

DAFTAR PUSTAKA

- APQC. (2018). *Process Classification Framework for Cross Industry*. Retrieved Mei 2021, from <https://www.apqc.org/knowledge-base/documents/apqc-process-clasification-framework-pcf-cross-industry-excel-version-720>
- Handoko, T. (2003). *Manajemen Sumber Daya Manusia*. Yogyakarta: BPFE.
- Harrington, H. (1991). *Business Process Improvement: The Breakthrough Strategy for Total Quality, Productivity, Competitiveness*. New York: Mc Graw-Hill, Inc.
- Hasibuan, M. (2010). *Manajemen Sumber Daya Manusia*. Jakarta: PT. Bumi Aksara.
- ITGI. (2007). *Cobit 4.1-Process Maturity Assessment Tools*. Retrieved Mei 2021, from <http://www.itgi.org>
- Magal, S., & Word, J. (2021). *Integrated Business Process with ERP Systems*. United State: Jhon Wiley & Sons, Inc.
- Maulana, M. I., Triwibisono, C., & Aisha, A. N. (2018). *Perancangan Struktur Organisasi Menggunakan Pendekatan Proses Bisnis pada Rumah Sakit Sumber Waras Cirebon*. Retrieved Juni 2021, from <https://openlibrary.telkomuniversity.ac.id/>:
<https://openlibrary.telkomuniversity.ac.id/home/catalog/id/143571/slug/perancangan-struktur-organisasi-menggunakan-pendekatan-proses-bisnis-pada-rumah-sakit-sumber-waras-cirebon.html>
- Robbins, S., & Coulter, M. (2007). *Principles of Management*. Tehran: Office of Cultural Studies.
- Tathagati, A. (2014). *Step by Step Membuat SOP*. Jakarta: Efata Publishing.
- Turban, R., Rainer, R., & Potter, R. (2011). *Introduction to Information Systems*. New Jersey: Prentice Hall, Inc.
- Weske, M. (2007). *Business Process Management Concept, Languages, Architectures*. Berlin: Springer.
- Yudha, B. S., Haryono, I., & Suwarsoni, L. W. (2017). *Perancangan Job Description Berdasarkan Kerangka Business Process pada CV. Gradient*. Retrieved Juni 2021, from <https://openlibrary.telkomuniversity.ac.id/>:
<https://openlibrary.telkomuniversity.ac.id/home/catalog/id/136050/slug/perancangan-job-description-berdasarkan-kerangka-business-process-pada-cv-gradient.html>