

DAFTAR SINGKATAN DAN LAMBANG

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
PT. Pertamina	PT. Pertamina (Persero) Unit	
UPPJ	Produksi Pelumas Jakarta	1
LOBP-1	<i>Lobe Oil Blending Plant-1</i>	1
LOBP-2	<i>Lobe Oil Blending Plant-2</i>	2
TQC	<i>Total Quality Control</i>	2
MQC	<i>Material Quality Control</i>	3
CTQ	<i>Critical to Quality</i>	12
VOC	Voice of Customer	12
DPO	<i>Defect Per Opportunity</i>	12
DPMO	<i>Defect Per Million Opportunity</i>	12
DMAIC	<i>Define, Measure, Analyze, Improve, Control</i>	13
SIPOC	<i>Supplier, Input, Process, Output, Customer</i>	13
FMEA	<i>Failure Modes and Effect Analysis</i>	17