

Daftar Pustaka

- De Toro, T. (1997). *Process Redesign*. Canada: Addison Wesley Longman Inc.
- Djarmiko, B., & Jumaedi, H. (2011). *Manajemen Mutu ISO 9001*. Bandung: STEMBI-Bandung Business School.
- Fauziah, R. (2013). *Perancangan Standard Operating Procedure Menggunakan Metode Benchmarking Untuk Memenuhi Requirement ISO 9001:2008 Di Sekolah Tinggi Seni Telkom*.
- FEMA. (1999). *Guide To Developing Effective Standard Operating procedures for Foreand EMS Departements*. (online).
- Gaspersz, V. (2012). *Three-in-one ISO 9001, ISO 14000, OHSAS 18001 Sistem Manajemen Kualitas, K3, Lingkungan (SMK4L)*. Jakarta: PT Percetakan Penebar Swadaya.
- Hammer, M., & Champy, J. (1994). *Reengineering The Corporation : A Manifesto for Business Revolution*. London: Nicholas Brealy Publishing ISO 9001:2008 Quality Management System Requirement.
- Harrington, H. J. (2006). *Business Process Improvement : The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness*. McGraw-Hill, Inc.
- ISO. (2008). *ISO 11620:2008 Information and Documentation - Library Performance Indicators*. Switzerland: ISO.
- ISO. (2008). *ISO 9001 Quality Management Systems-Requirement*. Switzerland: ISO.
- Oktafiani, A. (2012). *Perancangan Sistem Penjaminan Mutu Sekolah Tinggi Seni Rupa Dan Desain Indonesia Telkom Dengan Metode Benchmarking*.
- RI, P. N. (2013). *Rencana Strategi Pemerintah Daerah*. Cimahi.

Richard, S. (2001, Maret 27). *Standard Operating Procedures: A Writing Guide*.

Diambil kembali dari Standard Operating Procedures: A Writing Guide:

<http://dairyalliance.psu.edu/pdf/ud011.pdf>

Sumekar, S., Utomo, B. S., & Bando, M. S. (2011). *Standar Nasional Perpustakaan*

(SNP) : *Bidang Perpustakaan Umum dan Perpustakaan Khusus*. Jakarta:

Perpustakaan nasional RI.