

DAFTAR PUSTAKA

- Eryilmaz, Hande. (2011). *Quality Function Deployment as a Strategic Planning Tool*. Vol. 3
- Maher, Todd. Verma, Rohit. And Pullman, Madeline. (1998). *Effective Product and Process Development Using Quality Function Deployment*.
- Muzaenah, Nina. (2012). *Analisis Implementasi Kebijakan Pajak Pertambahan Nilai (PPN) Atas Jasa Outsourcing Dengan Model Paying Agent dan Full Agent (Studi kasus: Koperasi Karyawan XYZ)*. Skripsi Universitas Indonesia.
- Pitt, M. (2009). *A Critical Review on Innovation in Facility Management Service Delivery*. *Facilities*. Vol. 27
- Lake, Anthony. (2011). *Strategic Planning in Nonprofits: An Analysis and Case Study Application*
- Potkany, Marek. (2014). *Coordinated Management Model of Support Business Processes through the Facility Management*. *Procedia Economics and Finance* 23 (2015) 396 – 401.
- Universitas Gunadarma. Materi Penting Perencanaan Strategis
- Sarich Chotipanich Veerason Lertariyanum, (2011). *A Study Of Facility Management Strategy: The Case Of Commercial Banks In Thailand*, *Journal Of Facilities Management*, Vol. 9

Sofyalioglu, Cigdem. (2008). *Using Quality Function Deployment in Strategic Planning*. Vol. 3

Walker, Mike. (2005). *Strategic Planning Using QFD, International Journal of Quality & Reliability Management*. Vol. 22

Wheelen, Thomas L. dan Hunger, David J. (2014). *Strategic Management and Business Policy : Toward Global Sustainability*. New Jersey: Pearson Education, Inc.