

## DAFTAR SINGKATAN

SINGKATAN	Nama	Pemakaian pertama kali pada halaman
CTQ	<i>Critical to Quality</i>	4
SNI	Standar Nasional Indonesia	5
ISO	<i>International Organization of Standardization</i>	5
SOP	<i>Standard Operating Operation</i>	6
BPI	<i>Business Process Improvement</i>	7
BVA	<i>Businees Value Added</i>	35
RVA	<i>Real Value Added</i>	35
NVA	<i>Non Value Added</i>	35
Tn	Efisiensi <i>cycle time</i>	40
T	Total <i>cycle time</i>	40