

## DAFTAR PUSTAKA

- Bayazir, Ozden (2003), Total Quality Magazine Management Practices in Turkish Manufacturing Organizations, TQM Journal, Vol: 5/SS: 5, page 345.
- Betniar, Rismayani, dan Syahyunan (2007), *Analisis Faktor-Faktor yang Mempengaruhi Pelaksanaan Manajemen Mutu Terpadu di RSUD Sari Mutiara Medan*, MEPA Ekonomi, Vol. 2 No. 2, p. 107 – 166.
- Bhat, V. and J. Cozzolino, (1993), Total Quality: An Effective Management Tool, [www.casact.org](http://www.casact.org), pp.101-123, Agustus 2010.
- Cullen, JB, JL Johnson, T Sakano (2000), Success Through Commitment and Trust: The Soft Side of Strategic Alliance Management, Journal of World Business, Vol. 35 No. 3, p. 223-240.
- Dale, B.G, (2003), Developing, Introducing and Sustaining TQM, [www.blackwellpublishing.com](http://www.blackwellpublishing.com), p. 1-33, Agustus 2010.
- Direktorat Bina Produktivitas Tenaga Kerja, (1998), *Manajemen Mutu Terpadu*, Departemen Tenaga Kerja, Jakarta.
- Dunk, Alan. S. (2002), Product Quality, Environmental Accounting, and Quality Performance, Accounting, Auditing, & Accountability Journal, Vol. 15, No. 5, pp 719-732
- Flynn, Barbara B, Roger G. Schroeder, dan S Sakakibara (1995), *The Impact of Quality Management Practices on Performance and Competitive Advantage*, *Decision Science*, 26 (5), page 659-691).
- Gaspersz, Vincent (2002), *Manajemen Kualitas dalam Industri Jasa*, Jakarta : Penerbit Gramedia Pustaka Utama.
- Handoko, T. H, (1998), *Dasar Dasar Manajemen Produksi dan Operasi*, BPF, Yogyakarta.
- Hashmi, K, (2004), *Introduction and Implementation of Total Quality Management (TQM)*, [www.isisigma.com](http://www.isisigma.com), September 2010.
- Hermawan Kertajaya (2003), *MarkPlus on Strategy*, Jakarta : Gramedia Pustaka Utama.
- Hiras Pasaribu (2009), Pengaruh Komitmen, Persepsi, dan Penerapan Pilar Dasar Total Quality Management terhadap Kinerja Manajerial (Survei pada BUMN Manufaktur di Indonesia), Jurnal Akuntansi dan Keuangan, Vol. 11 No. 2, p. 65 – 75.

- Hotmal Ja'far (2008), Analisis Penarapan Total Quality Management (TQM) terhadap Fungsi Internal Audit : Studi Kasus pada Perusahaan-Perusahaan Perkebunan di Sumatera Utara, Jurnal Ilmiah Pendidikan Tinggi, Vol. 1 No. 2, p. 105 – 114.
- Husaini Usman (2002), Peran Baru Administrasi Pendidikan dari Sistem Sentralistik Menuju Sistem Desentralistik, dalam Jurnal Ilmu Pendidikan, Februari 2001, Jilid 8, Nomor 1.
- Juran, J.M, (1989), *Juran on Leadership for Quality*, The Free Press, MacMillan, Inc. E. Nugroho (penterjemah), 1995, *Kepemimpinan Mutu*, Pustaka Binaman Pressindo, Jakarta.
- Krajewski, J. Lee and P. R. Larry, (1999), *Operations Management Strategy and Analysis*, Fifth Edition, Addison-Wesley Publishing Company Inc.
- Render, Barry and Jay Herizer, (2004), *Operations Management*, International Edition, Pearson Education Inc. Upper Saddle River, New Jersey.
- Sekaran, Uma (1992), *Research Methods for Business*, America : John Wiley and Sons.
- Setiawan, P.A, (2003), *TQM Forum. PQM Newsletter*, 1:3.
- Sheth, JN dan B. Mittal (2004), *Customer Behavior : A Managerial Perspective*, Mason Ohio : South Western.
- Tjiptono, F dan A. Diana, (2001), *Total Quality Management* Edisi Revisi, Penerbit Andi, Yogyakarta.
- Townsend, Janell D (2003), *Understanding Alliances: A Review of International Aspects In Strategic Marketing, Marketing Intelligence and Planning*, Vol. 21 No. 3, p. 143-155.
- Tunggal, WA (1993), *Manajemen Mutu Terpadu Suatu Pengantar*, Jakarta : Penerbit Rineka Cipta.
- Whipple, Judith M dan Robert Frankel (2000), Strategic Alliance Success Factors, Journal of Supply Chain Management, Vol. 36 No. 3, p. 21-28.
- Yahya, Muhammad (2005), Kajian Faktor-Faktor Yang Menghambat Pelaksanaan Manajemen Mutu Terpadu di Badan Pelayanan Kesehatan RSUD Langsa, Universitas Sumatera Utara.
- Yulekhah Ariyanti (2002), *Analisis Faktor-Faktor Dalam Penerapan Total Quality Management dan Hubungannya Dengan Kepuasan Kerja Karyawan* : Studi Empiris Pada PT. Pupuk Sriwijaya Palembang, Universitas Diponegoro.

Zakiah (2005), *Pertumbuhan Berkelanjutan Dengan Sistem Manajemen Mutu ISO 9000 : Upaya Peningkatan Daya Saing Industri*, Institut Pertanian Bogor.