

DAFTAR PUSTAKA

- Agus, A., and Abdullah, M. (2000), Total quality management practices in manufacturing companies in Malaysia: An exploratory analysis. *Total Quality Management, Universiti Kebangsaan Malaysia*, 11 (8), P. 1041–1051.
- Ahmed, T., Acharjee, R. N., Rahim, MD.A., Sikder, N., Akther, T., Khan, M. R., Rabbi, MD. F., and Saha, A. (2013), An Application of Pareto Analysis and Cause-Effect Diagram for Minimizing Defect Percentage in Sewing Section of a Garment Factory in Bangladesh, *International Journal of Modern Engineering Research (IJMER)*, Vol. 3, Issue. 6, pp-3700-3715.
- Ahyari, (1990), *Manajemen Produksi*, Edisi keempat, Jilid kedua. BPFE. Yogyakarta.
- Aletaiby, A., Kulatunga, U., and Pathirage, C. (2017), Key Success Factor Of Total Quality Management And Employees Performance In Iraqi Oil Industry, *Conference or Workshop Item at University of Salford Manchester*, This version is available at: <http://usir.salford.ac.uk/43863>.
- Allen, R.S., and Kilmann, R.H. (2001), Aligning reward practices in support of total quality management. *Business Horizons*, P. 77–84.
- Altayeb, M.M. and Alhasanat, M.B. (2014), Implementing Total Quality Management (TQM) In The Palestinian Construction Industry, *International Journal of Quality & Reliability Management Vol. 31 No. 8*, pp. 878 – 887.
- Antony, J., Vinodh, S., Gijo, E.V. (2016), *Lean Six Sigma for Small and Medium Sized Enterprises a Practical Guide*, CRC Press Taylor & Francis Group 6000 Broken Sound Parkway NW, Suite 300.
- Arshida, M.M., and Agil, S.O. (2013), Critical Success Factors For Total Quality Management Implementation Within The Libyan Iron And Steel Company, *ISS & MLB*, P. 254-259.
- Awaj, Y.M., Singh, A.P., and Amedie, W.Y. (2013), Quality Improvement Using Statistical Process Control Tools In Glass Bottles Manufacturing Company, *International Journal for Quality Research*, 7(1), P. 107–126.
- Ayudhya, P. P., and Tangjitsitcharoen, S. (2017), Reduction of Defects in Jewelry Manufacturing, Reduction of Defects in Jewelry Manufacturing, *IOP Conf. Series: Materials Science and Engineering*, 215 (2017) 012016 doi:10.1088/1757-899X/215/1/012016.
- Bass, I. (2007), *Six Sigma Statistics With Excel and Minitab*. McGraw-Hill: New York.

- Bayazit, O., and Karpak, B. (2007), An analytical network process-based framework for successful total quality management (TQM): An assessment of Turkish Abstract, *Elsevier Int. J. Production Economics*, P.79–96.
- Black, S. A., and Porter, L., J. (2018), Identification of the Critical Factors of TQM, *Decision Sciences, ResearchGate*, Volume 27, P. 1-21.
- Borrer, C.M. (2008), *The Certified Quality Engineer Handbook*, Third Edition, American Society for Quality, Quality Press, Milwaukee, USA.
- Chan, T.H., Quazi, H.A. (2002), Overview of quality management practices in selected Asian countries, *Quality Management Journal*, 9 (1), P. 172–180.
- Chin, K.S., Tummala, V.M.R., and Chan, K.M. (2002a), Quality management practice based on seven core elements in Hong Kong manufacturing industries, *Technovation: International Journal of Technical Innovation and Entrepreneurship*, 22 (4), P. 213–230.
- Chin, K.S., Pun, K.F., Xu, Y., and Chan, J.S.F. (2002b), An AHP based study of critical factors for TQM implementation in Shanghai manufacturing industries, *Technovation: International Journal of Technical Innovation and Entrepreneurship*, 22 (11), P. 707–715.
- Chin, K.S., Tummala, V.M.R., and Chan, K.M. (2003), Quality management practice in Hong Kong industries: A comparison between electronics and toy products manufacturing industries, *International Journal of Quality and Reliability Management*, 20 (9), P. 1051–1083.
- Chong, C.L. (1998), TQM and ISO in Singapore: Strategy or ideology. In: Ho, S.K. (Ed.), *Proceedings of the Third ICIT, HKBU, Hong Kong*, pp. 421–426.
- Chopra, S., and Meindl, P. (2007), *Supply Chain Management: Strategy, Planning & Operations* Pearson Education, Inc., Upper Saddle River, New Jersey.
- Conca, F., Llopis, J., and Tari, J.J. (2004), Development of a measure to assess quality management in certified firms, *European Journal of Operational Research*, P. 683–693.
- Dayton, N. A. (2010), Total quality management critical success factors, a comparison: The UK versus the USA, *Total Quality Management*, vol. 12, NO. 3, P. 293-298.
- Deming, E. (2000), *Out of The Crisis*, Cambridge, Mass. : MIT Press.
- Feigenbaum, Armand, V. (1992), *Kendali Mutu Terpadu*, Edisi ketiga. Erlangga. Jakarta.

