

DAFTAR PUSTAKA

- [1] H. Erlangga *et al.*, “PENGARUH KUALITAS PELAYANAN DAN KUALITAS PRODUK TERHADAP KEPUTUSAN PEMBELIAN KONSUMEN SEPEDA MOTOR HONDA DI PT PANCA SAKTI PERKASA DI BINTARO.” Accessed: May 20, 2024. [Online]. Available:

<https://openjournal.unpam.ac.id/index.php/JIPER/article/view/13383/7848>
- [2] H. Sirine, E. P. Kurniawati, S. Pengajar, F. Ekonomika, D. Bisnis, and U. Salatiga, “PENGENDALIAN KUALITAS MENGGUNAKAN METODE SIX SIGMA (Studi Kasus pada PT Diras Concept Sukoharjo),” 2017. [Online]. Available: <http://www.dirasfurniture.com>
- [3] M. Tukan and M. Chantika Pattiasina, “PERBAIKAN SISTEM PENGENDALIAN KUALITAS PT. POS INDONESIA (PERSERO) AMBON UNTUK MENCAPAI TARGET DISTRIBUSI DIBAGIAN EKSPEDISI MENGGUNAKAN METODE SIX SIGMA,” *ARIKA*, vol. 13, no. 1, Accessed: May 20, 2024. [Online]. Available:

<https://media.neliti.com/media/publications/317481-perbaikan-sistem-pengendalian-kualitas-p-871ab07d.pdf>
- [4] M. Naufal Luthfi, K. Saleh Program Studi Manajemen Bisnis International, J. Administrasi Bisnis, and P. Negeri Semarang, “ANALISIS PENGENDALIAN KUALITAS PRODUK BERBASIS STATISTICAL QUALITY CONTROL (STUDI KASUS PADA PT APPAREL ONE INDONESIA).” Accessed: May 20, 2024. [Online]. Available:

<https://jurnal.polines.ac.id/index.php/jobs/article/view/651/568>
- [5] D. L. Goetsch and S. Davis, *Quality management for organizational excellence : introduction to total quality*. Pearson, 2014. Accessed: May 20, 2024. [Online]. Available:

[https://nibmehub.com/opacservice/pdf/read/Quality%20Management%20for%20Organizational%20Excellence%20_%20introduction%20to%20total%20quality.p
df](https://nibmehub.com/opacservice/pdf/read/Quality%20Management%20for%20Organizational%20Excellence%20_%20introduction%20to%20total%20quality.pdf)

- [6] “BAB 2 NO 4 - yuval-noah-harari-21-lessons-for-the-21st-century”, Accessed: May 20, 2024. [Online]. Available: <http://www.dipidiff.com/28-terbaru-buku-impor/117-review-buku-21-lessons-for-the-21st-century-yuval-noah-harari>
- [7] U. Mikro Kecil Dan Menengah, “Total Quality Management: Tahapan Implementasi TQM dan Gugus Kendali Mutu.” Accessed: May 20, 2024. [Online]. Available: https://www.researchgate.net/publication/337757472_Total_Quality_Management_Tahapan_Implementasi_TQM_dan_Gugus_Kendali_Mutu
- [8] “BUKU-SIXSIGMA-2002-VG-1”, Accessed: May 20, 2024. [Online]. Available: <https://www.vincentgaspersz.com/wp-content/uploads/2020/02/BUKU-SIXSIGMA-2002-VG-1.pdf>
- [9] A. Nurullah, L. Fitria, and R. H. Adianto, “Perbaikan Kualitas Benang 20S Dengan Menggunakan Penerapan Metode Six Sigma-DMAIC Di PT. Supratex *,” *Jurnal Online Institut Teknologi Nasional Juli*, 2014, Accessed: May 20, 2024. [Online]. Available: <https://ejurnal.itenas.ac.id/index.php/rekaintegra/article/view/398>
- [10] J. T. Industri, “PERBAIKAN KUALITAS PRODUK KERATON LUXURY DI PT. X DENGAN MENGGUNAKAN METODE FAILURE MODE and EFFECT ANALYSIS (FMEA) dan FAULT TREE ANALYSIS (FTA) * RICHMA YULINDA HANIF, HENDANG SETYO RUKMI, SUSY SUSANTY,” *Jurnal Online Institut Teknologi Nasional Juli*, 2015, Accessed: May 20, 2024. [Online]. Available: <https://ejurnal.itenas.ac.id/index.php/rekaintegra/article/view/879/1113>