

**GAMBARAN EFEKTIVITAS PENERAPAN 5 STANDAR
OPERASIONAL PROSEDUR (SOP) PELANGGAN DI
PBF KOTA BATAM**

SKRIPSI

Diajukan untuk Memenuhi Salah Satu Syarat Untuk Mencapai Gelar
Sarjana Farmasi



SERLLY ELVIRA

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**PROGRAM STUDI SARJANA FARMASI
INSTITUT KESEHATAN MITRA BUNDA
BATAM**

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