

## DAFTAR SINGKATAN DAN LAMBANG

| Singkatan | Nama                                              | Pemakaian Pertama<br>Kali Pada Halaman |
|-----------|---------------------------------------------------|----------------------------------------|
| CV        | <i>Commanditaire Vennootschap</i>                 | Judul                                  |
| SOP       | Standard Operating Procedure                      | Judul                                  |
| ISO       | International Organization<br>for Standardization | Judul                                  |
| SMM       | Sistem Manajemen Mutu                             | 1                                      |
| SML       | Sistem Manajemen Lingkungan                       | 1                                      |
| BPI       | Business Process Improvement                      | x                                      |
| RVA       | Real Value-Added                                  | x                                      |
| BVA       | Business Value-Added                              | x                                      |
| NVA       | Non Value-Added                                   | xi                                     |
| BPR       | Business Process Reengineering                    | 7                                      |