

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
<i>SOP</i>	<i>Standard Operating Procedure</i>	Judul
<i>ISO</i>	<i>International Standards Organization</i>	Judul
<i>CV</i>	<i>Commanditaire Vennootschap</i>	Judul
<i>BPI</i>	<i>Business Process Improvement</i>	Judul
<i>SMM</i>	Sistem Manajemen Mutu	1
<i>HLS</i>	<i>High Level Structure</i>	8
<i>PDCA</i>	<i>Plan Do Check Act</i>	10
<i>RVA</i>	<i>Real Value Added</i>	17
<i>BVA</i>	<i>Business Value Added</i>	17
<i>NVA</i>	<i>Non Value Added</i>	17
<i>BPR</i>	<i>Business Process Reengineering</i>	19
<i>BPA</i>	<i>Business Process Automation</i>	19