DAFTAR PUSTAKA

ABPMP, A. (2013). *Guide to the business process management common body of knowledge (BPM CBOK®): ABPMP BPM CBOK®-[version 3.0-third release].*

ABPMP, A. P. (2009). *Guide to the business process management common body of knowledge (BPM CBOK®): ABPMP BPM CBOK®-[version 2.0-second release].*

APQC. (2019). *Process Classification Framework Version 7.2.1 APQC PCF.*

Caranana, C. A., Ortiz, M. P., & Armengot, C. R. (2015). *A Scale For Measuring Information Management In Organisations. Association de Recherches et Publications en Management*, 49-60.

Dumas, M., Rosa, M. L., Mendling, J., & Reijers, H. A. (2012). *Fundamental of Business Process Management.*

Enriquez, F., Troyano, J. A., & Romero-Moreno, L. M. (2018). *Using a business process management system to model dynamic teaching methods. Journal of Straegic Information Systems.*

iGrafx. (2016). *Introducing BPMN with iGrafx Process for Six Sigma Origins Release.* Tualatin, Oregon.

INCOSE, T. (2012). Retrieved from https://www.incose.org

INCOSE, & IEE System Counsil. (2020). *Guide to the System Engineering Body of Knowledge.*

ISO 21001. (2018). *Educational organizations — Management systems for educational organizations — Requirements with guidance for use.*

ISO 9001. (2015). Standar Internasional ISO 9001:2015 Sistem Manajemen Mutu.

Khandani, S. (2005). *Engineering Design Process.*

Nonaka, I. (2007). *The Knowledge Creating Company. Harvard Business Review.*

Plume, J., & Wang, C. C. (2012). *A Review on Document and Information Management in the Construction Industry: from Paper-Based Documents to BIM-Based Approach.*

Purwanggono, B., Bakhtiar, A., & H, R. R. (2018). *Analysis of ISO 9001:2015 Certification Readiness of* JP-Graha Product of Jasaraharja Putera Using Gap Analysis. 4.

Redhatama, M. F. (2020). Perancangan Usulan Perbaikan Proses *Tracer Study* Universitas Telkom Dengan Menggunakan Pendekatan *Business Process Management Lifecycle.* Telkom University.

Rosing, M. v., Scheer, A.-W., & Scheel, H. v. (2015). *The Complete Business Process Handbook.* Elsevier Inc.

Saraswati, C. S. (2018). *Perancangan Proses Bisnis Tracer Study Di Sekolah Menengah Kejuruan (SMK) Telkom Bandung Menggunakan Metode Process Design Business Process Management.* Telkom University.

Sharp, A., & Mcdermott, P. (2009). *Workflow Modeling (Tools for Process Improvement and Applications Development).* Artech House.

Swanson, E., & Culnan, M. J. (1978*). Document-Based Systems for Management Planning and Control: A Classification, Survey, and Assessment*.

Undang - Undang No. 20 Tahun 2003. (n.d.).