667	4,0516	DIAMOND
IPM Parking	3,9333	4,2333	4,0000	4,1333	4,0765	3,6000	3,8377	
Others	3,9103	3,8333	3,7813	3,8333	3,8384	3,9487	3,8937	
Industry	3,9040	4,2147	4,1497	4,1921	4,1177	3,9096	4,0134	

D25. AFTER SALES SERVICE FOR ELECTRONIC HOUSEHOLD

After Sales Service for Electronic Household at Authorized Service Center	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Panasonic	3,9839	3,7512	4,0363	3,9677	3,9318	4,4839	4,2082	DIAMOND
LG	4,0000	3,9267	3,8092	3,9868	3,9295	4,4474	4,1888	DIAMOND
Sharp	4,0778	3,8635	3,8361	3,9222	3,9207	4,2444	4,0828	GOLDEN
Samsung	4,1750	4,0524	3,9542	3,8167	3,9947	4,1667	4,0808	GOLDEN
Polytron	3,9191	3,8403	3,9044	3,8529	3,8776	4,2647	4,0714	GOLDEN
Toshiba	3,9118	3,8109	3,8787	3,8824	3,8694	4,0882	3,9790	
Others	4,0000	3,7857	3,9688	3,7500	3,8713	4,0000	3,9357	
Industry	4,0115	3,8725	3,8979	3,9060	3,9193	4,2752	4,0975	

D26. AFTER SALES SERVICE FOR AIR CONDITIONING (AC)

After Sales Service for Air Conditioning (AC) at Authorized Service Center	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
Samsung	4,1667	4,3595	4,1417	4,0333	4,1764	4,1379	4,1571	DIAMOND
Daikin	3,8819	4,2440	4,3507	4,0972	4,1500	4,0556	4,1027	DIAMOND
Panasonic	3,9839	3,9677	4,3427	4,0645	4,0905	4,0000	4,0452	DIAMOND
LG	4,0000	4,1095	4,0292	3,9667	4,0274	3,9667	3,9970	
Changhong	3,9417	3,9167	3,9792	4,1167	3,9898	3,9000	3,9448	
Sharp	4,1250	4,3333	3,8750	4,0333	4,0931	3,7667	3,9297	
Toshiba	3,9000	3,8690	3,9083	3,9167	3,8983	3,8667	3,8825	
Others	5,0000	3,6250	3,8750	3,5000	3,9699	3,7500	3,8598	
Industry	4,0102	4,1107	4,0949	4,0273	4,0622	3,9543	4,0082	

D27. DELIVERY SERVICES

Delivery Services	Access	Process	People	Solution	PSQ	PSV	SQI Indeks 2023	SQI Award 2023
JNE	4,3222	4,4121	4,3833	4,3083	4,3570	4,2000	4,2789	DIAMOND
J&T Express	4,3194	4,2980	4,2969	4,5139	4,3563	4,0278	4,1928	DIAMOND
POS Indonesia	4,3278	4,3697	4,3500	4,2917	4,3351	4,0000	4,1683	DIAMOND
TIKI	4,4167	4,4830	4,4805	4,2500	4,4085	3,8750	4,1430	DIAMOND
SiCepat	4,1611	4,2515	4,2208	4,1500	4,1964	4,0333	4,1152	DIAMOND
Ninja Xpress	4,1000	4,1030	4,2208	4,1750	4,1500	3,9667	4,0587	GOLDEN
Indah Logistik	4,0944	4,1273	4,1125	4,0750	4,1025	4,0000	4,0515	GOLDEN
Others	3,8473	3,9604	4,1854	4,0135	4,0028	3,9527	3,9778	
Industry	4,2012	4,2386	4,2751	4,2529	4,2422	3,9844	4,1139	