

DAFTAR PUSTAKA

- Abuhav, I. (2017). *ISO 9001:2015 A Complete Guide to Quality Management*. Boca Raton, FL: Taylor & Francis Group.
- Akhsanuddin, F. (2023). *PENYUSUNAN STANDAR OPERASIONAL PROSEDUR (SOP)*. Magelang: Repositori Untidar.
- Alfares, H. K. (2016). Simulation-based evaluation of criteria rank-weighting methods in multi-criteria decision-making. *International Journal of Information Technology & Decision Making*.
- Ben-Daya, M. K. (2016). *Introduction to Maintenance Engineering Modeling, Optimization, and Management*. John Wiley & Sons.
- Dentch, M. P. (2017). *The ISO 9001:2015 Implementation Handbook*. Milwaukee: American Society for Quality.
- Dumas, M. (2018). *Fundamentals of Business Process Management*. Verlag Berlin Heidelberg: Springer.
- Ebriyani. (2024). Analisis Metode Plan Do Check Action (PDAC) dalam Meningkatkan. *Jurnal Pendidikan Tambusai 14*, 14853-14858.
- Higgins, L. R. (2002). *Maintenance Engineering Handbook*. McGraw-Hill Professional.
- ISO. (2015, September). *ISO 9001:2015 Quality management systems — Requirements*. Retrieved from ISO: <https://www.iso.org/obp/ui/#iso:std:iso:9001:ed-5:v1:en>
- Iswanto, A. (2008). *Manajemen Pemeliharaan Mesin-Mesin Produksi*.

- Juran, J. M. (2010). *Quality improvement: creating breakthroughs in performance. Juran's quality handbook: the complete guide to performance excellence (6th ed.)*. New York: McGraw-Hill, 137-194.
- Marlon Dumas, M. L. (2018). *Fundamentals of Business Process Management*. Berlin, Germany: Springer Nature.
- Moore, C. B. (2013). *BPM CBOK Version 3. 0: Guide to the Business Process Management Common Body of Knowledge*. BPM CBOK Version, 3(0).
- Natarajan, D. (2017). *ISO 9001 Quality Management Systems*. Cham, Switzerland: Springer Nature.
- Niebel, B. W. (1994). *Engineering Maintenance Management*. New York: Marcel Dekker, Inc.
- Palmer, R. D. (2006). *Maintenance Planning and Scheduling Handbook*. New York: McGraw-Hill.
- Phillips, P. P. (2011). "*Measuring the Success of Learning Through Technology: A Guide for Measuring Impact and Calculating ROI on E-Learning, Blended Learning, and Mobile Learning*."
- Rosemann, M. &. (2015). *Business process management*. Wiley encyclopedia of management.
- Siregar, C. T. (2022). EVALUASI PEMELIHARAAN MESIN DAN PERALATAN PRODUKSI PT. MULTI NABATI. *Jurnal EMBA*, 429.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Tambunan, R. M. (2013). *Standard Operating Procedures (SOP) Edisi 2*. Jakarta: Maiestas Publishing.
- Titin, T. &. (2015). Analisa Peningkatan Mutu Pemeliharaan Mesin Terhadap Kelancaran Proses. *Jurnal Ekbis*, 13(1), 6.

Torell, W. &. (2004). Mean time between failure: Explanation and standards. *Explanation*, white paper, 78, 6-7.

Widat, S. (2021). NALISIS KEGIATAN PEMELIHARAAN MESINDAN BANGUNAN PADA PABRIK TAHU UNTUK MEMINIMUMKAN BIAYA SAAT PANDEMI COVID-19. *Journal of Economics and Policy Studies*, 76.