

DAFTAR PUSTAKA

- H. Harrington, J. (1991). *Business Process Improvement The Breakthrough Strategy For Total Quality, Productivity, And Competitiveness*.
- Herrington, H. J. (1991). *Business Process Improvement The Breakthrough Strategy For Total Quality, Productivity, And Competitiveness*.
- Lorry Hunt, J. D. (2015). *ISO 9001:2015 HANDBOOK*.
- Deysher, B. (2015). A “Risk Based Thinking” Model for ISO 9001 : 2015, 1–42.
- Environmental Protection Agency, U. S. (2007). Guidance for Preparing Standard Operating Procedures (SOPs). *Epa*, (April), 1–55. Retrieved from <http://www.epa.gov/QUALITY/qs-docs/g6-final.pdf>
- Hardani, W. (2014). Big Five Personality sebagai Prediktor Kreativitas Dalam Meningkatkan Kinerja Anggota Dewan. *Jurnal Psikologi*, 41(1), 115–133. <https://doi.org/10.22146/jpsi.6962>
- Rahmataya, A., Widaningrum, S., Kurniawati, A., Industri, F. R., Telkom, I. T., No, J. T., & Buah, T. (2010). Usulan Perbaikan Proses Bisnis Advertising PT. XYZ Regional Jawa Barat Menggunakan Business Process Improvement, (1).
- Semuel, H., & Zulkarnain, J. (2012). Pengaruh Sistem Manajemen Mutu Iso Terhadap Kinerja Karyawan Melalui Budaya Kualitas Perusahaan (Studi Kasus PT. Otsuka Indonesia Malang). *Jurnal Manajemen Dan Kewirausahaan*, 13(2), 162–176. <https://doi.org/10.9744/jmk.13.2.162-176>
- Hopkin, P. (2010) ‘Fundamentals of Risk Management’, *Journal of Chemical Information and Modeling*, 53(9), pp. 1–358. doi: 10.1017/CBO9781107415324.004.