

DAFTAR PUSTAKA

- Andrews, Dorine C. & Susan K. Stalick, 1994, *Business Reengineering (The Surviva Guide)*, P T R Prentice-Hall, United States Of America.
- Ariani, Dorothea Wahyu. 2004. *Pengendalian Kualitas Statistik*. Yogyakarta: Penerbit Andi
- Bryslan, Alexandria & Curry 2001 *Service Improvements In Public Service Using Servqual, Managing Service Quality*. Emerald.
- Cohen, Lou. 1995. “*Quality Function Deployment, How To Make QFD Work For You*”. Massachusetts: Addison Wesley Publishing Company.
- D. Iacobucci, Ostrom A, Grayson K. 1995 *Distinguishing Service Quality and Customer Satisfaction*. J Conspyc 1995;4:277-303.
- Dale H, 2003 *Total Quality Management*. Pearson Education, Prentice Hall. New Jersey.
- Day, Ronald G. (1993), *Quality Function Deployment: Linking A Company With Its Customer*. United States Of America: ASQC Quality Press.
- Deming. W. Edward. 1986. *Out Of Crisis*. Cambridge : Massachusetts Institute Of Technology
- De Toro, Irving & Arthur, Tenner. 1992. *Total Quality Management: Three Steps To Continuous Improvement*. Addison-Wesley. Virginia.
- Escalada M and Heong K.L. “*Focus Group Discussion*”
- Gasperz, Vincent. 1997. *Manajemen Kualitas Dalam Industri Jasa*. Gramedia Pustaka Utama. Jakarta.
- Gasperz, Vincent. 2006. *Continuous Cost Reduction Through Lean-Sigma Approach*. Gramedia Pustaka Utama. Jakarta.
- Gervitz, Charles. (1994). *Developing New Product With TQM : Total Quality Management*, Mcgraw-Hill.
- Hammer, M dan J. Champy, 1996. *Reengineering The Corporation*, Gramedia Pustaka Utama, Jakarta.

Harrington, H. James. *“Business Process Improvement, The Breakthrough Strategy for Total Quality, Productive and Competitiveness”*. Mc Graw-Hill. Inc. USA : 1991.

Herzwurm, Georg. 2003. *The Support Of Quality Function Development By The Customer Orientated Evaluation Of Software Tools, QFD-Institut Deutschland E. V. (QFD-ID)*

Indrajit, R.E. dan R.Djokopranoto, 2002. *Konesp dan Aplikasi Business Process Reengineering*, PT.Gramedia Widisarana Indonesia, Jakarta.

Irwanto, *Focused Group Discussion*, 2006. *Focused Group Discussion*, Yayasan Obor Indonesia, Jakarta.

Janakiraman, B & Gopal (2006) *Total Quality Management Text And Cases*, 2006 New Delhi

Mazur, Glenn H., 1994. *“QFD For Small Business A Shortcut Through The Maze Of Matrices”*. Japan Business Consultants Ltd.

Morgan D.L, 1997. *Focus Groups As Qualitative Research*. Sage Publication, Inc.

Munawar. (2005), *Pemodelan Visual dengan UML*, Graha Ilmu, Yogyakarta.

Padma Panchapakesan, Rajendran Chandrasekharan dan Sai Prakash L, 2009. *A Conceptual Framework Of Service Quality In Healthcare*. Emerald

Peppard, Joe & Philip Rowland. 1994. *The Essence Of Business Process Reengineering*. Yogyakarta: Penerbit Andi.

Raymond, Mcleod.Jr (1995), *Sistem Informasi Manajemen Jilid I, Edisi Bahasa Indonesia*, Jakarta : Salemba Empat.

Revelle, Jack B. & Moran, John W. 1998. *The QFD Handbook*. John Wiley and Son Inc. USA.

S. P, Low. 1998 *Building On Quality : The QFD Technique For Construction*. The Surveyor Kuala Lumpur, Malaysia

S. Pressman, Roger. *Software Engineering A Practitioner’s Approach, Seventh Edition*. 2011

Stephen P Robbins, 1996. *Perilaku Organisasi, Konsep, Kontroversi dan Aplikasi. Alih Bahasa : Hadyana Pujaatmaka. Edisi Keenam*. Jakarta: PT.Bhuana Ilmu Populer.

Suparmanto, Sri Astuti: *Kebijakan Desa Siaga Untuk Mendukung Masyarakat Mandiri Untuk Hidup Sehat*, Departemen Kesehatan, 2006, Presentasi Pada Seminar Nasional Ke 3, Hasil Penelitian Pengembangan Bidang Kesehatan, Balitbang Departemen Kesehatan, Jakarta 30 November 2006

Surjadi. 2009. *Pengembangan Kinerja Pelayanan Publik*. Bandung. PT Rafika Aditama.

Sparx, System. 2004. *The Business Process Model*

Tenner, J.Arthur. dan De Toro, Irving J. 1997. *Process Redesign The Implementation Guide For Managers*, Addison Wesley logman Inc.

Tjiptono,F. 2002. *Prinsip-Prinsip Total Quality Service*. Yogyakarta: Andi.

Tjiptono, Fandy & Anastasia Diana. (2003). *Total Quality Management*. Yogyakarta : Andi

Tjiptono, F. 2005. *Pemasaran Jasa, Edisi Pertama*. Malang: Bayu Media Publishing.

Ulrich Karl T. & Eppinger Steven D., 2001. *Perancangan dan Pengembangan Produk*. Jakarta : Salemba Teknika

Vincent Gaspersz. 2006. *Total Quality Management (TQM) Untuk Praktisi Bisnis dan Industri*. Jakarta : PT Gramedia Pustaka Utama.

Yulfitri, Alivia. (29 November 2007). *Proses Bisnis*. Retrieved Maret 29, 2009, From [Http://Pipiew.Wordpress.Com/2007/11/29/Proses-Bisnis/](http://Pipiew.Wordpress.Com/2007/11/29/Proses-Bisnis/)