

DAFTAR SINGKATAN DAN LAMBANG

Singkatan	Nama	Pemakaian pertama kali pada halaman
UKM	Usaha Kecil Menengah	1
CRM	<i>Customer Relationship Management</i>	8
PCF	<i>Process Classification Framework</i>	9
APQC	<i>American Productivity and Quality Centre</i>	9
RAD	<i>Rapid Application Development</i>	14
MySQL	<i>Structured Query Language</i>	15
RDBMS	<i>Relationship Database Managemet System</i>	15
PHP	<i>Hypertext Preprocessor</i>	16
UML	<i>Unified Modeling Language</i>	16
ISO	<i>International Organization for Standardization</i>	19