

## DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian
		pertama kali
		pada halaman
TQM	<i>Total Quality Management</i>	6
DMAIC	<i>Define, Measure, Analyze, Improve, Control</i>	7
CTQ	<i>Critical to Quality</i>	8
DPO	<i>Defect per Opportunity</i>	10
DPMO	<i>Defect per Million Opportunity</i>	10
USL	<i>Upper Specification Limit</i>	13
LSL	<i>Lower Specification Limit</i>	13
SIPOC	<i>Supplier, Input, Processes, output, Customer</i>	26
LAMBANG		
$\sigma$	sigma/variansi	10