

DAFTAR SIMBOL DAN SINGKATAN

Singkatan	Nama	Digunakan Pertama Kali pada Halaman
CIP	<i>Competitive Industrial Performance</i>	1
BPM	<i>Business Process Management</i>	5
SMM	Sistem Manajemen Mutu	8
ISO	<i>International Organization for Standardization</i>	9
BPMN	<i>Business Process Model and Notation</i>	17
BPI	<i>Business Process Improvement</i>	22
BPA	<i>Business Process Automation</i>	22
BPR	<i>Business Process Reengineering</i>	22
BPM	<i>Business Process Management</i>	22