

## DAFTAR PUSTAKA

- Besterfield, D. H. (2013). *Quality Improvement*. Prentice Hall.
- Chase, R. B., Jacobs, F. R., & Aquilano, N. J. (2004). *Operations Management for Competitive Advantage*. The McGraw-Hill .
- Cooper, D. R., & Schindler, P. S. (2003). *Business Research Methods, International Edition*. New York: McGraw-Hill.
- Elshaer, I., & Augustyn, M. (2016). Direct Effects on Quality Management on Competitive Advantage. *International Journal of Quality & Reliability Management*, 1296-1310.
- Gaspersz, V. (2002). *Total Quality Management*. Gramedia.
- Gaspersz, V., & Fontana, A. (2011). *Lean Six Sigma for Manufacturing and Service Industries, Waste Elimination and Continous Cost Reduction*. Vinchristo Publication.
- healthcatalyst*. (2018, agustus 14). Retrieved from health catalyst web site: <https://www.healthcatalyst.com/insights/control-charts-healthcare-drive-4-improvement-basics>
- Heizer, J., & Render, B. (2014). *Operation Management*. New Jersey: Pearson.
- Kotler, P., & Keller, K. L. (2009). *Marketing management*. Pearson Prentice Hall.
- Kusumawati, A., & Fitriyeni, L. (2017). Pengendalian Kualitas Proses Pengemasan Gula Dengan Pendekatan Six Sigma. *Jurnal Sistem dan Manajemen Industri*, 43-48.
- Kusumawati, A., & Fitriyeni, L. (2017). Pengendalian Kualitas Proses Pengemasan Gula Dengan Pendekatan Six Sigma. *Jurnal Sistem dan Manajemen Industri Vol 1 No 1*, 43-48.
- LBS partners*. (2019). Retrieved from LBS partners website: <https://www.lbspartners.ie/insights/how-to-make-and-use-a-fishbone-diagram/>
- Montgomery, D. C. (2009). *Introduction to Statistical quality Control*. John Wiley & Sons.
- Pitoyo, D., & Akbar, A. R. (2019). Analisis Pengendalian Kualitas Produk Dengan Metode six sigma dan metode 5 step plan di PT. Pikiran Rakyat Bandung. *ReTIMS Vol 1, No. 1*.

- Pitoyo, D., & Akbar, A. R. (2019). ANALISIS PENGENDALIAN KUALITAS PRODUK DENGAN METODE SIX SIGMA DAN METODE 5 STEP PLAN DI PT. PIKIRAN RAKYAT BANDUNG. *ReTIMS*, 1-13.
- ptpn8.co.id*. (2022, Maret 11). Retrieved from PTPN 8 Corporate Website: <https://www.ptpn8.co.id/>
- ptpn8.co.id*. (2022, Maret 11). Retrieved from *ptpn8.co.id*: <https://www.ptpn8.co.id/>
- Pujariadi, A. S., & Widiyanesti, S. (2019). Causative factor identification of N212-400 product project. *Journal of Physics: Conference Series*, 1-5.
- quality-one*. (2020). Retrieved from quality One: <https://quality-one.com/fmea/>
- Rimantho, D., & Mariani, D. M. (2017). Penerapan Metode Six Sigma Pada Pengendalian Kualitas Air Baku Pada Produksi Makanan. *Jurnal Ilmiah Teknik Industri Vol.16*, 1-12.
- Safrizal. (2016). Pengendalian Kualitas dengan Metode Six Sigma. *Jurnal Manajemen dan Keuangan, Vol.5, No.2*.
- Silalahi, U. (2017). Metode Penelitian Sosial Kuantitatif. In U. Silalahi, *Metode Penelitian Sosial Kuantitatif* (p. 433). Bandung: Refika Aditama.
- Sugiyono. (2014). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Suharsaputra, U. (2014). *Metode Penelitian Pendekatan Kuantitatif Kualitatif dan Tindakan*. Bandung: Refika Aditama.