

DAFTAR PUSTAKA

- Angga, dkk (2014). Usulan Peningkatan Kualitas Layanan Hotel Kuta Paradiso Dengan Menggunakan Integrasi *SERVQUAL*, Model Kano dan Qfd. Retrieved 2016. From : <https://openlibrary.telkomuniversity.ac.id/>
- Akao, Y. (1990a), *An introduction to quality function deployment*, in Akao, Y. (Ed.), *Quality Function Deployment: Integrating Customer Requirements into Product Design*, Productivity Press, Cambridge, MA.
- Cohen, L. (1995). *Quality Function Deployment: How to Make QFD Work for You*. Massachusetts: Addison Wesley Publishing Company.
- Gunawan Henuk, Yohan. (2011). Perencanaan Quality Function Deployment (QFD) pada Hotel Everbright Surabaya. Retrieved 2016. From : <https://studentjournal.petra.ac.id/>
- Hidayati, Elva Dwi. (2017). Perancangan dan Analisis Kebutuhan Layanan Hotel XYZ Menggunakan Integrasi *Service Quality*, Kano dan *Service Blue Print*. Retrived 2017.
- Hotel XYZ. (2016). Pencapaian Revenue dan occupancy Hotel XYZ. Bandung : GM Report end of Year Hotel XYZ Tahun 2016
- Hotel XYZ .(2016). Nilai Review Hotel XYZ. Retriever November 12, 2016, from Traveloka : <https://www.traveloka.com/>
- Hotel XYZ .(2016). Nilai Review Hotel XYZ. Retriever November 12, 2016, from Pegi Pegi : <https://www.pegipegi.com>
- Hotel XYZ .(2016). Nilai Review Hotel XYZ. Retriever November 12, 2016, from Agoda : <https://www.agoda.com/id-id/>
- Kotler, Philips (2007). *Manajemen Pemasaran*. Jakarta : PT.Indeks.

- Lin, San-Lin. (2010). *Resort Hotel Service Quality – Application of Quality Function Deployment Method*. Retrieved 2016. From : <https://web.nchu.edu.tw/~card/other/book/06.pdf>
- Mazur, Glenn. (2006). *International Journal of Quality & Reliability Management. The Leading Edge in QFD: Past, Present, and Future*.
- Mazur, Glenn. (2012). *An international journal: Using QFD to Design a Multi- disciplinary Clinic*. Diakses pada tanggal 3 Desember 2016 pukul 22.00, dari: http://www.mazur.net/works/Grimm_Denavs_Mazur_2011_QFD_to_Design_Multidisciplinary_Clinic.pdf. (Jurnal)
- Pawitra, K. C. (2001). *Managing Service Quality: An International Journal. Integrating SERVQUAL and Kano's model into QFD for service excellence development*, 418-430.
- Poerwanto, Endy (2015, Mei 14) Dipetik November 12, 2016, dari <http://bisniswisata.co.id/apbn-2014-pariwisata-sumbang-rp347-triliun/>
- Shrivastava, Praveen. (2014). *Application of Quality Function Deployment To Improve Customer Satisfaction In Hotel Industry*. Retrived 2017. From : <http://www.ijser.org/researchpaper%5CApplcation-of-Quality-Function-Deployment-To-Improve-Customer-Satisfaction.pdf>
- Ulrich, K. T., & Eppinger, S. D. (2012). *Product Design and Development*. Amerika: McGraw-Hill Book Co.
- Wijaya, Tony. (2012). *Manajemen Kualitas Jasa*. : Jakarta : PT.Indeks