

DAFTAR SINGKATAN

Singkatan	Nama	Pemakaian Pertama kali pada halaman
CTQ	<i>Critical to Quality</i>	3
ISO	<i>International Organization for Standardization</i>	3
SNI	Standar Nasional Indonesia	4
SOP	<i>Standard Operating Procedure</i>	4
BPI	<i>Business Process Improvement</i>	5
RVA	<i>Real Value Added</i>	19
BVA	<i>Business Value Added</i>	19
NVA	<i>Non Value Added</i>	19