

PREFACE

In the name of Allah, the Most Gracious, the Most Merciful, all praise and gratitude be to Allah SWT, who has granted the author strength, patience, and guidance throughout the process of completing this undergraduate thesis entitled:

“Exploration of Amazon DTM8 Krefeld, Germany’s Strategies in Improving Customer Satisfaction During the Peak Season”

This thesis is submitted as one of the requirements to obtain a Bachelor’s Degree in Economics at the Faculty of Economics and Business, Universitas Jambi.

The journey of writing this thesis has been filled with challenges and invaluable lessons in patience, discipline, and resilience. Behind every sentence written in this research lies perseverance, sleepless nights, and a deep sense of gratitude toward those who have supported the author along the way. For this reason, the author would like to express heartfelt and sincere appreciation to the following individuals and parties:

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The author fully realizes that this thesis is far from perfect. However, it is hoped that this research will serve as a meaningful academic contribution and an informative reference for future studies in the field of e-commerce, customer satisfaction, and strategic management. May this humble work bring benefit and be well-received by all who read it.

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