

## Daftar Pustaka

- Arianto & Satria, J. P., 2016. Pengaruh pelanggan satisfaction, brand trust dan pelanggan feedback terhadap pelanggan loyalty pada perusahaan mobil suzuki. *Jurnal Al-Qardh*, p. 7.
- Ayu, F. T. B., 2018. Rekayasa perbaikan proses produksi boneka dengan integrasi line balancing dan value stream mapping. *Operations Excellence*, 10(3)(DOI: 10.22441/oe.v10.3.2018.009), pp. 294-303.
- Bakalo, N., Hunchenko, M. & Makhovka, V., 2018. Business process administration at a construction enterprise. *International Journal of Engineering & Technology*, 7 (3.2)(<http://www.sciencepubco.com/index.php/IJET>), pp. 40-45.
- Bowersox, D. J., Closs, D. J., Cooper, M. B. & Bowersox, J. C., 2020. *Supply Chain Logistics Management*. 5 ed. New York: McGraw Hill Education.
- Forno, A. J. D., Kipper, L. M. & Forcellini, F., 2014. Value stream mapping: a study about the problems and challenges found in the literature from the past 15 years about application of lean tools. *The International Journal of Advanced manufacturing Technology*, 71(DOI 10.1007/s00170-014-5712-z), pp. 5-8.
- Fukuzawa, M., 2020. Function of Value Stream Mapping in Operations Management Journals. *Annals of Business Administrative Science*.
- Gasperz, V., 2002. *Pedoman Implementasi Program Six Sigma*. s.l.:Gramedia.
- Gebeheyu, S. G., Abebe, M. & Gochel, A., 2022. Production lead time peningkatan through lean manufacturing. *Cogent Engineering*, Volume 9:1, 2034255, DOI: 10.1080/23311916.2022.2034255.

- Goo, J., Rao, R., Kishore, R. & Nam, K., 2009. The role of service level agreements in relational management of information technology outsourcing : an empirical study. *Mis Quarterly*, 33(DOI: 10.2307/2065028), pp. 119-145.
- Heizer, J., Render, B., Munson, C. & Sachan, A., 2020. *Operations Management: Sustainability and Supply Chain Management*. 13e ed. s.l.:Pearson Education Limited.
- Heryadi, H., 2009. *Administrasi perkantoran untuk manajer dan staf*. 1 ed. Jakarta: Visimedia.
- Kundgol S., P. P. G., 2019. Implementation of value stream mapping (VSM) upgrading process and productivity in aerospace manufacturing industry.
- Ma, J., Lin, Z. & Lau, C. K., 2017. Prioritising the enablers for the successful implementation of kaizen in China. *International Journal of Quality Management*, 34(DOI 10.1108/IJQRM-12-2015-0173), pp. 549-568.
- Manjunath, Prasad, S., Kumar, K. & Puthran, D., 2014. Value stream mapping : a Lean tool. *The international journal of business & management*.
- Martin, K. & Osterling, M., 2014. *Value Stream Mapping, How to visualize work and align leadership for organizational transformation*. 2nd ed. New York: Mc Graw Hill Education.
- Maulana, Y., 2019. Identifikasi waste dengan menggunakan value stream mapping pada industri perumahan. *Jurnal JIEOM* , 2(ISSN: 2620-8184), p. 2.
- Morag, O. & Barakunyi, K., 2010. Business at the speed of light - the role of time and speed on business strategy. Issue DOI: 10.1426/VEZTUD.2010.06.03.

- Mudgal, D., Pagone, E. & Salonitis, K., 2020. Approach to Value Stream Mapping for Make To Order manufacturing. *Science Direct Procedia CIRP* 93 (2020) 826-831.
- Nasrun, B., Hamdan, A. & Sutaryo, 2021. Pendekatan value stream mapping pada optimalisasi proses dan peningkatan produktivitas. *Maker: Jurnal Manajemen*, Volume 7 - Nomor 2, pp. 136-144.
- Peter, K. L. & Jennifer, K. S., 2015. *Value Stream Mapping for the Process Industries*. s.l.:s.n.
- Rohac, T. & Januska, M., 2014. Value stream mapping demonstration on real case study. *Procedia Engineering University of West Bohemia*, p. 9.
- Sampangi, G., Suresh, A. & Santhya, A. J., 2019. Value Stream Mapping & Manufacturing Process Designn for elements in an auto ancillary unit - a case study.
- Schindler, P. S., 2019. *Business Research Methods*. 13 ed. s.l.:Mc Graw Hill Education.
- Seyed, M. Z., 2020. Lean manufacturing anlysis of a heater industry based on value stream mapping and computer simulation. *30th International Conference on Flexible Automation and Intelligent Manufacturing (FAIM2021)*, pp. 1379-1386.
- Sharma, A. & Bhanot, N., 2022. Application of lean six sigma framework for improving manufacturing efficiency : a case study in Indian context. *International Journal of Productivity and Performance*, 71 No. 5(DOI 10.1108/IJPPM-05-2020-022), pp. 1561-1589.

Streefkerk, R., 2022. Primary vs Secondary Resources: Difference & Example.

*Scribbr*, 4 September.

Umar, H., 2008. *Metode penelitian untuk skripsi dan tesis bisnis*. Jakarta: Raja Grafindo Persada.

Wang, S., Tang, J., Zou, Y. & Zhou, Q., 2020. Research on production process optimization of precast concrete component factory based on value stream mapping. *Engineering Construction and Architectural Management*, 27 No. 4, 2020(DOI 10.1108/ECAM-10-2018-0455), pp. 850-871.

Yun, E. Z., Wen, H. J. & David, C. Y., 2003. Pelanggan relationship management (CRM) in business-to-business (B2B) e-commerce. *Emerald Information Management & Computer Security*, Issue ISSN: 0968-5227 .