

## DAFTAR PUSTAKA

- Kavya Satish, Abhishek Venkatesh and Anand Shankar Raja Manivannan, 2021, “ Covid-19 is driving fear and greed in consumer behaviour and purchase pattern ” **Journal Emerald Insight**, School of Commerce, Finance and Accountancy, Christ University, Bangalore, India.
- Hery Toiba, Anthon Efani, Moh Shadiqur Rahman, Tri Wahyu Nugroho and Dwi Retnoningsih, 2022 , “ Does the COVID-19 pandemic change food consumption and shopping patterns? “ **Journal Emerald Insight**, Brawijaya University, Malang, Indonesia.
- Prof Ir.I Nyoman Pujawan, M.Eng. Ph.D., CSCP, and Mahendrawhati.Er, S.T., MSc., Ph.D. Edisi 3 , 2017, “ **Supply Chain Management** “, Penerbit ANDI YOGYAKARTA.
- Sunil Chopra Kellogg School of Management and Peter Meindl Kepos Capital, 2017, “Sixth Edition, Supply Chain Management Strategy, Planning and Operation “ PEARSON, Chapter 1, Manufactured in the United States of America.
- Alice Mohlin, 2023, “ How to facilitate manufacturing industry learning from problems: a review on advanced technology problem-solving “, **Journal Emerald Insight**, Department of Supply Chain and Operations Management, School of Engineering, Jönköping University, Jönköping, Sweden.
- Sandeep Kumar, Vikas Swarnakar, Rakesh Kumar Phanden, Jiju Antony and Raja Jayaraman Khalifa, 2023, “ **Analyzing critical success factors of Lean Six Sigma for implementation in Indian manufacturing MSMEs using best-worst method** “, Department of Mechanical Engineering, NIT Kurukshetra, Kurukshetra, India.
- knowledge management perspective “, **JOURNAL OF KNOWLEDGE MANAGEMENT** “, Queensland, Australia.
- H. Kurt Christensen, 2010, “Defining customer value as the driver of competitive advantage “,**STRATEGY & LEADERSHIP**, Emerald Group Publishing Limited, ISSN 1087-8572, Europe, Asia and North and South America.
- Umit S. Bititci, Kepa Mendibil, Sai Nudurupati, Patrizia Garengo and Trevor Turner, 2006, “ **Dynamics of performance measurement and organisational culture** “Emerald Group Publishing Limited 0144-3577, Centre for Strategic Manufacturing, DMEM, University of Strathclyde, Glasgow, UK

Heather Skipworth Supply Chain Research Centre, Cranfield School of Management, Cranfield, UK Janet Godsell Warwick Manufacturing Group, University of Warwick, Coventry, UK Chee Yew Wong Leeds University Business School, University of Leeds, Leeds, UK, and Soroosh Saghiri and Denyse Julien Supply Chain Research Centre, Cranfield School of Management, Cranfield, UK, 2015, **“Supply chain alignment for improved business performance: an empirical study “**, Emerald Group Publishing Limited [ISSN 1359-8546], UK

Hoque, Z. and James, W, 2000, **“Adapting the Balanced Scorecard into the HealthCare Industry: A Literature Review, New Insight and Future Directions”**, Scientific Research Open Journal of Business and Management.

Davis, S. and Albright, T, 2004, **“Adapting the Balanced Scorecard into the HealthCare Industry: A Literature Review, New Insight and Future Directions “**, Scientific Research

Nelly and Yasar Jallar, 2004, **“Extracting value from data – the performance planning value chain “**, Emerald Insight, UK.

Christopher D. Ittner, David F.Larcker and Marshall W Meyer, 2003, **“Subjectivity and the Weighting of Performance Measures: Evidence from a Balanced Scorecard “**, American Accounting Accosiation, UK.

Geert. J. M. Braam and Edwin J.Nijssen, 2003

, **“Performance effects of using the Balanced Scorecard: a note on the Dutch experience”**, ScienceDirect.

John W. Creswell, 2018, 2023, **“ Penelitian Kualitatif dan Desain Riset “**, Penerbit Pustaka Pelajar, Yogyakarta.