

DAFTAR PUSTAKA

- Akao, Y. (1990a). *An introduction to quality function deployment*, in Akao, Y. (Ed.), *Quality Function Deployment: Integrating Customer Requirements into Product Design*, Productivity Press, Cambridge, MA
- Anjard, Ronald P. 1998. "Total Quality Management: Key Concepts." *Work Study* 47(7): 238–47.
- Chien, Te-King, and Chao-Ton Su. 2003. "Using the QFD Concept to Resolve Customer Satisfaction Strategy Decisions." *International Journal of Quality & Reliability Management* 20(3): 345–59.
<http://www.emeraldinsight.com/doi/10.1108/02656710310461332>.
- Coenen, Christian, Keith Alexander, and Herman Kok. 2013. "Facility Management Value Dimensions from a Demand Perspective." *Journal of Facilities Management* 11(4): 339–53.
<http://www.emeraldinsight.com/doi/10.1108/JFM-10-2012-0049>.
- Crostack, H.-a., I. Hackenbroich, R. Refflinghaus, and D. Winter. 2007. "Investigations Into More Exact Weightings of Customer Demands in QFD." *Asian Journal on Quality* 8(3): 71–80.
- Han, S. Bruce, Shaw K. Chen, Maling Ebrahimpour, and Manbir S. Sodhi. 2001. "A Conceptual QFD Planning Model." *International Journal of Quality & Reliability Management* 18(8): 796–812.
<http://www.emeraldinsight.com/journals.htm?articleid=840529&show=abstract>.
- Hussain, Matloub, Loukas Tsironis, and Mian M. Ajmal. 2011. "A QFD Strategy for Improving Customer Satisfaction: Case Study of Telecom Companies of Pakistan." *Asian Journal on Quality* 12(3): 282–95.
<http://www.emeraldinsight.com/doi/10.1108/15982681111187119>.
- Kenya, Kandida (2018). *Perancangan Kebutuhan Pelanggan Terhadap Layanan Brolabs Menggunakan Metode Integrasi Service Quality dan Model Kano*. Bandung: Universitas Telkom
- Marito Magdalena, Ir. Sugih Arto P, MM, Ir. Rosnani Ginting, MT. 2013. "Peningkatan Kualitas Pelayanan Dengan Menggunakan Metode Quality

- Function Deployment (Qfd) Di Rumah Sakit Xyz.” 3(2): 31–37.
- Mohammad Mosadegh Rad, Ali. 2005. “A Survey of Total Quality Management in Iran.” *Leadership in Health Services* 18(3): 12–34.
<http://www.emeraldinsight.com/doi/10.1108/13660750510611189>.
- Shen, X.X., K.C. Tan, and M. Xie. 2000. “Benchmarking in QFD for Quality Improvement.” *Benchmarking: An International Journal* 7(4): 282–91.
<http://www.emeraldinsight.com/doi/10.1108/14635770010378918>.
- Tan, Kay C., and Theresia A. Pawitra. 2001. “Integrating SERVQUAL and Kano’s Model into QFD for Service Excellence Development.” *Managing Service Quality: An International Journal* 11(6): 418–30.
<http://www.emeraldinsight.com/doi/10.1108/EUM00000000006520>.
- Ulrich, Karl T., and Steven D. Eppinger. 2012. McGraw-Hill *Product Design and Development: Fifth Edition*. <http://www.ulrich-eppinger.net/>.
- Yumin Liu, Jichao Xu. 2006. “QFD Model for Quality Performance Self-Assessment.” *Asian Journal on Quality* 7(1): 112–27.
- Yustika, Tira, I Pendahuluan, and A Pengertian Kualitas. 2017. “Usulan Perbaikan Kualitas Pelayanan Dengan Metode Servqual Dan QFD Pada Bank Aceh.” 2017: 4–6.