

## **DAFTAR PUSTAKA**

- Akao, Y. (1990). *An introduction to quality function deployment*, in Akao, Y. (Ed.), *Quality Function Deployment: Integrating Customer Requirements into Product Design*, Productivity Press, Cambridge, MA.
- Cambridge University. (2016). *Website Meaning in the Cambridge English Dictionary*
- Camp, Robert C. (1989). *Benchmarking: The Search for Industry Best Practices that Lead to Superior Performance*. Diakses pada 28 November 2017 pukul 17.00, dari: <Http://en.wikipedia.org/wiki/Benchmarking>.
- Cohen, Lou. (1995). *Quality Function Deployment : How to Make QFD Work For You*. Massachussets : Addison Wesley Publishing Company.
- Kotler, Philips. (2007). Manajemen Pemasaran. Jakarta : PT.Indeks.
- Mazur, Glenn. (2006). *International Journal of Quality & Reliability Management. The Leading Edge in QFD: Past, Present, and Future*.
- Mazur, Glenn. (2012). *An international journal: Using QFD to Design a Multi-disciplinary clinic*.
- Pawitra, K. C. (2001). *Managing Service Quality: An International Journal. Integrating SERVQUAL and Kano's model into QFD for service excellence development*, 418-430.
- Sekaran, U. (2006). Metodologi Penelitian Untuk Bisnis. Jakarta: Salemba Empat
- Suyanto, M. (2003). Multimedia Alat Untuk Meningkatkan Keunggulan Bersaing: Jakarta.
- Suyanto, A.H. (2009). *Step by Step Web Design: Theory and Practices*. Yogyakarta

Wijaya, Tony. (2012). Manajemen Kualitas Jasa. : Jakarta : PT.Indeks

Xin, L. (2006). *Advancement in QFD Optimization Methods*. National Univesity of Singapore 2006