

DAFTAR SINGKATAN

SMK	Sekolah Menengah Kejuruan	Judul
ISO	<i>International Standards Organization</i>	Abstrak
PCF	<i>Process Classification Framework</i>	Abstrak
APQC	<i>American Productivity and Quality Control</i>	Abstrak
SOP	<i>Standard Operating Procedure</i>	Abstrak
PDCA	<i>Plan, Do, Check, Act</i>	8
BPM	<i>Business Process Management</i>	10