

## DAFTAR SIMBOL SINGKATAN DAN LAMBANG

Singkatan	Nama	Pemakaian pertama pada halaman
PT	Perseroan terbatas	1
CTQ	<i>Critical to Quality</i>	1
VOC	<i>Voice of Customer</i>	15
DMAIC	<i>Define, Measure, Analyze, Improve, Control</i>	16
SIPOC	<i>Supplier, Input, Proses, Output, Customer</i>	19
LCL	<i>Lower Control Line</i>	23
CL	<i>Control Line</i>	23
UCL	<i>Upper Control Line</i>	23
DPU	<i>Defect per Unit</i>	26
DPO	<i>Defect Per Oportunities</i>	26
DPMO	<i>Defect per Million Opportunities</i>	26
4M+1E	<i>Material, Man, Method, Machine, Environment</i>	28
FMEA	<i>Failure Mode Effect Analysis</i>	31
S	<i>Severity</i>	31
O	<i>Occurence</i>	32
D	<i>Detection</i>	32
RPN	<i>Risk Priority Number</i>	32
QMS	<i>Quality Management Systems</i>	37
%	Persentase	2
$p^{\wedge}$	Proporsi Cacat	22
n	Total produksi pada periode waktu i	22
$xi$	Jumlah cacat untuk periode waktu i	22
$6\sigma$	<i>Six Sigma</i>	26