

GLOSSARY

- RVA** : Real Value Added, an activity that can provide added value to the customer and the customer is willing to pay so that the activity is carried out.
- BVA** : Business Value Added, an activity in which the customer does not want to pay to have this done activity, but the activity is still needed to support business activities or for certain interests that are mandatory (eg: for documentation, legal, etc.).
- NVA** : Non Value Added, an activity that does not add value in the eyes of the customer and the customer does not want to pay so that the activity dillakukan. Usually that includes NVA include: rework, excessive signatures, counting, checking, setup, and others.
- Streamlining** : tools which are used to simplify the process so as to achieve a more effective business processes, efficient and adaption
- GMP** : A standard created by the Health Department to make a food product quality and safety for consumed