

DAFTAR SINGKATAN DAN LAMBANG

Singkatan	Nama	Pemakaian Pertama Kali
ISO	<i>International Organization for Standardization</i>	Judul
PT	Perseroan Terbatas	Judul
SOP	<i>Standard Operating Procedure</i>	Judul
BPI	<i>Business Process Improvement</i>	Judul
SMM	Sistem Manajemen Mutu	1
SML	Sistem Manajemen Lingkungan	1
QMS	<i>Quality Management System</i>	10
TQM	<i>Total Quality Management</i>	21
BPA	<i>Business Process Automation</i>	22
BPR	<i>Business Process Re-engineering</i>	22
RVA	<i>Real Value Added</i>	24
BVA	<i>Business Value Added</i>	24
QA	<i>Quality Assurance</i>	36
RDC	<i>Risk Document Control</i>	42