

DAFTAR PUSTAKA

- Arini T, S. (2020). Menyusun SOP (Standard Operating Procedure) Itu Mudah. Jakarta: Raih Asa Sukses (RAS).
- Dentch, M. P. (2017). The ISO 9001:2015 Handbook. Milwaukee: Seiche Sanders.
- Dumas, M., Rosa, M. L., Mendling, J., & Reijers, H. A. (2013). Fundamentals of Business Process Management. New York: Springer-Verlag Berlin Heidelberg.
- Efansyah, M. N., & Nugraha, A. (2019). Perkembangan dan Penerapan Sistem Manajemen Mutu ISO 9001:2015. Tangerang Selatan: Wana Aksara.
- Harrington, H. J. (1991). Business Process Improvement : The Breakthourgh Strategy for Total Quality, Productivity, and Competitiveness. California: ASQC Quality Press.
- International Organization Stadarizations. (2018). Guidelines for auditing management system (ISO 19011:2018). International Organization Stadarizations.
- Jumaedi, H., & Djatmiko, B. (2011). Manajemen Mutu ISO 9001. Bandung: Thabi'Press.
- LPPI. (2015). PROFIL BISNIS USAHA MIKRO, KECIL DAN MENENGAH (UMKM). Jakarta: Bank Indonesia.
- Nur'aini, F. (2019). PANDUAN LENGKAP MENYUSUN SOP (STANDARD OPERATING PROCEDURE) DAN KPI (KEY PERFORMANCE INDICATORS). Yogyakarta: Quadrant.
- Polyvyanyy, A., Wynn, M. T., Looy, A. V., & Reichert, M. (2021). Business Process Management : 19th International Conference. Switzerland: Springer Nature Switzerland AG.
- Putra, M. F., Suhendar, E., & Usman, R. (2019). GAP ANALYSIS PERSIAPAN IMPLEMENTASI ISO 9001:2015 PADA PT. TRANS POWER MARINE,

TBK., Jurnal Penelitian dan Aplikasi Sisten & Teknik Industri (PASTI), 151.

Rudi M, T. (2011). Pedoman Teknis Penyusunan Standard Operating Procedures. Jakarta: MAIESTAS PUBLISHING .

Soemohadiwidjojo, A. (2014). Mudah Menyusun SOP (Standard Operating Procedure). Jakarta: Penebar Swaduaa Grup.

subekti, I. (2019). Sistem Manajemen Mutu (Quality Management System). Yogyakarta: expert.

Susanto, H., Leu, F.-Y., & Chen, C. K. (2019). Business Process Reengineering an ICT Approach. Newyork: Apple Academic Press.

Tukiran, M. (2018). STANDAR INTERNASIONAL ISO 9001:2015. Jakarta: Cognoscenti Consulting Group.

Zio, E. (2013). The Monte Carlo Simulation Method for System Reliability and Risk Analysis. London: Springer.