

DAFTAR PUSTAKA

- [1] K. C. Laudon and J. P. Laudon, Management Information Systems Managing the Digital Firm, Essex, England: Pearson Education, 2013.
- [2] J. & T. P. Boehm, Customer Relationship Management Essentials, New Delhi: Prentice Hall of India, 2001.
- [3] P. Greenberg, CRM at the Speed of Light, California: Osborne.
- [4] L. Beighley and M. Morrison, Head First PHP & MySQL, United States of America: O'Reilly Media, 2008.
- [5] E. Freeman and E. Robson, Head First HTML5 Programming, California: O'Reilly Media, 2011.
- [6] A. Saputra, WebTips PHP, HTML5 dan CSS3, Jakarta: Jasakom, 2012.
- [7] F. Martin, UML Distilled Second Edition, ADDISON-WESLEY, 2000.
- [8] M. Blaha, J. Rumbaugh, W. Premerlani, F. Eddy and W. Lorensen, Object-Oriented Modeling and Design, New York: Prentice-Hall, inc, 1991.
- [9] S. Bagui and R. Earp, Database Design Using Entity-Relationship Diagrams, Auerbach Publications, 2003.
- [10] Fathansyah, Basis Data, Bandung: Informatika, 2002.