

DAFTAR PUSTAKA

- Ahmad A., Al-Hamdan Z., Alzoubi M., Hayati K., & Rosliza A. (2019). *Total quality management in the health-care context: integrating the literature and directing future research*. *Risk Management and Healthcare Policy*, 2: 167–177.
- Akao, Y. (1990). *Quality Function Deployment-Integrating Customer Requirements into Product Design*. Cambridge M.A.: Productivity Press.
- Alfatiyah R., Apriyanto. (2019). Analisis Kualitas Pelayanan Parkir Dengan Metode *Servqual*, IPA dan QFD Untuk Meningkatkan Kepuasan Pelanggan di PT. SecurindoPacktama Indonesia. *JITMI Vol.2 No.2*
- Azrullah, M. M., Prasetyo, I., & Indrawati, M. (2020). Analisis Tingkat Kepuasan Jamaah Umroh Terhadap Pelayanan Prima di PT Yamasa Tour & Travel Umroh dan Haji Surabaya. *Jurnal Manajerial Bisnis*, 3(2), 141–158.
- Basu Swastha Dharmmesta. (2014). *Manajemen Pemasaran*. BPFE: Yogyakarta
- Burger, T.; Kim, K.-J.; Meiren, T. (2010): *A structured test approach for service concepts*, *International journal of service science, management, engineering, and technology* : IJSSMET, Vol. 1, No.4, pp. 12- 21.
- Cohen, Lou. (1995). *Quality Function Deployment, How to make QFD Work for You*. Addison-Wesley Publishing Company : New York.
- Edvardsson, B., Kristensson, P., Magnusson, P. and Sundström, E. (2012), “Customer integration in service development and innovation – methods and a new framework”, *Technovation*, Vol. 32 Nos 7-8, pp. 419-429

- Eslam A., Soheir H., Mohamed A. (2017) *Integration of Blitz Quality Function Deployment and Fuzzy Analytical Hierarchy Process in Product Development: International Journal of Management and Applied Science. Volume-3, Issue-9.*
- Ginting R., Ishak A., Malik F., & Satrio R. (2020) *Product Development with Quality Function Deployment (QFD) : A Literature Review. IOP Conference Series: Materials Science and Engineering, 1003.*
- Hartati, S. (2012). 21 Penerapan Dinamika Alamiah Pada Lagu-Lagu Yang Tidak Bertanda Dinamika. *Jurnal Etnomusikologi. Vol.1, No.1.*
- Heizer Jay, Render Barry. (2005). *Operations Management. Jakarta: Salemba Empat.*
- Ibrahim, D. H., & Rusdiana, D. H. (2021). *Manajemen Mutu Terpadu. Bandung: Yrama Widya.*
- Jumila, M. P., Zulhipri, & Allanas, E. (2018). Analisis Literasi Digital Peserta Didik Melalui Pemanfaatan *Web Kahoot* dalam Pembelajaran Koloid. *JRPK: Jurnal Riset Pendidikan Kimia, 8(2), 36–41.* <https://doi.org/10.21009/jrpk.082.04>
- Kembaren Z, A., Rohayati, Y., & Kusmayanti, I, N. (2022). Perancangan Atribut Kebutuhan Pendengar pada Program *Tell to Tell* Radio K-Lite FM dengan Menggunakan Integrasi Service Quality dan Model Kano. Universitas Telkom: Bandung.
- Kim, W. G., & Lee, H. Y. (2013). *Comparison of Web Service Quality between Online Travel Agencies and Online Travel Suppliers. Handbook of Consumer Behavior, Tourism, and the Internet, November 2014, 105–116.* https://doi.org/10.1300/J073v17n02_09

- Marmoah, Sri. (2016). *Administrasi dan Supervisi Pendidikan Teori dan Praktek*. Yogyakarta.
- Mazur, Glenn. (2012). *An international journal: Using QFD to Design a Multidisciplinary clinic*.
- Murthy, D.N.P.; Page, N.W.; and Rodin, E.Y. (1990). *Mathematical Modelling: A Tool for Problem Solving in Engineering, Physical, Biological and Social Science*. Pergamon Press.
- Murthy, H. S. ; Devaraj, K. V., (1990). *Effect of Eichhornia based feed on the growth of carps*. In: M. Mohan Joseph, ed. *The Second Indian Fisheries Forum Proceedings, Mangalore, Asian Fisheries Society Indian Branch*, pp. 9-11
- Supriyono. (2011). *Akuntansi Biaya Pengumpulan Biaya dan Penentuan Harga Pokok*, Buku 1 Edisi 2. Yogyakarta: BPFE.
- Ulrich, K. T., & Eppinger, S. D. (2020). *Product Design and Development: Seventh Edition*. In McGraw-Hill.
- Oentoro, Deliyanti. (2012). *Manajemen Pemasaran Modern*. Yogyakarta: Laksbang Pressindo.
- Wijaya Andy, et. al. (2020). *Manajemen Operasi Produksi*. Yayasan Kita Menulis. Medan