

INVITATION LETTER

Malang, 2 September 2022

Dear Sir/Madam,

Paper Title : Integrating Kano Model to e-TailQ for Service Excellence Development: A Case Study of Shopee Marketplace

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Paper ID : 35

It is our great pleasure to invite you as oral presenter delegate to the 2022 ICOEMIS: 2nd International Conference on Engineering and Management in Industrial System to be held in Malang, East Java Indonesia on 5th - 6th October 2022.

We want to take this opportunity to express our appreciation for your interest in participating in the conference. We are looking forward to seeing you in the event.

With kind regards,

ICOEMIS 2022 Committee

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