

DAFTAR PUSTAKA

- Åhlström, P. (2004). Lean Service Operations: Translating Lean Production Principles to Service Operations. *International Journal of Services, Technology and Management*, 5(5–6), 545–564.
- Alsmadi, M., Almani, A., & Jerisat, R. (2012). A Comparative Analysis of Lean Practices and Performance in the UK Manufacturing and Service Sector Firms. *Total Quality Management and Business Excellence*, 23(3–4), 381–396.
- Antony, J., Snee, R., & Hoerl, R. (2017). Lean Six Sigma: Yesterday, Today and Tomorrow. *International Journal of Quality and Reliability Management*, 34(7), 1073–1093.
- Apte, U. M., & Goh, C. H. (2004). Applying lean manufacturing principles to information intensive services. *International Journal of Services, Technology and Management*, 5(5–6), 488–506.
- Arfmann, D., & Barbe, G. T. (2014). The Value of Lean in the Service Sector : a Critique of Theory & Practice. *International Journal of Business and Social Science*, 5(2), 18–25.
- Arlinghaus, J. C., & Knizkov, S. (2020). Lean Maintenance and Repair Implementation - a Cross-Case Study of Seven Automotive Service Suppliers. *Procedia CIRP*, 93, 955–964.
- Arnheiter, E. D., & Maleyeff, J. (2005). The Integration of Lean Management and Six Sigma. *Emerald Group Publishing Limited*, 17(1), 5–18.
- Balle, M. (2005). Lean Applications Often Fail to Deliver the Expected Benefits But Could the Missing Link for Successful Implementations be Attitude? *IEE Manufacturing Engineer*, May, 14–19.
- Bentley, W., & Davis, P. T. (2010). *Lean Six Sigma Secrets for the CIO*. Taylor and Francis Group, LLC.
- Bhat, S., Gijo, E. V., & Jnanesh, N. A. (2014). Application of Lean Six Sigma Methodology in the Registration Process of a Hospital. *International Journal of Productivity and Performance Management*, 63(5), 613–643.
- Blackstone, J. H., & Jonah, J. (Eds.). (2013). *APICS Dictionary: the Essential Supply Chain Reference* (14th ed.). APICS, Chicago.
- Bowen, D. E., & Youngdahl, W. E. (1998). "Lean" Service : in Defense of a Production-Line Approach. *International Journal of Service Industry Management*, 9(3), 207–225.
- Carter, N., Bryant-Lukosius, D., Dicenso, A., Blythe, J., & Neville, A. J. (2014). The Use of Triangulation in Qualitative Research. *Oncology Nursing Forum*, 41(5), 545–547.
- Delgado, C., Ferreira, M., & Branco, M. C. (2010). The Implementation of Lean Six Sigma in Financial Services Organizations. *Journal of Manufacturing Technology Management*, 21(4), 512–523.
- Ferdousi, F., & Ahmed, A. (2009). an Investigation of Manufacturing Performance Improvement through Lean Production: A Study on Bangladeshi Garment

- Firms. *International Journal of Business and Management*, 4(9), 106–116.
- Fletcher, J. (2018). Opportunities for Lean Six Sigma in Public Sector Municipalities. *International Journal of Lean Six Sigma*, 9(2), 256–267.
- Furterer, S. L. (2009). *Lean Six Sigma In service: Applications and Case Study*. Taylor & Francis Group, LLC.
- Gijo, E. V., Antony, J., & Sunder M, V. (2018). Application of Lean Six Sigma in IT Support Services – a Case Study. *TQM Journal*, 31(3), 417–435.
- Gülyaz, E., van der Veen, J. A. A., Venugopal, V., & Solaimani, S. (2019). Towards a holistic view of *customer* value creation in Lean: A design science approach. *Cogent Business and Management*, 6(1).
- Hadid, W., & Mansouri, S. A. (2014). The lean-performance relationship in services: A theoretical model. *International Journal of Operations and Production Management*, 34(6), 750–785.
- Hines, P., Holwe, M., & Rich, N. (2004). Learning to evolve: a Review of Contemporary Lean Thinking. *International Journal of Operations and Production Management*, 24(10), 994–1011.
- Laureani, A., & Antony, J. (2019). Leadership and Lean Six Sigma : a Systematic Literature Review. *Total Quality Management*, 30(1), 53–81.
- Lee, S. M., Olson, D. L., Lee, S. H., Hwang, T., & Shin, M. S. (2008). Entrepreneurial Applications of the Lean Approach to Service Industries. *Service Industries Journal*, 28(7), 973–987.
- Leite, H. dos R., & Vieira, G. E. (2015). Lean philosophy and its applications in the service industry: A review of the current knowledge. *Producao*, 25(3), 529–541.
- LeMahieu, P. G., Nordstrum, L. E., & Greco, P. (2017). Lean for Education. *Quality Assurance in Education*, 25(1), 74–90.
- Liker, J. K., & Morgan, J. M. (2006). The Toyota Way in Services: The Case of Lean Product Development. *Academy of Management Perspectives*, 20(2), 5–20.
- Mohajan, H. K. (2018). Qualitative Research Methodology in Social Sciences and Related Subjects. *Journal of Economic Development, Environment and People*, 7(1), 23–48.
- Radnor, Z. (2010). Transferring Lean Into Government. *Journal of Manufacturing Technology Management*, 21(3), 411–428.
- Silva, I. B. da. (2015). Lean Office in Health Organization in the Brazilian Army. *International Journal of Lean Six Sigma*, 6(1), 2–16.
- Sommer, A. C., & Blumenthal, E. Z. (2019). Implementation of Lean and Six Sigma Principles in Ophthalmology for Improving Quality of Care and Patient Flow. *Survey of Ophthalmology*, 64(5), 720–728.
- Song, W., Tan, K. H., & Baranek, A. (2009). Effective Toolbox for Lean Service Implementation. *International Journal of Services and Standards*, 5(1), 1–16.

- Sunaryanto, K., & T.Y.R., S. (2019). Application of Lean Thinking Development : Case Study over Badan Pendapatan Daerah (BAPENDA), South Tangerang Based on Lean Government. *Journal of Multidisciplinary Academic*, 1(1), 20–26.
- Sunder, V., Ganesh, L. S., & Marathe, R. R. (2019). Lean Six Sigma in Consumer Banking – an Empirical Inquiry. *International Journal of Quality and Reliability Management*, 36(8), 1345–1369. <https://doi.org/10.1108/IJQRM-01-2019-0012>
- Susanti, B., Yanuar, T., & Sunaryanto, K. (2020). Lean Consumption Implementation for Acceleration Improvement in Executive Outpatient Wait Time over Hermina Hospital Bekasi. *Journal of Multidisciplinary Academic*, 4(1), 42–46.
- Syah, T. Y. R., Nurohim, A., & Hadi, D. S. (2019). Lean Six Sigma Concept in The Health Service Process in The Universal Health Coverage of BPJS Healthcare (Healthcare and Social Security Agency). *Proceeding of The 3rd International Conference on Accounting, Business & Economics*, 71–88.
- Taghizadegan, S. (2006). *Essentials of Lean Six Sigma*. ELSEVIER Butterworth-Heinemann.
- Vignesh, V., Suresh, M., & Aramvalarthan, S. (2016). Lean in Service Industries: a Literature Review. *IOP Conference Series: Materials Science and Engineering*, 149(1).
- Womack, J. P., & Jones, D. T. (2005). Lean Consumption. *Lean Enterprise Institute, Harvard Business Review*. www.hbr.org