

DAFTAR PUSTAKA

- [1] Dessler, Gary. Manajemen Sumber Daya Manusia Jilid 1, alih bahasa Paramita Rahayu, edisi kesepuluh, Indeks, 2006.
- [2] Ellitan, Lena dan Anatan, Lina. 2009. Manajemen Inovasi : Transformasi Menuju Organisasi Kelas Dunia, Bandung: Alfabeta.
- [3] EPA. 2007. *Guidance for Preparing Standard Operating Procedures (SOPs)*.
- [4] Epper, R. (1999), Applying benchmarking to higher education, Change, November.
- [5] FEMA. 1999. *Guide To Developing Effective Standard Operating Procedures for Fire and EMS Departments*.
- [6] Hammer, M dan J. Champy, 1996. *Reengineering The Corporation*, Gramedia Pustaka Utama, Jakarta.
- [7] H. James Harrington, *Business Process Improvement Workbook : Documentation, Analysis, Design, and Management of Business Process Improvement*, McGraw-Hill, 1997.
- [8] H. James Harrington, *Business Process Improvement*, McGraw-Hill, 1991.
- [9] Henderson-Smart, Cheryl & Winning, Tracey cs.(2006) *Benchmarking learning and teaching: developing a method*. Australia.
- [10] <http://www.businessballs.com/kirkpatricklearningevaluationmodel.htm> diakses 4 Maret 2013.
- [11] <http://konsultasimnjam.sekolahjuara.com/2011/02/09/manfaat-pelatihan-dan-pengembangan/> diakses 21 November 2012.
- [12] <http://library.binus.ac.id> diakses 12 januari 2013.
- [13] <http://digilib.petra.ac.id> 12 Januari 2013.
- [14] <http://peoplewit.com/metode-metode-pengukuran-evaluasi-training/> diakses 24 November 2011.

- [15] <http://www.ittelkom.ac.id>. Diakses 20 Juni 2012.
- [16] Indrajit, R.E. dan R.Djokopranoto, 2002. *Konsepp dan Aplikasi Business Process Reengineering*, PT.Gramedia Widisarana Indonesia, Jakarta.
- [17] Kaswan, (2011). PELATIHAN DAN PENGEMBANGAN Untuk Meningkatkan Kinerja SDM, Bandung: Alfabeta.
- [18] Lingappan, Anbu, dkk. 2000. *Developing Online Templates for ISO 9000-Based Standard Operating Procedures*.
- [19] Markus, M. L., & Robey, D. (1988). Information technology and organizational change: Casual structure in theory and research. *Management Science*
- [20] Stup, Richard. 2001. *Standard Operating Procedures: A Writting Guide*.
- [21] Tim Dosen. 2007. *Diktat Rekayasa Proses Bisnis*. Institut Teknologi Telkom Bandung.
- [22] Tim Dosen. 2009. *Slide Manajemen Sumber Daya Manusia*. Institut Teknologi Telkom Bandung.
- [23] Watson, Gregory H. *Strategic Benchmarking : Mengukur Kinerja Perusahaan Anda Dibandingkan Perusahaan Terbaik Dunia*. Jakarta : Gramedia.1996.