

## DAFTAR PUSTAKA

- Antony, J., Vinodh, S. and Gijo, E. V (2016) *Lean Six Sigma for Small and Medium Sized Enterprises*, CRC Press is an imprint of Taylor & Francis Group, an Informa business.
- Bluman, A. G., 2009. In: *Elementary Statistics: A Step by Step Approach, Seventh Edition*. s.l.:McGraw-Hill.
- Charron, R. et al. (2015) *The Lean management System handbook*.
- Franchetti, M. J. (2015) *LEAN SIX SIGMA for ENGINEERS and MANAGERS With Applied Case Studies*. Taylor & Francis Group, LLC.
- Jirasukprasert, P. et al. (2012) 'A Case Study of Defects Reduction in a Rubber Gloves Manufacturing Process by Applying Six Sigma Principles and DMAIC Problem Solving Methodology'.
- Jones, E. C., 2014. Quality Management for Organizations Using Lean Six Sigma Techniques. In: *Quality Management for Organizations Using Lean Six Sigma Techniques*. s.l.:CRC Press.
- McDermott, R. (2011) *The basics of FMEA*, CRC Press.
- Milion, R. N., Alves, T. C. L. and Paliari, J. C. (2016) 'Impacts of residential construction defects on customer satisfaction'.
- Mitra, A., 2016. Fundamentals of Quality Control and Improvement. In: *Fundamentals of Quality Control and Improvement*. s.l.:s.n.
- Montgomery, D. C., 2013. Introduction to Statistical Quality Control, Seventh Edition. In: *Introduction to Statistical Quality Control, Seventh Edition*. s.l.:John Wiley & Sons, Inc.
- Seber, G. A. F. & Wild, C. J., 2012. Chance Encounters: A First Course in Data Analysis and Inference. In: *Chance Encounters: A First Course in Data Analysis and Inference*. s.l.:New York: Solutions Manual.
- Stamatis, D., 2015. The ASQ Pocket Guide to Failure Mode and Effect Analysis (FMEA). In: *The ASQ Pocket Guide to Failure Mode and Effect Analysis (FMEA)*. Milwaukee : American Society for Quality, Quality Press.
- Vujovic, A. et al. (2012) *Total quality management and six sigma*.
- Zhan, W. and Ding, X. (2016) *COLLECTION and Statistical Tools for Engineers and Engineering*. East 46th Street, New York, NY 10017: Momentum Press®, LLC 222.