ABAP: Advanced Business Application Programming. It is a programming language used to code SAP.

BPR: Business Process Reengineering. It is the analysis and redesign of workflows within and between enterprises in order to optimize end-to-end processes and automate non-value-added tasks.

CSF: Critical Success Factors. These are a limited number of key variables or conditions that have a tremendous impact on how successfully and effectively an organization meets its mission or the strategic goals or objectives of a program or a project.

ERP: Enterprise Resource Planning. It is a business management software – typically a suite of integrated applications – that a company can use to collect, store, manage and interpret data from many business activities. It is characterized by the use of a unified database.

ERP II: Also called as Extended Enterprise Systems. ERP II opens ERP systems beyond the enterprise level to exchange information with supply chain partners and customers.

GRI: Global Reporting Initiative. It is a reporting framework which is intended to serve as a generally accepted framework for reporting on an organization's economic, environmental, and social performance.

GRM: Gross Refining Margin. It is the difference between the total value of petroleum products coming out of an oil refinery (output) and the price of the raw material (input), which is crude oil.

KPI: Key Productivity Indicator. It is a measurable value that demonstrates how well an organization is achieving key productivity objectives.

MBN: MBTU/BBL/NRGF. It is the amount of energy consumed in a refinery per barrel of crude processed per unit energy factor.

MBTU: It refers to the total heat value of fuel and loss in Thousand British Thermal Units.

Measurement Framework: It is a generic description of a logical organization of operations used in measurement, the outcome of which may be used to produce evaluations or estimates relevant to the information needed for decision making.

MRP: Material Requirements Planning. It is a production planning, scheduling, and inventory control system used to manage manufacturing processes.

MRP II: It is an integrated method of operational and financial planning for manufacturing companies.

NRGF: Nelson's Refinery Grading Factor. It is a composite energy factor of the refinery that depends upon actual intake in both primary and secondary processing units as per industry standards.

SAP: Systeme, Anwendungen und Produkte in der Datenverarbeitung now referred to as Systems, Applications and Products in Data Processing. It is the market leader as far as ERP software is concerned.

SAP Basis: It is a set of middleware programs and tools in SAP that provide the underlying base that enable SAP applications to be interoperable across operating systems.