- Flynn, B., Schroeder, R.O., and Sakakibara, S., (1995), The impact of quality management practices on performance and competitive advantage, *Decision Sciences*, 26 (5), P. 659–692.
- Fok, L.Y., Fok, W.M., and Hartman, S.J. (2001), Exploring the relationship between total quality management and information systems development, *Information and Management*, 38, P. 355–371.
- Frohlich, M. T., & Westbrook, R. (2001). Arcs of integration: an international study of supply chain strategies, *Journal of Operations Management*, 19(2), P. 185–200.
- Garvin, D., A. (1997), *Delapan Dimensi Tentang Kualitas*, Terjemahan Hendra Teguh, SE, AK, Harvard Business Review.
- Gaspersz, V. (2002), *Pedoman Implementasi Six Sigma Terintegrasi dengan ISO 9001:2000, MBNQA, dan HACCP*. Jakarta: PT. Gramedia Pustaka Utama.
- Gherbal, N., Shibani, A., Saidani, M., Sagoo, A. (2012), Critical Success Factors Implementing Total Quality Management in Libyan Organizations, *Proceedings of the International Conference on Industrial Engineering and Operations Management Istanbul, Turkey, July 3 – 6*.
- Ghobadian, A., and Gallear, D. (2001), TQM implementation: An empirical examination and proposed generic model, *Omega* 29, P. 343–359.
- Goetsh, D.L., and Davis, S.B. (2010), *Quality Management for Organizational Excellence : Introduction to Total Quality Managemet, sixth edition*, Pearson Higher Education, Upper Saddle River, NJ 07458.
- Hailu, H., Tabuchi, H., Ezawa, H., and Jilcha, K. (2017), Reduction of Excessive Trimming and Reject Leather by Integration of 7 QC Tools and QC Story Formula: The Case Report of Sheba Leather PLC, *Industrial Engineering & Management Journal*, Volume 6, Issue 3.
- Heizer, J., dan Render, B. (2006), *Manajemen Operasi*, (Edisi 7), Salemba Empat, Jakarta.
- Hidayat, A. (2012), *Strategi Six Sigma*, PT Elex Media Komputindo. Jakarta
- Hines, P., and Taylor, D. (2000), *Going Lean*, Lean Enterprise Research Centre Cardiff Business School Aberconway Building Colum Drive Cardiff, UK.
- Irfan, S.M., and Kee, D.M.H. (2013), Critical Success Factors of TQM and its Impact on Increased Service Quality: A Case from Service Sector of Pakistan, *Middle-East Journal of Scientific Research* 15 (1): P. 61-74, ISSN 1990-9233.

