

DAFTAR SINGKATAN

Singkatan	Nama	Halaman
SOP	<i>Standard Operating Procedure</i>	Judul
BPI	<i>Business Process Improvement</i>	Judul
ISO	<i>International Organization for Standardization</i>	Judul
RVA	<i>Real Value Added</i>	26
BVA	<i>Business Value Added</i>	26