

## DAFTAR PUSTAKA

- Anderson, Britt, and Favre. 1997, *The Seven Principles of Supply Chain Management*, Supply Chain Management Review, pp. 31-41
- Armstrong, Michael. 1994, *Performance Management*, Kogan Page Limited 120, Pentonville Road, London N1 9JN
- Association of Logistics Management. 1998, <http://www.infochain.org/>
- Beamon B. 1999, *Measuring Supply Chain Performance*, International Journal of Operations & Production Management , Vol. 19 No. 3, pp. 275-292
- Beamon, B. 1998, *Supply Chain Design and Analysis, Models and Methods*, International Journal of Production Economics', Vol 55, No 3, pp.281-294.
- Bowersox, D.J. & Closs, D.J. 1996. *Logistical Management: The Integrated Supply Chain Process*. McGraw-Hill Companies Inc. New York. p. 642-645, 668-683
- Cannon, S. 1997, *Do You Mean What You Say? Supply Management*,
- Caprihan, R., Janardhan, R., Singh, J. P. and Anand, M., 2001, *Simulation of Supply Chain Networks: A Review*. 1<sup>st</sup> International Conference on Logistics and Supply Chain Management, PSG College of Technology, Coimbatore, India.
- Casanovas, A. & Cuatrecasas, Ll. (2001), *Logística Empresarial*, Ed. Gestion 2000, Barcelona.
- Cateora, Philip R. and Graham, John L. 2002, *International Marketing*, 11<sup>th</sup> ed., McGraw-Hill Co. Inc. USA.
- Chandra, C. and Kumar, S, 2000, *Supply Chain Management in Theory and Practice: A Passing Fad or a Fundamental Change?* Industrial Management and Data Systems, Vol. 100, No. 3, pp. 100-113.
- Chase, Richard B., Aquilano Nicholas J., Jacobs, F. Robert, 2001, *Operations management for competitive advantage*, 9<sup>th</sup> ed. Mc Graw-Hill Co. Inc. USA.

- Cooper, M.C., Lambert, D.M., and Pagh, J.D, 1997, *Supply chain management, more than a new name for logistics*. The International Journal of Logistics Management 8 (1), 1-13.
- Cooper, Martha C., and Lisa M. Ellram. 1993, *Characteristics of Supply Chain Management and the Implications for Purchasing and Logistics Strategy*, International Journal of Logistics Management, 4, No. 2.
- Council of Logistics Management (2003), <http://www.clml.org/>
- Cravens, David W. and Piercy, Nigel F., 2003, *Strategic Marketing*. 7<sup>th</sup> ed. Mc Graw-Hill Co. Inc. USA.
- David, Fred R. 2001, *Strategic Management: Concept & Cases*. Eighth Edition, Prentice Hall Inc.
- Dilworth, B, 1986, *Production and Operation Management*, 3<sup>rd</sup> ed., Random House.
- Drucker, Peter F. 1985, *Innovation and Entrepreneurship: Practice and Principles*, New York, NY: Harper & Row, Publishers.
- Ebert, Ronald J, Griffin, Ricky W. 2000, *Business Essentials*. Prentice Hall International, Inc.
- Ellram, L.M. & Cooper, M.C. (1993): *The relationship between supply chain management and Keiretsu*; The International Journal of Logistics Management; Vol.4 no.1; pages 1-12.
- Frankel ,Jeffrey . 2000, *Globalization of the Economy*, <http://ksghome.harvard.edu>.
- Frankel, Jeffrey A. 1997, *Regional Trading Blocs in the World Economic System*. Washington, D.C.: Institute for International Economics
- Ganeshan, R. 1999, *Managing Supply Chain Inventories: A Multiple Retailer, One Warehouse, Multiple Supplier Model*, International Journal of Production Economics, Vol 59, No 3, pp.341-354.
- Gaspersz, Vincent. 2002, *Sistem Manajemen Kinerja Terintegrasi: Balance Scorecard dengan Six Sigma untuk Organisasi Bisnis dan Pemerintah*, PT Gramedia Pustaka Utama, Jakarta.
- Cleaves, Gerry. 2001, *Supply Chain Planning Optimization in the Chemical Industry*, [www.wamsystems.com](http://www.wamsystems.com)

