DAFTAR SINGKATAN

APQC PCF	*American Productivity & Quality Center's Process Classification Framework*
BPI	*Business Process Improvement*
BVA	*Business Value Added*
CIMOSA	*Computer Integrated Manufacturing Open System Architecture*
eTOM	*enhanced Telecom Operations Map*
NVA	*Non Value Added*
RVA	*Real Value Added*
SCOR	*Supply Chain Operations Reference*
SOP	*Standard Operating Procedure*
UKM	Usaha Kecil dan Menengah