

DAFTAR PUSTAKA

- Ball, D.A., et all. 2004. *International Business*, Salemba Empat, Jakarta.
- Bayazit, O., & Karpak, B., 2005. *An Application In Vendor Selection*, Jurnal *ISAHP*, Hal : 1-24, Honolulu Hawai.
- Cohen and Roussel, 2005. *Strategic Supply Chain Management, The Five Disciplines for Top Performance*. McGraw-Hill, New York.
- Cohen. L., 1995. *Quality Function Deployment, How to Make QFD Work For You*, Addison Wesley, Reading, MA.
- Ellitan, L., dan Anatan, L., 2007. *Manajemen Operasi Dalam Era Baru Manufaktur*, Alfabeta, Bandung.
- Eriyatno, 1999. *Pendekatan Sistem*, IPB, Bogor.
- Evans, J.R., & Lindsay, W.M., 2007. *An Introduction to Six Sigma & Process Improvement*, Salemba Empat, Jakarta.
- Expert Choice 2000 Enterprise 10.1 Build 903.05 Copyright© 1982-2000 Expert Choice, Inc. All rights Reserved. Patent No.4,613,946, 5,995,728 and 6,067,719. This Product is licensed to: MHS, PT, Enterprise-99000110000-MEOW!6356.
- Foster. T, 2004. *Managing Quality An Integrative Approach*, Prentice Hall.
- Hass, R., and Meixner, O., 2002. *An illustrated Guide to The Analytic Hierarchy Process*. Institute of Marketing & Inovation, University of National Resources and Applied Life sciences, Vienna.
- Hendradi, C.T., 2006. *Statistik Six Sigma Dengan Minitab, Panduan Cerdas Inisiatif Kualitas*, Andi, Jogjakarta.
- Hendri, T & Syamsul, M., 2003. *Manajemen Operasi*, Grasindo, Jakarta.
- Hidayat, A., 2007. *Strategi Six Sigma, Peta Pengembangan Kualitas & Kinerja Bisnis*, Elex Media Komputindo, Jakarta.
- <http://one.indoskripsi.com/node/387>

- Ilham, S.A., dkk., 2006. *Productivitas & Efisiensi Dengan Supply Chain Management*, PPM, Jakarta.
- Jay, H., dan Barry, R., 2004. *Operation Management 7th Edition*, Pearson Prentice Hall, New Jersey.
- Jono, 2006. *Implementasi Metode Quality Function Deployment (QFD) Guna Meningkatkan Kualitas Kain Batik Tulis*, Jurnal Ilmiah Teknik Industri, Vol.5, No.1, Agustus, Hal : 33-38, Yogyakarta.
- Juwita, M., 2006. *Kajian Strategi Peningkatan Kualitas Proses dan Produk Teh di PT. Perkebunan Nusantara VIII Gunung Mas, Cisarua Bogor*. IPB, Bogor.
- Keputusan Direksi PLN, No.081.K/010/DIR/2002, Penetapan Tingkat Mutu Pelayanan PT PLN (Persero).
- Kotler, P., 2005. *Manajemen Pemasaran*. Edisi Sebelas, Jilid 1,2, Indeks Gramedia, Jakarta.
- Lazar, L., & Karuk, 2004. *Consumer Behaviour*, Pearson Prentice Hall. New York.
- Lim, S.H., 2006. *Rations of Supply Chain Management (SCM) Performance and Sustainable Collaboration using Balance Scorecard (BSC) under the e-business Context*, Jurnal.
- Marimin, 2005. *Teknik dan Aplikasi Pengambilan Keputusan Kriteria Majemuk*, Grasindo, Jakarta.
- Miranda & Amin, T.W., 2006. *Manajemen Logistik Dan Supply Chain Management*, Harvarindo, Jakarta.
- Mulyono, S., 2004. *Riset Operasi, Lembaga Penelitian Fakultas Ekonomi Universitas Indonesia*, Jakarta.
- Rangkuti, F., 2002. *Measuring Customer Satisfaction*, Gramedia, Jakarta.
- Rangkuti, F., 2005. *Business Plan*, Gramedia Pustaka Utama, Jakarta.
- Richardus, E.I., & Djokopranoto, 2005. *Strategi Manajemen Pembelian & Supply Chain*, Grasindo, Jakarta.
- Rohayati, S., 2005. *Aplikasi Quality Function Deployment (QFD) Di Industri Teh Hitam Orthodox Indonesia*, Jurnal Pengkajian Dan

- Pengembangan Teknologi Pertanian, Vol. 8, No.3, Hal : 426-435, Bandung.
- Saaty, T.L., 1980. *The Analytic Hierarchy Process*, McGraw–Hill, New York.
- Sharma, M.K., & Bhagwat, R., 2007. *Integrasi Balance Scorecard (BSC) Dengan Analitical Hierarchy Process (AHP) Untuk Evaluasi Supply Chain Management*, Jurnal.
- Simatupang, T.M., and Sridharan, R., 2004. *A Benchmarking Scheme For Supply Chain Collaboration*, An International Journal, Vol. 11, No.1. pp.9-30. New Zealand.
- SPSS Statistics 17.0, *Product Uses Winwrap Basic Copyright 1993-2007 Polar Engineering and Colsulting*, <http://www.winwrap.com/>.
- Sucofindo, PT, 2005. *Survei Indeks Kepuasan Pelanggan PT PLN (Persero) Distribusi Jawa Barat dan Banten*, Bandung.
- Sugiyono, 2005. *Statistika Untuk Penelitian*, Alfabeta, Bandung
- Tjiptono, F., 2005. *Pemasaran Jasa*, Bayumedia, Malang.
- Uma, S., 2006. *Research Methods for Business*, Salemba Empat, Jakarta.
- Umar, H., 2003. *Metode Riset Bisnis*, Gramedia Pustaka Utama, Jakarta.
- Watanabe, R., 2001, *Supply Chain Management Konsep dan Teknologi*, Majalah Usahawan No.02 TH XXX Februari, Jakarta.
- Yohanita R.K., dkk, 2006, *Pengembangan Desain Mutu Pelayanan Rawat Inap Puskesmas menggunakan Quality Function Deployment*, Jurnal Manajemen Pelayanan Kesehatan, Volume 09, Desember, Hal : 209-214, Yogjakarta.
- Zylstra. D, K., 2005. *Lean Distribution, Applying Lean Manufacturing to Distribution, Logistic and Supply Chain*, John Wiley & Sons, Jakarta.