

## Daftar Pustaka

- Akao, Y. (1990). Quality function deployment (QFD) – Integrating customers’s requirements into product design. English translation copyright, Productivity Press, USA.
- Akao, Y. dan Mazur, G. 2003. “The leading edge in QFD : past, present and future”. International journal of Quality & Reliability management. Vol 20 No 1. PP 20-35.
- Andronikidis, Andreas, Andreas C. Georgiou, Katerina Gotzamani, dan Konstantina Kamvysi. 2009. “The Application of Quality Function Deployment in Service Quality Management.” Disunting oleh M Jacques. The TQM Journal 21, no. 4 (Juni): 319–33. <https://doi.org/10.1108/17542730910965047>.
- Augusty, Ferdinand. (2013). Metode Penelitian Manajemen. Semarang. Badan. Penerbit Universitas Diponegoro.
- Aydogan, Sefer, dan Cagri Bulut. 2021. “Service Quality in Private Secondary Schools: Extension to EduQUAL with a Case from Turkey.” Business and Economics Research Journal 12, no. 1 (Januari): 145–55. <https://doi.org/10.20409/berj.2021.315>.
- Bouranta, Nancy, Evangelos Psomas, dan Jiju Antony. 2021. “Findings of Quality Management Studies in Primary and Secondary Education: A Systematic Literature Review.” The TQM Journal 33, no. 3 (April): 729–69. <https://doi.org/10.1108/TQM-02-2020-0020>.
- Chan, K., S.F. Chan, dan Catherine Chan. 2002. “Applying QFD in the Clothing Manufacturing Sector: A Case Study on Improving a Distance-learning Program in Hong Kong.” Managerial Auditing Journal 17, no. 1/2 (Februari): 86–91. <https://doi.org/10.1108/02686900210412298>.
- Chen, S.H., Pai, F.Y. dan Yeh, T.M. (2020), “Using the importance–satisfaction model and service quality performance matrix to improve long-term care service quality in taiwan”, Applied Sciences, Vol. 10 No. 1, pp. 85-103.
- Evans, J.R, dan Lindsay, W.M. (2015). An Introduction to Six Sigma and Process Improvement. Cengage Learning : United States of America.
- Fahrurrozi, Muh. 2022. “Evaluation of Educational Service Quality of Vocational High School (VHS) Based on Importance Performance Analysis (IPA) Quadrant.” Eurasian Journal of Educational Research.
- Garvin, D.A. (1988) Managing Quality: The Strategic and Competitive Edge. The Free Press, New York.
- Gavahi, S.S dan Hosseini, S.M.H., 2023, An application of quality function deployment and SERVQUAL approaches to enhance the service quality in radiology centres, Benchmarking: An International Journal, Vol. 30 No. 5, 2023 pp. 1649-1671. DOI 10.1108/BIJ-07-2021-0411
- Ghobadian, Abby, Simon Speller, dan Matthew Jones. 1994. “Service Quality: Concepts and Models.” *International Journal of Quality & Reliability Management* 11, no. 9 (Desember): 43–66. <https://doi.org/10.1108/02656719410074297>.

