

## DAFTAR PUSTAKA

### Buku

- Berman, E. M. (2015). *Performance And Productivity In Publik And Nonprofit Organizations* (2nd ed.). Routledge.
- Besterfield, D. H., et al. (2019). *Total Quality Management* (5th ed.). Pearson India Education Service.
- Daraba, D. (2019). *Reformasi Birokrasi & Pelayanan Publik* (pertama). Penerbit Leisyah.
- Hoyle, D. (2018). *ISO 9000 Quality System Handbook* (Seventh). Routledge.
- ISO 9001. (2015). *International Standard ISO Requirements. 2015.*
- Juharni. (2017). *Manajemen Mutu Terpadu (Total Quality Management)* (G. Karnaeni & Sobirin (eds.); Cetakan I). SAH Media.
- Mulyawan, R. (2016). *Birokrasi dan Pelayanan Publik* (W. Gunawan (ed.); cetakan I). UNPAD Press.
- Johnston, R., Shulver, M., Slack, N., & Clark, G. (2021). *Service Operation Management* (5th ed.). Pearson Education Limited.
- Robbins, Stephen P. & Timothy A. Judge. 2008. *Perilaku Organisasi* (Edisi 12). Jakarta: Salemba Empat
- Silalahi, U., & Syafri, W. (2015). *Desentralisasi Dan Demokrasi Pelayanan Publik* (cetakan I). IPDN Press.
- Stevenson, W. J. (2018). *Operation Management*. In *The McGraw-Hill series in operations and decision sciences* (13th ed.). McGraw-Hill Education.  
<https://lccn.loc.gov/2016052871>
- Stevenson, W. J. (2021). *Operations Management*. In *The McGraw-Hill series in operations and decision sciences* (14th ed.). McGraw-Hill Education.  
<https://lccn.loc.gov/2019044799>
- Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Penerbit Alfabeta Bandung.
- Yusuf, A. M. (2014). *Metode Penelitian : Kuantitatif, Kualitatif, dan Penelitian Gabungan* (Edisi Pert). Kencana.

## Jurnal

- Angela, S. S., & Suryadi, E. (2018). Pengaruh Motif Internal Dalam Pengimplementasian Sistem Manajemen Mutu (Iso 9001:2008) Terhadap Kinerja Operasional Sekolah Di Smk Negeri 1 Bandung. *Jurnal Pendidikan Manajemen Perkantoran*, 3(1), 266. <https://doi.org/10.17509/jpm.v3i1.9464>
- Asmad, C. C., Rahim, A. R., & Jaman, A. (2019). Pengaruh ISO 9001: 2015, motivasi, dan kompetensi terhadap kinerja pustakawan di Perpustakaan Universitas Hasanuddin. *Jurnal Kajian Informasi & Perpustakaan*, 7(2), 113. <https://doi.org/10.24198/jkip.v7i2.21344>
- El-Khalil, R., & Mezher, M. A. (2020). The mediating impact of sustainability on the relationship between agility and operational performance. *Operations Research Perspectives*, 7, 100171. <https://doi.org/10.1016/j.orp.2020.100171>
- Feng, M., Terziovski, M., & Samson, D. (2007). Relationship of ISO 9001 : 2000 quality system certification with operational and business performance. *Journal of Manufacturing Technology Management*, 19(1), 22–37. <https://doi.org/10.1108/17410380810843435>
- Hong, J., Liao, Y., Zhang, Y., & Yu, Z. (2019). The effect of supply chain quality management practices and capabilities on operational and innovation performance: Evidence from Chinese manufacturers. *International Journal of Production Economics*, 212(April 2018), 227–235. <https://doi.org/10.1016/j.ijpe.2019.01.036>
- Huda, M., & Syifaул, M. L. (2019). Pengaruh Sistem Manajemen Mutu Terhadap Kinerja Operasional Di Pt Waskita Beton Precast. *JSMA (Jurnal Sains Manajemen Dan Akuntansi)*, 11(2), 87–107. <https://doi.org/10.37151/jsma.v11i2.40>
- Kristiyanti, M. (2012). Peran Indikator Kinerja Dalam Mengukur Kinerja Manajemen. *Majalah Ilmiah INFORMATIKA*, 3(3), 103–123. <http://www.unaki.ac.id/ejournal/index.php/majalah-ilmiah-informatika/article/view/79>
- Martínez-Costa, M., Choi, T. Y., Martínez, J. A., & Martínez-Lorente, A. R. (2009). ISO 9000/1994, ISO 9001/2000 and TQM: The performance debate revisited. *Journal of Operations Management*, 27(6), 495–511. <https://doi.org/10.1016/j.jom.2009.04.002>
- Naseer, S., Khawaja, K. F., Qazi, S., Syed, F., & Shamim, F. (2021). How and when information proactiveness leads to operational firm performance in the banking sector of Pakistan? The roles of open innovation, creative cognitive style, and climate for innovation. *International Journal of Information Management*, 56(July 2019), 102260. <https://doi.org/10.1016/j.ijinfomgt.2020.102260>

- Nurcahyo, R., Zulfadlillah, & Habiburrahman, M. (2021). Relationship between ISO 9001:2015 and operational and business performance of manufacturing industries in a developing country (Indonesia). *Heliyon*, 7(1), e05537. <https://doi.org/10.1016/j.heliyon.2020.e05537>
- Samuel, H., & Zulkarnain, J. (2010). *Pengaruh Sistem Manajemen Mutu ISO Terhadap Kinerja Karyawan Melalui Budaya Kualitas Perusahaan*.
- Su, H., Kao, T., & Linderman, K. (2019). Where in the Supply Chain Network does ISO 9001 improve firm productivity? *European Journal of Operational Research*. <https://doi.org/10.1016/j.ejor.2019.11.042>
- Suhendris, & Santoso, D. (2018). Analysis of the readiness towards the implementation of ISO standard 9001 : 2015 in the company of heavy equipment. *Operations Excellence*, 10(3), 209–218.
- Tortorella, G. L., Saurin, T. A., Filho, M. G., Samson, D., & Kumar, M. (2021). Bundles of Lean Automation practices and principles and their impact on operational performance. *International Journal of Production Economics*, 235(March), 108106. <https://doi.org/10.1016/j.ijpe.2021.108106>
- Yulianah, S. (2017). Pengaruh Penerapan Sistem Manajemen Mutu ISO 9001:2015 Terhadap Kualitas Pelayanan Bagi Wajib Pajak Kendaraan Bermotor Pada Kantor Pelayanan Bersama Samsat Mataram. *Jurnal Ilmiah Tata Sejuta*, 3(2), 1–9.

### **Situs Web**

- ISO. (2015). *ISO 9001 Quality Management*. <https://www.iso.org/iso-9001-quality-management.html>. (Diakses pada 20 Oktober 2021)