

## DAFTAR SINGKATAN DAN LAMBANG

Singkatan	Keterangan	Pemakaian pertama kali pada halaman
ASPERINDO	Asosiasi Perusahaan Jasa pengiriman Express Indonesia	1
ALI	Asosiasi Logistik Indonesia	1
TIKI JNE	Titipan Kilat Jalur Nugraha Ekakurir	1
OKE	Ongkos Kirim Ekonomis	2
REG	<i>Regular Express</i>	2
YES	Yakin Esok Sampai	2
POD	<i>Prove of Delivery</i>	3
CTQ	<i>Critical To Quality</i>	7
DPMO	<i>Defect Per Million Opportunity</i>	5
SDM	Sumber Daya Manusia	12
IHIP	<i>Intangibility Heterogenity Inseparability Perishability</i>	14
NVA	<i>Non Value Added</i>	19
VA	<i>Value Added</i>	19
TQM	<i>Total Quality Management</i>	21
SERVQUAL	<i>Service Quality</i>	23

DMAIC	<i>Define Measure Analyze Improve Control</i>	23
E-DOWNTIME	<i>Enviromental health and safety Defect Overproduction Waiting Not utilizing employees knowledge, skills, and ability Transportation Inventories Motion Excess processing</i>	24
EHS	<i>Enviromental Health and Safety</i>	24
RCA	<i>Root Cause Analysis</i>	26
FMEA	<i>Failure Mode and Effect Analysis</i>	28
RPN	<i>Risk Priority Number</i>	28
SOD	<i>Severity Occurence Detection</i>	28
RVA	<i>Real Value Added</i>	32
BVA	<i>Business Value Added</i>	33
IPA	<i>Importance Performance Analysis</i>	35
WAP	<i>Weighted Average Performance</i>	37
LAMBANG		
Tn	Efisiensi proses	33
T	Waktu siklus total	33