- Handfield, R.B. and Nichols, E. L. 1999, *Introduction to Supply Chain Management*. Prentice-Hall International
- Hau, L. 2000, *Creating Value through Supply Chain Integration*. Supply Chain Management Review.
- Hau, L., Padmanabhan, V., Whang, S. 1997, *The Bullwhip Effect in Supply Chains*. Sloan Management Review, Spring 1997, pp. 93-102.
- Heizer, Jay and Render, Barry. 2001, *Operations Management*, 6<sup>th</sup> ed., Prentice Hall, Upper Saddle River, New Jersey 07458.
- Indocommercial, No. 312, 2002.
- Indrajit, Dr Richardus Eko dan Djokopranoto, Drs Richardus. 2002, *Konsep Manajemen Supply Chain: Strategi Mengelola Manajemen Rantai Pasokan Bagi Perusahaan Modern di Indonesia*, PT Grasindo, Jakarta
- Kasali, Rhenald. 1997, *Sembilan Fenomena Bisnis*, Gramedia Pustaka Utama, Jakarta
- Kasali, Rhenald. 1998, *Membidik Pasar Indonesia: Segmentasi, Targeting dan Positioning*. Penerbit PT. Gramedia Pustaka Utama. Jakarta.
- Kotler, Phillip. 2000, *Marketing Management*, The Millenium Edition. Prentice Hall International, Inc.
- La Londe, Bernard J. (with various Co-authors), 1997, *CLM Bibliography on Physical Distribution Management* - yearly edition. Oak Brook, IL: National Council of Physical Distribution Management: changed to Council of Logistics Management, 1972- 1997.
- Logistics Terminology, <http://public.cranfield.ac.uk/gpg/pg947620/glossary.htm>
- Lumsden, Kenth, Hulthén, Lars and Waidringer, Jonas. 1998, *Outline for a Conceptual Framework on Complexity in Logistic Systems*, In: Opening markets for Logistics, the Annual Conference for Nordic Researchers in Logistics - 10th NOFOMA 98, (Eds, Bask, A. H. a. V., A.P.J.) Finnish Association of Logistics, Helsinki, Finland.
- Mentzer, DeWitt, Deebler, Min, Nix, Smith, and Zacharia, *Defining Supply Chain Management*, Journal of Business Logistics, 2001

- Mentzer, John T., William DeWitt, James S. Keebler, Soonhong Min, Nancy W. Nix, Carlo D. Smith, and Zach G. Zacharia, 2001, *Defining Supply Chain Management*, Journal of Business Logistics, Vol. 22, No. 2, p. 18).
- Miranda, S.T, dan Tunggal, Amin Widjaja Drs. Ak. MBA. 2002, *Manajemen Logistik dan Supply Chain Management*, Harvaindo
- Morgan, J. 1997, *Integrated Supply Chains: How to Make Them Work!*, Purchasing, May 22: 32-37.
- Mulcahy, David E. 1994, *Warehouse Distribution & Operation Handbook*, Mc Graw-Hill International Edition.
- Mulyadi. 2001, *Balance Scorecard: Alat Manajemen Kontemporer untuk Pelipat ganda Kinerja Keuangan Perusahaan*, Penerbit Salemba Empat, Jakarta.
- Narasimhan, R., and Jayaram, J. 2001, *Decision Linkages in Supply Chain Management: An Exploratory Study of North American Manufacturing Firms. Decision Sciences.*
- Pearce, J.A. and Robinson Jr, RB. 1994, *Strategic Management : Formulation, Implementation and Control*, 5th ed. Irwin Inc. USA
- Porter, M.E. 1998. *Competitive advantage - creating and sustaining superior performance: with a new introduction.* The Free Press. New York, etc.
- