

## Daftar Pustaka

- Dutta, Soumitra & Manzoni, J.F. *Process Re-engineering, Organizational Change and Performance Improvement*. United States of America : McGraw-Hill, Inc.1999.
- Harrington, H. James. *Business Process Improvement : The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness*. United States of America : McGraw-Hill, Inc.1991.
- Harrington, H. James. *Documentation, Analysis, Design, and Management of Business Process Improvement*. United States of America : McGraw-Hill, Inc. 1997.
- Hammer, M., and Champy, J., 1993, “*Reengineering the Corporation: a Manifesto for Business Revolution*”, Harper Business, New York, NY.
- Nugraha, Hervansyah, 2011. *Usulan Perbaikan Proses Bisnis Menggunakan Metode Business Process Reengineering Dengan Pendekatan Rapid Re Untuk Peningkatan Performansi Divisi Yanke PT. Widya Bhakti Inti*. Tugas Akhir, Program Sarjana Fakultas Rekayasa Industri Institut Teknologi Telkom, Bandung.
- Tenner, Arthur R, dkk. 1997. *Process Redesign The Implementation Guide For Manager*. Massachusetts : Addison Wesley Longman,Inc.
- Tenner, A.R. & De Toro, I.J. *Total Quality Management, Three Steps to Continous Improvement, Addison-Wesley Publishing Company*,Reading Massachusetts, 1992.
- Widaningrum, Sri. 2007. *Diktat Kuliah: Rekayasa Proses Bisnis*. Bandung : ITTELKOM.
- Wijanarko, Irawan, 2007. *Perancangan Sistem Informasi Billing dan Manajemen Data Pelanggan VoIP Study Kasus CV. Cipta Bangun Istana*. Tugas Akhir, Program Sarjana Fakultas Teknik Industri Sekolah Tinggi Teknik Telkom, Bandung.
- digilib.ittelkom.ac.id. Diakses 9 Oktober 2013
- <http://www.inaca.org>. Diakses 9 Oktober 2013
- <http://www.un.org>. Diakses 9 Oktober 2013