

DAFTAR PUSTAKA

- Rao, Ashoket al. 1996, *Total Quality Management, A Cross functional Perspective*, Canada : John Wiley & Sons Inc.
- Kume, Hitoshi 1988, *Metode Statistik Peningkatan Mutu*, Jakarta : Mediatama Sarana Perkasa.
- Nasution, MN., 2001, *Manajemen Mutu Terpadu*, Jakarta : Ghalia Indonesia.
- Gaspersz, Vincent 2002, *Pedoman Implementasi Program Six Sigma terintegrasi dengan ISO 9001:2000, MBNQA, dan HACCP*, Jakarta : PT. Gramedia Pustaka Utama.
- Pyzdek, Thomas 2002, *The Six Sigma Handbook*, Jakarta : Penerbit Salemba Empat.
- Grant, Eugene L. dan Richard S. Leavenworth 1996, *Statistical Quality Control Seventh Edition*, Ney York: McGraw- Hill Inc.
- Harry, Mikel and Richard Schroeder 2000, *Six Sigma: The Breakthrough Management Strategy Revolutioning the World's Top Corporations*, Doubleday, New York : Doublay Inc.
- Phelan, Stephen *Six Sigma, Information Technology & Your Creating A Happy Costumer*,
<http://www.pcimag.com/CDA/ArticleInformation/features/BNP/FeaturesItem/0.1846.388.00.html>.