

DAFTAR PUSTAKA

- Ariani, D. W. (2004). *Pengendalian Kualitas Statistik (Pendekatan Kuantitatif dalam Manajemen Kualitas)*. Yogyakarta: CV Andi Offset.
- Evans, J., & Lindsay, W. (2016). *Managing fir Quality and Performance Excellent*. Cengage Learning.
- Gaspersz, V., & Fontana, A. (2011). *Lean Six Sigma for Manufacturing and Service Industries*. Bogor: Vinchristo Publication.
- Harry, M. J., & Schroeder, R. R. (2008). *Six Sigma: The Breaktrhough Management Strategy Revolutionizing the World's Top Corporations*. Virgina: Currency, 2000.
- Irawan D, H. (2003). *Indonesian Customer Satisfaction Membedah Strategi Kepuasan Pelanggan Merek Pemenang ICSA*. Jakarta: PT Alex Media Komputindo.
- Komarudin, A. (2014). *Politik Hukum Integratif UMKM*. Jakarta: RMBooks.
- Liker, J., & Meier, D. (2007). *Talent: Developing Your People the Totoya Way*.
- Pande, P., & Holpp, L. (2002). *What is Six Sigma*. McGraw Hill Profesional.
- Pranoto, H. (2015). *Reliability Centred Maintenance*. Jakarta: Mitra Wacana Media.
- Sallis, E. (2002). *Total Quality Management in Education*. Kogan Page.
- Tannady, H. (2015). *Pengendalian Kualitas*. Yogyakarta: Graha Ilmu.
- Tannady, H. (2015). *Pengendalian Kualitas*. Yogyakarta: Graha Ilmu.
- Umar, H. (1997). *Study Kelayakan Bisnis. Edisi Ketiga*. Jakarta: Gramedia Pustaka Utama.