

DAFTAR PUSTAKA

- Abdi M., Singh A.P. 2022. Effect of total quality management practices on nonfinancial performance: an empirical analysis of automotive engineering industry in Ethiopia.
- Arikunto, S. 2000. Prosedur Penelitian Suatu Pendekatan Praktek. Jakarta: Rineka Cipta.
- Ben-Daya, M., Duffuaa, S.O., Raouf, A., Knezevic , J. dan Ait-Kadi, D. (Eds.) (2009). Handbook of Maintenance Management and Enggineering. London :Springer
- Brah, S. A., Tee, S. S. L. & Rao, B. M. 2002. Relationship between TQM and performance of Singapore companies. International Journal of Quality & Reliability Management
- Brah, Shaukat A., Jen Li Wong, and B. Madhu Rao. 2000. "TQM and Business Performance in the Service Sector: A Singapore Study." International Journal of Operations and Production Management.
- Creswell, John W & J. David Creswell. 2018. Research Design Qualitative, Quantitative, and Mixed Methods Approaches Fifth Edition. SAGE Publications, Inc
- Dhillon, B.S.(2006). Maintainability, Maintenance, and Reliability for Engineers. New York: Taylor and Francis Group.
- Esin Sadikoglu and Hilal Olcay. (2014). The Effects of Total Quality Management Practices on Performance and the Reasons of and the Barriers to TQM Practices in Turkey
- Garvin DA (1984). What does product quality really mean? Sloan Manage. Rev.,25-43.
- Goetsch, D. L. dan S. Davis, (1995), "Implementing to Total Quality", New Jersey: Prentice Hall International, Inc.
- Goetsch, David L., dan Stanley Davis. 2014. Quality Management for Organizational Excellence: Introduction to Total Quality Seventh Edition2. Harlow: Pearson Education Limited.
- Heizer, J., & Render, B. (2017). Operations Management: Sustainability and Supply Chain Management. Pearson.

- Hikmah, P., & Yusrizal. (2023). Peran Teknologi Informasi, Partisipasi Anggaran dan Total Quality Management (TQM) dalam Meningkatkan Kinerja Manajerial pada BSI KC Kabanjahe. *Jurnal Ilmiah Ekonomi Islam*.
- Ilir Bytyçi, Arberesha Qerimi, Fidan Qerimi. (2023). The impact of Total Quality Management on operational Performance
- Jacobs, F. R., & Chase, R. B. (2018). Operations and Supply Chain Management. McGraw-Hill Education.
- Jardine, A. K. S., & Tsang, A. H. C. (2021). Maintenance, Replacement, And Reliability: Theory And Applications. Crc Press. Manuhutu, A
- Jay dan Barry Render. 2001. Prinsip-prinsip Manajemen Operasi. Edisi 1. Jakarta : Salemba Empat
- Juran, Joseph M. dan Defeo, Joseph A. (2010). Juran's Quality Handbook: The Complete Guide to Performance Excellence. Sixth Edition. Mc-Graw Hill Education.
- Kelly, Anthony. 2006. Strategic Maintenance Planning. Elsevier Ltd
- Miles, M. B. & Huberman, M. (1992). Analisis Data Kualitatif. Jakarta: Penerbit Universitas Indonesia
- Moleong, L. J. 2010. Metodologi Penelitian Kualitatif. Bandung: PT Remaja Rosdakarya.
- Nanjundeswaraswamy T. S.Kulenur S.Nagesh P. 2023. The Human Resource Management Practices for the Implementation of TQM in Indian Manufacturing Industries.
- Oakland, John S. (2014). Total Quality Management and Operational Excellence: Text with Cases, 4th Edition. London and New York: Taylor and Francis Group.
- Prajogo DI and Brown A. 2004. "The Relationship between tqm practices and quality performance and the role of formal tqm programs", an Australian empirical study. *The Quality Management Journal*.
- Sadikoglu, E., & Zehir, C. (2010). Investigating the effects of innovation and employee performance on the relationship between total quality management practices and firm performance: An empirical study of Turkish firms. *International Journal of Production Economics*.

- Sanjay Sharma, and Sachin Modgil. (2019). TQM, SCM and operational performance: an empirical study of Indian pharmaceutical industry
- Shazia Shaheen Shaikh, Song Huaming and Muhammad Saad Ameer. (2022). Synergistic effect of TQM-SCM initiatives in organizational performance: evidence from the service (logistics) sector
- Singh, Vedant, Kumar, Akshay, dan Singh Tej, 2018, Impact of TQM on Organisational Performance: The Case of Indian Manufacturing and Service Industry
- Stevenson, W. J. (2018). Operations Management. McGraw-Hill Education.
- Sugiyono. 2015. Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung : ALFABETA
- Tanjung S. R. R.Baihaqi I.Bramanti G. W. (2023). Evaluasi Penerapan Manajemen Kualitas Perusahaan dengan Pendekatan TQM (Studi Kasus: PT PLN (Persero) Unit Induk Distribusi Jawa Timur). Jurnal Sains dan Seni ITS.
- Terry Wireman. 2005. Developing Performance Indicators for Managing Maintenance, Industrial Press, Inc., 2nd Edition, New York.
- Wagimin, Kusrini, E., Ali, J., & Helia, V. N. (2019). The Effect of Leadership on Employee Performance with Total Quality Management (TQM) as a Mediating Variable in Indonesian Petroleum Companies: A Case Study. The International Journal of Integrated Engineering
- Wahyu Ariani, Dorothea 2020. Materi Pokok Manajemen Kualitas 1-9 EKMA4265. Tangerang Selatan: Universitas Terbuka.