

DAFTAR PUSTAKA

- Aguinis, H., Burgi-Tian, J., & Bakker, M. (2021). *Performance Management revolution: From annual evaluations to continuous coaching*. Harvard Business Review, 99(6), 76–85.
- Armstrong, Michael. (2020). *Armstrong's Handbook of Performance Management* (6th ed.). Philadelphia, USA: Kogan.
- Armstrong, Michael and Baron A. (2005). *Managing Performance: Performance Management in Action*. Philadelphia, USA: Kogan.
- Badan Standardisasi Nasional. (2008). *Indonesian National Standard (SNI ISO 9001-2008): Quality Management System-Requirement*. BSN, Jakarta.
- Ball, Karen (2010), *ADKAR Model*, USA: Prosci
- Cappeli, Peter and Tavis, Anna. (2016). *The Performance Management Revolution*. Harvard Business Review, October PP 59-67.
- Creswell, John W., (2014). *Research Design* (4th ed.). London UK: Sage
- Cummings, T. G., & Worley, C. G. (2023). *Organization Development and Change*. Cengage Learning
- DeNisi, A., & Smith, C. E. (2019). *Performance appraisal, performance management, and firm-level performance: A review and research agenda*. Journal of Management, 45(6), 2443–2472.
- Dessler, Garry. (2017). *Manajemen Sumber Daya Manusia* (9th ed.). Jakarta: Indeks Kelompok Gramedia.
- Dessler, Garry. (2020). *Human Resource Management* (16th ed.). Pearson Education.
- Erfansyah, M. Noor dan Nugraha, Agung. (2019). *Perkembangan dan Penerapan Sistem Manajemen Mutu ISO 9001:2015*. Jakarta: Buku Kita.
- Hinsch, Martin. (2019). *ISO 9001:2015 for Everyday Operations*. Hamburg, Germany: Springer.
- ISO 9000 Family Quality Management* [online]. Tersedia: <https://www.iso.org/iso-9001-quality-management.html> [20 November 2024].
- ISO 9001* [online]. Tersedia: <https://asq.org/quality-resources/iso-9001> [20 November 2024].

- Jardioui, M., Garengo, P., & El Alami, S. (2019). *How organizational culture influences performance measurement systems in SMEs*. International Journal of Productivity and Performance Management, 69(2), 217–235.
- Jovanovic et. al (2008). *Between Balanced Scorecard and Quality Management System*. International Journal For Quality Research UDK-005.21/006.35 (100) ISO Scientific Review Paper (1.02), Montenegro.
- Kaplan, R. S., and Norton, D. P., (1996). *Balanced Scorecard: Translating Strategy Into Action*, Jakarta: Erlangga.
- Kemenaker No. 297 (2020), *SKNI MSDM*. Jakarta: Kementerian Tenaga Kerja.
- Kotter, John P., (2014), *Leading Change*, Jakarta: Gramedia.
- Latifah, I. N., Suhendra, A. A., & Mufidah, I. (2024). *Factors affecting job satisfaction and employee performance: A case study in an Indonesian sharia property company*. International Journal of Productivity and Performance Management, 73(3), 719–748.
- Lubis, S. F., Sukwika, T., & Mulyawati, I. (2022). *Evaluasi penerapan sistem manajemen mutu (ISO 9001:2015) pada PT. China Comservice Indonesia*. Journal of Applied Management Research, 2(1).
- Ulrich, D., & Dulebohn, J. H. (2015). *Human capital analytics: How to harness the potential of your organization's greatest asset*. Wiley.
- Oreg, S., Michel, A., & By, R. T. (2020). *The psychology of organizational change: New insights on resistance, commitment, and ownership*. Annual Review of Organizational Psychology and Organizational Behavior, 7, 339–367.
- Parmenter, D., (2010), *Mengembangkan, Mengimplementasikan & Menggunakan KPI*, Jakarta: Gramedia
- Psomas, E., & Antony, J. (2019). *The effectiveness of ISO 9001:2015 in service organizations: A systematic literature review*. Total Quality Management & Business Excellence, 30 (9-10), 1025–1043
- Poerwita Sary, F. & Christina Sirait, J. (2024). *The Influence of Leadership and Work Motivation on Employee Discipline at PT Bank XYZ in West Jakarta*. International Journal of Science, Technology & Management, 5(3), 679-688.
- Pysdek, Thomas and Keller, Paul A., (2024). *The Six Sigma Handbook: A Complete Guide for Green Belt, Black Belt and Managers at All Level* (6th ed.), NY USA: Mc.Graw-Hill Education.

- Redi., A.A.N.P & Putra., I Nyoman Mardika (2021). *ISO 9001:2015 Pengantar Standar Manajemen Mutu*. Website Magister Teknik Industri Bina Nusantara. <https://mie.binus.ac.id/yyyy/mm/dd/title/>. (26 Desember 2024).
- Rukajat, Ajat. (2018). *Pendekatan Penelitian Kualitatif*. Yogyakarta: Deepublish.
- Salazar, F. W., Tigre, F. G., Tubón-Núñez, E. E., Carrillo, S., & Buele, J. (2019). *Implementation of the Quality Management System (ISO 9001: 2015) in the bodywork industry*. Journal of Information Systems Engineering and Management, 4(2), em0091.
- Sampaio, P., Saraiva, P., & Domingues, P. (2020). *ISO 9001:2015 adoption and organizational performance: A meta-analysis*. International Journal of Quality & Reliability Management, 37(2), 217–240.
- Syahdan, S. A., Mujannah, & Artinah, B. (2021). *Impact of ISO 9001 Quality Management System Implementation on Organizational Quality Culture and Employee Performance*. International Journal of Trends in Accounting Research, 2(2), 176–183.
- Wahyuningtyas, R., Disastra, G., dan Rismayani, R. (2021). *Toward Cooperative Competitiveness for Community Development in Economic Society 5.0 - School of Economics and Business, Telkom University, Bandung, Indonesia*, 17 (03), 594–620, Journal of Enterprising Communities: People and Places in the Global Economy.
- Wahyuningtyas, R. (2015). *An integrated Talent Management System: Challenges for Competitive Advantage*. 9(4), 384–390. International Business Management.
- Wahyuningtyas, R. & Saputra, E.A. (2021). *Implementation of Great Leadership Style To Leverage Employees' Performance in PT Telkom Akses Indonesia*. 13(3). 255–263. International Journal of Learning and Change.
- Wibowo, Joko Kusumo, (2018). *Designing The Performance Measurement System And SNI ISO 9001:2008 Quality Objectives Of Pt Amm Using Cascading Balanced Scorecard Method And AHP*. 8(07). 27-45IOSR Journal of Engineering (IOSRJEN)
- Zeng, J., Phan, C. A., & Matsui, Y. (2021). *The impact of ISO 9001:2015 on operational performance: Empirical evidence from manufacturing firms*. Journal of Manufacturing Technology Management, 32(5), 1059–1082.