- Joshi, A., and Jugulkar, L.M. (2014), Investigation and Analysis of Metal Casting Defects and Defect Reduction by Using Quality Control Tools, *International Journal of Mechanical And Production Engineering*, Volume- 2, Issue- 4.
- Joshi, A., and Kadam, P. (2014), an Application of Pareto Analysis and Cause Effect Diagram for Minimization of Defects in Manual Casting Process, *International Journal of Mechanical And Production Engineering*, Volume- 2, Issue- 2.
- Juran, J.M. (1998), *Juran's Quality Handbook, Fifth Edition*, The McGraw-Hill Companies, Inc. All rights reserved. Printed in the United States of America.
- Khanna, H.K., and Sharma, D.D. (2011), Identifying and Ranking Critical Success Factors for Implementation of Total Quality Management in The Indian Manufacturing Industry Using TOPSIS, *Asian Journal on Quality*, Vol. 12 No. 1, pp. 124-138.
- Kitzinger, J. (1999). *The methodology of focus group interviews: the importance of interaction between research participants*. *Sociology of Health and Illness*, 16, P. 103-121.
- Koilakuntlaa, M., Patyala, V., S., Modgila, S., Ekkuluri, P. (2012), A Research Study on Estimation of TQM 'Factors Ratings' Through Analytical Hierarchy Process, *Elsevier Procedia Economics and Finance* 3, P. 55 – 61.
- Kuendee, P. (2018), Defect Reduction in the Board Front Door Trim Manufacturing Process, *5th International Conference on Industrial Engineering and Applications*, 978-1-5386-5748-5/18.
- Kumar, Er.S., and Tiwari, Er.A. (2015), A Work Study in Minimize Defect in Aluminium Casting, *International Journal of Emerging Technologies in Engineering Research (IJETER)*, Volume 3, Issue 1.
- Laszlo, G.P. (1999), Implementing a quality management program—Three Cs of success: Commitment, culture and cost, *The TQM Magazine*, 11 (4), P. 231–237.
- Lehoux, P., Poland, B., & Daudelin, G. (2006), *Focus group research and the patient's view*, *Social Science & Medicine*, 63, 2091-2104.
- Liker, J. K. (2006), *The Toyota Way*, alih bahasa : Gina Gania & Bob Sabran, penerbit Erlangga Jakarta.
- Mosadeghrad, A.M. (2013), Why TQM Programmes Fail ? A Pathology Approach, *The TQM Journal*, Vol. 26 No. 2, pp. 160-187.

- Motwani, J. (2001), Critical factors and Performance measures of TQM, *International Journal of Quality & Reliability Management*, Volume 13, Number 4, pp. 292-300.
- Naidu, N.V.R., Babu, K.M., Gajendra, G. (2006), *Total Quality Management*, New Age International (P) Ltd., Publishers, India.
- Nasution, M.N., (2005), "*Total Quality Management*", PT Gramedia Pustaka Utama: Jakarta
- Nataraj, S., and Ismail, M. (2017), Quality enhancement through first pass yield using statistical process control, *Int. J. Productivity and Quality Management*, Vol. 20, No. 2.
- Navipour, H., Nayeri, N. D., Hooshmand, A., and Zargar, M. T. (2011), An investigation into the effects of quality improvement method on patients' satisfaction: a semi experimental research in Iran, *Acta Medica Iranica*, vol. 49, no. 1, pp. 38.
- Neyestani, B. and Juanzon J.B.P. (2016). Identification of A Set of Appropriate Critical Success Factors (CSFs) for Successful TQM Implementation in Construction, and Other Industries, *International Journal of Advanced Research*, 4(11), pp. 1581–1591. <http://dx.doi.org/10.21474/IJAR01/2248>.
- Nilsson, L., Johnson, M.D., Gustafsson, A. (2001). The impact of quality practices on customer satisfaction and business results: Product versus service organizations, *Journal of Quality Management*, (6), P. 5–27.
- Nitin, S., Dinesh, K., Paul, S.T. (2011), TQM for manufacturing excellence: Factors critical to success, *International Journal of Applied Engineering Research*, Dindigul Volume 2, No 1, ISSN 09764259.
- Nooted, O., and Tangjitsitcharoen, S. (2017), Defective Reduction In Frozen Pie Manufacturing Process, *5th International Conference on Industrial Engineering and Applications*, 10.1088/1757-899X/215/1.
- Nurdin, H., and Purba, H., H. (2017), Application Of Quality Control Tools To Reducing Defect Product In A Surfactant And Chemicals Industry, *International Journal of Modern Trends in Engineering and Research (IJMTER)*, Volume 04, Issue 12.
- Parast, M.M., Adams, S.G., Jones, E.C. (2011), Improving Operational and Business Performance in The Petroleum Industry Through Quality Management, *International Journal of Quality & Management* Vol.28 No.4, pp. 426-450.

