

DAFTAR SINGKATAN

| Singkatan | Definisi |
|------------------|---|
| BSC | Balanced Scorecard |
| KSF | Key Success factors |
| KPI | Key Performance Indicator |
| SMART | Specific, Measurable, Achievable, Reliable dan Time Bound |
| ESS | Employee Satisfaction Survey |
| CSS | Customer Satisfaction Survey |
| SOP | Standard Operating Procedure |