

## DAFTAR SINGKATAN DAN LAMBANG

Singkatan	Nama	Pemakaian pertama pada halaman
SOP	<i>Standard Operating Procedure</i>	Judul
ISO	<i>International Standards Organization</i>	Judul
CV	<i>Comanditaire Venotschap/ Persekutuan Komanditer</i>	Judul
BPI	<i>Business Process Improvement</i>	Judul
SMM	Sistem Manajemen Mutu	8
PDCA	<i>Plan Do Check Act</i>	11
PCF	<i>Process Classification Framework</i>	26
APQC	<i>American Productivity and Quality Control</i>	26
NVA	<i>Non Value Added</i>	61
BVA	<i>Business Value Added</i>	61
RVA	<i>Real Value Added</i>	61