- Heizer, J., Render, B., Munson, C. 2023. *Operations Management: Sustainability and Supply Chain Management, Global Edition, 14th Edition*. [[VitalSource Bookshelf version]]. Retrieved from [vbk://9781292444895](http://vbk://9781292444895)
- Hernandez, Paula Marcela, Valeria Vargas, dan Alberto Paucar-Cáceres. 2018. "Education for Sustainable Development: An Exploratory Survey of a Sample of Latin American Higher Education Institutions." Dalam *Implementing Sustainability in the Curriculum of Universities*, disunting oleh Walter Leal Filho, 137–54. World Sustainability Series. Cham: Springer International Publishing. [https://doi.org/10.1007/978-3-319-70281-0\\_9](https://doi.org/10.1007/978-3-319-70281-0_9).
- Istijanto (2005), *Aplikasi Praktis Riset Pemasaran*. Jakarta : PT Gramedia Pustaka Utama.
- Jonathan, Gloria, dan Ade Iriani. 2021. "EVALUASI KUALITAS JASA SEKOLAH DASAR DENGAN MODEL SERVQUAL UNTUK MENANGANI PENURUNAN JUMLAH PESERTA DIDIK." *Jurnal Administrasi dan Manajemen Pendidikan* 4, no. 1 (Maret): 51. <https://doi.org/10.17977/um027v4i12021p51>.
- Keshtkaran, A., Hashemi, N., Kharazmi, E. dan Abbasi, M. (2016), "Applying quality function deployment model in burn unit service improvement", *Journal of Burn Care and Research* Vol. 37 No. 5, pp. e440-e452.
- Loya, Deep, Pratyush Mate, dan Prasad Kane. 2023. "Service Quality Analysis Using Quality Function Deployment for Two-Wheeler Service Center." *Materials Today: Proceedings* 82: 351–55. <https://doi.org/10.1016/j.matpr.2023.02.431>.
- Marzuki. 2002. *Metodologi Riset*. Yogyakarta : Prasetya Widi Pratama.
- Mauri, Aurelio G., Roberta Minazzi, dan Simonetta Muccio. 2013. "A Review of Literature on the Gaps Model on Service Quality: A 3-Decades Period: 1985–2013." *International Business Research* 6, no. 12 (November): p134. <https://doi.org/10.5539/ibr.v6n12p134>.
- McLeay, Fraser, Andrew Robson, dan Mazirah Yusoff. 2017. "New Applications for Importance-Performance Analysis (IPA) in Higher Education: Understanding Student Satisfaction." *Journal of Management Development* 36, no. 6 (Juli): 780–800. <https://doi.org/10.1108/JMD-10-2016-0187>.
- Murali, S., S. Pugazhendhi, dan C. Muralidharan. 2016. "Modelling and Investigating the Relationship of after Sales Service Quality with Customer Satisfaction, Retention and Loyalty – A Case Study of Home Appliances Business." *Journal of Retailing and Consumer Services* 30, no. Mei (Mei): 67–83. <https://doi.org/10.1016/j.jretconser.2016.01.001>.
- Ramseook-Munhurrin, Prabha, Perunjodi Naidoo, dan Pushpa Nundlall. 2010. "A Proposed Model for Measuring Service Quality in Secondary Education." *International Journal of Quality and Service Sciences* 2, no. 3 (Oktober): 335–51. <https://doi.org/10.1108/17566691011090062>.
- Peraturan Direktur Jenderal Pendidikan Dasar dan Menengah Kementerian Pendidikan dan Kebudayaan Nomor 507/D/PP/2015 Tentang Petunjuk Teknis Kerja Sama Penyelenggaraan dan Pengelolaan Pendidikan Dasar dan Menengah Oleh Lembaga Pendidikan Asing dengan Lembaga Pendidikan di Indonesia.

- Perkumpulan Sekolah SPK Indonesia. 2024. *Our Members*. SPK Indonesia, 22 April. Diakses pada 22 April 2024.  
<https://spkindonesia.org/membership>
- Permendikbud Nomor 31 Tahun 2014 tentang Kerja Sama Penyelenggaraan dan Pengelolaan Pendidikan oleh Lembaga Pendidikan Asing dengan Lembaga Pendidikan Indonesia
- Ramseook-Munhurrin, Prabha, dan Pushpa Nundlall. 2013. "Service Quality Measurement for Secondary School Setting." *Quality Assurance in Education* 21, no. 4 (September): 387–401. <https://doi.org/10.1108/QAE-05-2011-0025>.
- Sagita, Maharani. 2020. Mengenal Sekolah Satuan Pendidikan Kerja Sama di Indonesia. *Kumparan*, 27 Juli. Diakses pada 20 Desember 2020.  
<https://kumparan.com/kumparannews/mengenal-sekolah-satuan-pendidikan-kerja-sama-di-indonesia-1tswpUwns9c/full>
- Sahney, Sangeeta, D.K. Banwet, dan S. Karunes. 2004. "A SERVQUAL and QFD Approach to Total Quality Education: A Student Perspective." *International Journal of Productivity and Performance Management* 53, no. 2 (Maret): 143–66. <https://doi.org/10.1108/17410400410515043>.
- Senol, Hulya, dan Gokmen Dagli. 2017. "Increasing Service Quality in Education: Views of Principals and Teachers." *EURASIA Journal of Mathematics, Science and Technology Education* 13, no. 8 (Juli).  
<https://doi.org/10.12973/eurasia.2017.00969a>.
- Sugiyono. (2019). *Metodelogi Penelitian Kuantitatif dan Kualitatif Dan R&D*. Bandung: ALFABETA.
- Sweis, Rateb, Hannah Diab, Firas Izzat Mahmoud Saleh, Taghrid Suifan, dan Samer Eid Dahiyat. 2016. "Assessing Service Quality in Secondary Schools: The Case of Jordan." *Benchmarking: An International Journal* 23, no. 5 (Juli): 1207–26. <https://doi.org/10.1108/BIJ-04-2015-0031>.
- Tanu, Danau. 2014. "Becoming 'International': The Cultural Reproduction of the Local Elite at an International School in Indonesia." *South East Asia Research* 22, no. 4 (Desember): 579–96. <https://doi.org/10.5367/sear.2014.0237>.
- Zhang, Zhuo, dan Yanyu Wang. 2012. "A Three-dimensional Service HOQ Based on Economic Perspective." *Kybernetes* 41, no. 5/6 (Juni): 725–35. <https://doi.org/10.1108/03684921211243374>.
- Wohlfart, Olivia, dan Gregor Hovemann. 2019. "Using Importance–Performance Analysis to Bridge the Information Gap between Industry and Higher Education." *Industry and Higher Education* 33, no. 4 (Agustus): 223–27. <https://doi.org/10.1177/0950422219838465>.