

## DAFTAR PUSTAKA

- Besterfield, D.H. (1998). *Quality Control*. 5<sup>th</sup> Edition. New Jersey : Prentice Hall, Inc.
- Feigenbaum, A. V. (2002). *Total Quality Control*. New York : Mc Graw-Hill Companies, Inc.
- Gaspersz, V. (2001). *Statistical Quality Control : Penerapan Teknik-Teknik Statistikal Dalam Manajemen Bisnis Total*. Jakarta : PT Gramedia Pustaka Utama.
- Gaspersz, V. (2001). *Total Quality Management*. Jakarta : PT. Gramedia Pustaka Utama.
- Gyrna, F. M. (2001). *Quality Planning and Analysis*. 4<sup>th</sup> Edition. Singapore: Mc Graw-Hill Irwin.
- Heizer, J. & Barry Render. (2004). *Operations Management : New Chapter on E-commerce*. 7<sup>th</sup> Edition. New Jersey : Prentice-Hall, Inc.
- Jain, P.L. (2001). *Quality Control and Total Quality Management*. New Delhi : Tata Mc Graw-Hill Publishing Company Limited.
- Jones, G. R., Jenifer M. George & Charles W. L. Hill (2000). *Contemporary Management*. 2<sup>nd</sup> Edition. Singapore: Mc Graw-Hill, International Edition.
- Krajewski, L. J. & Larry P. Ritzman. (2002). *Operations Management: Strategy and Analysis*. 6<sup>th</sup> Edition. New Jersey: Prentice-Hall International, Inc.
- Montgomery, D. C. (2002). *Introduction to Statistical Quality Control*. New York. John Wiley and Son's.
- Oakland, J. S. (2003). *Total Quality Management: Text with Cases*. 3<sup>rd</sup> Edition. Oxford: Butterworth Heinemann.
- Russel, R. S. & Bernard W. Taylor III. (2006). *Operations Management: Quality and Competitiveness In A Global Environment*. 5<sup>th</sup> Edition. : New Jersey. John Wiley and Son's

Schroeder, R. G. (2000). *Operations Management: Contemporary Concepts and Cases*. : New York : Mc Graw-Hill Companies, Inc.

Stevenson, W. J. (2005). *Production Operations Management*. 8<sup>th</sup> Edition. Boston: Mc Graw-Hill Companies, Inc.

Sugiyono, Prof. Dr. (2007). *Metode Penelitian Bisnis*. Edisi 10. Bandung: CV Alfabeta.

[www.google.com](http://www.google.com) / TQM\_1.jpg

[www.google.com](http://www.google.com) / TQM Tools.pdf