

DAFTAR PUSTAKA

- Aidil, R. C. (2023). *UMKM EAT SANS BERDASARKAN ANALISIS KEBUTUHAN PELANGGAN MENGGUNAKAN INTEGRASI SERVICE QUALITY DAN MODEL KANO*.
- Gultom, D. K., Arif, M., & Muhammad Fahmi. (2020). Determinasi Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Melalui Kepercayaan Dedek. *MANEGGIO: Jurnal Ilmiah Magister Manajemen*, 3(2), 273–282. <http://jurnal.umsu.ac.id/index.php/MANEGGIO>
- Kotler & Keller. (2016). Capturing Marketing Insights (Electronic Version). In *Marketing Management*.
- Paramita, M. S., Agustin, W., Dania, P., & Iksari, D. M. (2015). Pelayanan Menggunakan Metode Servqual (Service Dahlia ” Pasuruan) Assessment of Consumer Satisfaction Service Quality Using Servqual Method (Service Quality) and Six Sigma (Case Study in " Dahlia Restaurant " Pasuruan). *Jurnal Industria*, 4(3), 102–115.
- Rianmora, S., & Werawatganon, S. (2021). Applying quality function deployment in open innovation engineering. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 1–20. <https://doi.org/10.3390/joitmc7010026>
- Rizaty, M. A. (2022, Agustus 16). *Industri Makanan dan Minuman Tumbuh 3,68% pada Kuartal II/2022*. Retrieved from [dataindonesia.id: https://dataindonesia.id/industri-perdagangan/detail/industri-makanan-dan-minuman-tumbuh-368-pada-kuartal-ii2022](https://dataindonesia.id/industri-perdagangan/detail/industri-makanan-dan-minuman-tumbuh-368-pada-kuartal-ii2022)
- Saneva, D., & Chortoseva, S. (2018). Service Quality in Restaurants: Customers' Expectation and Customers' Perception. *SAR Journal*, 1(2), 47–52. <https://doi.org/10.18421/SAR12-03>
- Setyabudhi, A. L., & Saputra, E. (2020). Analisis Pengembangan Produk Charger Handphone Dengan Menggunakan Metode Quality Function. *Engineering And Technology International Journal*, 2(3), 150–157.

- Sugiharto, S., & Sugianto, J. (2013). Analisa Pengaruh Service Quality, Food Quality dan Price Terhadap Kepuasan Pelanggan Restoran Yung Ho Surabaya. *Service Quality, Food Quality, Price, Kepuasan Pelanggan I.*, Vol.1(2), 1–10.
- Sularto, L., Wardoyo, & Yunitasari, T. (2015). User Requirements Analysis for Restaurant POS and Accounting Application Using Quality Function Deployment. *Procedia - Social and Behavioral Sciences*, 169(August 2014), 266–280. <https://doi.org/10.1016/j.sbspro.2015.01.310>
- Vinet, L., & Zhedanov, A. (2011). A ‘missing’ family of classical orthogonal polynomials. *Journal of Physics A: Mathematical and Theoretical*, 44(8), 085201. <https://doi.org/10.1088/1751-8113/44/8/085201>
- Wireman, T. (2012). “Total Productive Maintenance Industrial Press” Book Second Edition, 2004. *Jurnal Sains Manajemen & Akuntansi*, 4(1), 1–19. <http://jsma.stan-im.ac.id/pdf/vol4/1/5> Perencanaan Dan Pengembangan Produk Dengan Quality Function Deployment - Evan Jaelani.pdf
- Zhu, D. -S., & Tsai, C. -H. (2010). A Study On The Evaluation of Customers’ Satisfaction - The Perspective of Quality. . *International Journal for Quality*, 105-116.