

DAFTAR PUSTAKA

- Andersen, B. (1996). *Benchmarking: A Guide for Your Journey to Best-Practice Processes*. ASQ Quality Press.
- Ardiansyah, M. N. (2023). *Sistem Informasi & Aplikasi Berbasis Google Spreadsheet*. Bandung: Tel-U Press.
- Chopra, S., & Meindl, P. (2013). *Supply Chain Management: Strategy, Planning, and Operation, 5th ed.* Pearson.
- Evans, J. R., & Lindsay, W. M. (2020). *Managing for Quality and Performance Excellence*. Cengage.
- Harjono, W., & Tute, K. J. (2022). Perancangan Sistem Informasi Perpustakaan Berbasis Web Menggunakan Metode Waterfall. *Jurnal Sains Teknologi dan Sistem Informasi*, 47-51.
- Harrington, H. (1991). *Business Process Improvement: The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness*. . McGraw-Hill.
- Montgomery, D. C. (2021). *Introduction to Statistical Quality Control*. Wiley.
- Rizqi, F. (2012). Pengantar Google Drive.
- Rosing, M., Scherr, M., & Scheel, H. (2015). *The Complete Business Process Handbook: Body of Knowledge from Process Modeling to BPM, Volume 1*. Morgan Kaufmann.
- Rumbaugh, J., Jacobson, I., & Booch, G. (2005). *The Unified Modeling Language Reference Manual*. Addison-Wesley.
- Simanungkalit, A. P., Putri, N. A., & Tasril, V. (2023). Rancang Bangun Sistem Informasi Approval Dismantling NTE Telkom Akses dengan Metode RAD (Rapid Application Development). *Indonesian Journal of Education And Computer Science*, 16-22.
- Smith, J., Doc, M., & Johnson, C. (2020). Technology in Education. *Journal of Education Technology*, 123-145.

- Sparx Systems. (2004). *UML Tutorial: The Business Process Model*. .
Cresswick, Victoria: Sparx Systems Pty Ltd.
- Weske, M. (2007). *Business Process Management: Concepts, Languages, Architectures*. Berlin: Springer.
- Wibisono, A. (2010). *PENGEMBANGAN SISTEM INFORMASI AKADEMIK UNTUK PELAPORAN PROSES AKADEMIK MAHASISWA BERBASIS WEB*. Yogyakarta.
- Wijaya, T., Wiramijaya, F., Rahmania, A., & Oktaviani, S. (2021). Penerapan Metode Lean Six Sigma Dalam Upaya Rekrutmen Peserta PPU Badan Usaha: Study Kasus Proses Telemarketing Kantor Cabang Jakarta Selatan. *Jurnal Jaminan Kesehatan Nasional*.