

## DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama
<i>ISO</i>	<i>International Organization for Standardization</i>
<i>SOP</i>	<i>Standard Operating Procedure</i>
<i>PDCA</i>	<i>Plan – Do – Check - Action</i>
<i>SMM</i>	<i>Sistem Manajemen Mutu</i>
<i>BPI</i>	<i>Business Process Improvement</i>
<i>BVA</i>	<i>Business Value Added</i>
<i>RVA</i>	<i>Real Value Added</i>
<i>NVA</i>	<i>Non Value Added</i>
<i>BPA</i>	<i>Business Process Auotomatiom</i>
<i>BPR</i>	<i>Business Process Re-engineering</i>