

DAFTAR PUSTAKA

- [1] S. Ekotama, Pedoman Mudah Menyusun SOP, Jakarta: Media Pressindo, 2015.
- [2] Moekijat, Administrasi Perkantoran, Bandung: Mandar Maju, 2008.
- [3] T. Atmoko, Standar Operasional Prosedur (SOP) dan Akuntabilitas Kinerja Instansi Pemerintah, Jakarta, 2011.
- [4] S. K. Card, J. D. Mackinlay dan B. Shneiderman, Readings in information visualization: using vision to think, Morgan Kaufmann, 1999.
- [5] M. S. Sanders dan E. J. McCormick, Human Factors In Engineering and Design, McGraw-Hill Education, 1987.
- [6] W. W. Eckerson, Deploying Dashboards and Scorecards, TDWI Best Practices Report, 2006.
- [7] N. Rasmussen, C. Y. Chen dan M. Bansal, Business Dashboards: A Visual Catalog for Design and Deployment, Wiley, 2009.
- [8] L. Jodkowski, "Possibilities and Methods of Risk Assessment under ISO 9001:2015," *International Journal of Managerial Studies and Research (IJMSR)*, vol. 3, no. 10, pp. 14-23, 2015.
- [9] C. S. Sitnikov dan C. G. Bocean, "THE ROLE OF RISK MANAGEMENT IN ISO 9001: 2015," 2015.
- [10] D. Scrimshire, "Understanding and Exploiting the ISO 9001:2015 Changes," *Foundry Trade Journal*, pp. 327-331, 2015.
- [11] ISO 9001:2015 Final Draft International Standard (FDIS), 2015.
- [12] Pedoman Sistem Penjaminan Mutu Pendidikan Tinggi, Direktorat Penjaminan Mutu, 2016.
- [13] Tujuan Strategis, Bandung: Universitas Kristen Maranatha.
- [14] "Sasaran Mutu Universitas Kristen Maranatha," Universitas Kristen Maranatha, Bandung, 2016-2020.