

DAFTAR SINGKATAN

SOP	<i>Standard Operating Procedure</i>
ISO	<i>International Organization for Standardization</i>
BPI	<i>Business Process Improvement</i>
RVA	<i>Real Value-Added</i>
BVA	<i>Business Value-Added</i>
NVA	<i>Non Value-Added</i>
VAA	<i>Value-Added Assessment</i>
CTQ	<i>Critical to Quality</i>