- Punnakitikashem, P., Laosirihongthong, T., Adebajo, D., McLean, M.W. (2010), A Study of Quality Management Practices in TQM and Non TQM Firm Findings From ASEAN Automotive Industry, *International Journal of Quality & Reliability Management*, Vol. 27 No. 9.
- Purnama, R. (2019, Februari 2), Ekspor Toyota Indonesia Naik, Fortuner dan Avanza Terlaris , CNN Indonesia diambil dari <http://www.cnnindonesia.com>.
- Pyzdek, T. (2003), *The Six Sigma Project Planner*. McGraw-Hill, New York
- Raharja, S. J., Arifianti, R., and Rivani, (2018), Fishbone Analysis of the Quality Control of Ceramic Products: Study of the Export Ceramic Center in Plered Purwakarta, Indonesia, *Review of Integrative Business and Economics Research*, Vol. 7, Supplementary Issue 2.
- Reed, R., Lemak, D.J., and Mero, N.P. (2000), Total quality management and sustainable competitive advantage, *Journal of Quality Management*, Vol. 5, P. 5–26.
- Render, Barry, Heizer, J. (2001), *Prinsip-Prinsip Manajemen Operasi*, Salemba Empat. Jakarta.
- Rother, M. (2009). *Toyota Kata: Managing People For Improvement, Adaptiveness, And Superior Results*. New York: McGraw-Hill Education.
- Saaty, T. L. (1994), *Fundamentals of Decision Making And Priority Theory With The Analytic Hierarchy Process Vol. VI*. Pittsburgh: RWS Publications.
- Saaty, T. L. (1996), *Decision Making With Dependence And Feedback: The Analytic Network Process*. Pittsburgh: RWS Publications.
- Saaty T.L. 2008, *The Analytic Network Process*. Pittsburgh: Ellsworth Avenue.
- Saaty, T. L. and Vargas, L. G. (2006). *Decision Making With The Analytic Network Process: Economic, Political, Social and Technological Application with Benefits, Opportunities, Costs and Risks*. New York: Springer.
- Sadi, Md. S., Nahar, N., Hossain, Md. S., and Sajib, S. H. (2018), Amendment of Finished Knitted Fabric Quality by Reducing the Intensity of Defects and Improvement Techniques, *American Journal of Materials Science*, 8(1): 6-14.
- Talib, F., Rahman, Z. (2010), Critical Success Factors of TQM in Service Organizations: A Proposed Model, *Services Marketing Quarterly*, 31:363–380, Copyright Taylor & Francis Group, LLC, ISSN: 1533-2969.

- Talib, F., Rahman, Z., Quereshi, M.N. (2011, 31 May - 1 June), Analysis of Total Quality Management Practices in Manufacturing and Services Sectors, The First International Conference on Interdisciplinary Research and Development, Thailand.
- Tjiptono, F. (2001), *Strategi Pemasaran Edisi Pertama*. Yogyakarta: Andi Offset.
- Tri, R. (2013, Agustus 21), *Indonesia Pasar Otomotif Terbesar di ASEAN*, Bisnis Tempo, diambil dari <http://www.bisnis.tempo.com>.
- Tsang, J. H. Y., and Antony, J. (2001), Total quality management in UK Service organisations: some key findings from a survey, *International Journal of Quality & Reliability Management*, Volume 11, Number 2, pp. 132-141.
- Ugboro, I.O., and Obeng, K. (2000), Top management leadership, employee empowerment, job satisfaction, and customer satisfaction in TQM organizations: An empirical study, *Journal of Quality Management* 5, P.247–272.
- Wadsworth, H.M., Stephens, K.S., and Godfrey, A.B. (2002), *Modern Methods for Quality Control and Improvement*, second ed. Wiley, New York.
- Worlu, R.E., Adeniji, A.A., Atolagbe, T.M., Salau, O.P. (2019), Total Quality Management (TQM) as a Tool for Sustainable Customer Loyalty in a Competitive Environment: A Critical Review, *Academy of Strategic Management Journal*, Vol: 18 Issue: 3, Print ISSN: 1544-1458; Online ISSN: 1939-6104.
- Yazdani, A., Soukhakian, M.A., Mozaffari, M.R. (2013), Evaluation of Critical Success Factors in Total Quality Management Implementation and Prioritization with AHP-Case Study : Pars Oil and Gas Company, *European Online Journal of Natural and Social Sciences*, vol.2, No. 3(s), pp. 1624-1633, ISSN 1805-3602.
- Zakuan, N., Muniandy, S., Saman, M.Z.M., Ariff, M.S.Md., Sulaiman, S., Jalil, R.A. (2012), Critical Success Factors of Total Quality Management Implementation in Higher Education Institution, *International Journal of Academic Research in Business and Social Sciences*, Vol. 2, No. 12.