

## DAFTAR SINGKATAN

<b>Simbol / Notasi</b>	<b>Deskripsi</b>	<b>Halaman pertama kali digunakan</b>
CRM	<i>Customer Relationship Management</i>	Judul
ISO	<i>International Organization for Standardization</i>	Judul
BPI	<i>Business Process Improvement</i>	Judul
<i>eTOM</i>	<i>Enhance Telecom Operations Map</i>	2