

DAFTAR PUSTAKA

- [1] Suardi, R. (2001). *Sistem Manajemen Mutu ISO 9001:2000: Penerapannya untuk mencapai TQM*. Jakarta: Penerbit PPM.
- [2] Gaspersz, V. (2001). *ISO 9001:2000 and Continual Quality Improvement*. Jakarta: Penerbit Gramedia Pustaka Utama.
- [3] Clements, R.C. (1993). *Quality Manager's complete guide to ISO 9000: interpretation, application, implementation, registration, and benefits of the ISO 9000 standard*. Prentice Hall.
- [4] Imbar, R.V. (2005). *Sistem Manajemen Kualitas Perguruan Tinggi berdasarkan ISO 9001:2000. Studi kasus: Sistem Akademik S1 Jurusan Teknik Informatika Universitas Kristen Maranatha*. Majalah Ilmiah Maranatha Volume XXVIII/Tahun ke-XII, p.54-68.
- [5] EPA Quality System. *Quality Management Tools -Standard Operating Procedures*. Retrieved September 10, 2008, from <http://www.epa.gov/quality1/sops.html>
- [6] EPA Quality System. *Frequent Questions - Standard Operating Procedures (SOPs)*. Retrieved September 10, 2008, from <http://www.epa.gov/quality1/faq7.html#what>
- [7] Family Health International. *Writing Standard Operating Procedures*. Retrieved September 10, 2008, from http://www.icssc.org/Documents/Presentations/NewDelhiSep2007/1-Unit_12_-_Writing_SOPs.pdf
- [8] Grusenmeyer, D. Cornell University: *Developing Effective Standard Operating Procedures*. Retrieved September 10, 2008, from <http://www.ansci.cornell.edu/prodairy/hrm/sopsdir.pdf>
- [9] Waller, J., Allen, D., Burns, A. (1994). *Menulis Manual Manajemen Mutu: ISO Desain 9000*. Penerjemah: Djarot Suseno. Jakarta: Pustaka Binaman Pressindo.
- [10] Jogiyanto, H. (2001). *Analisis & Desain Sistem Informasi: Pendekatan terstruktur teori dan praktek aplikasi bisnis*. Yogyakarta: Andi.

- [11] Djajalaksana, Y.M. (2005). *Slide Materi ke-7 Mata Kuliah Proses Bisnis: Menggambarkan Proses dengan Diagram Alir (Flowchart)*.
- [12] Universitas Kristen Maranatha (2007). *Buku Panduan Fakultas Teknologi Informasi Tahun Akademik 2007-2008*.
- [13] Tricker, R. *Buku ISO 9001:2000 For Small Business*. (2nd Ed.). Oxford: Butterworth-Heineman.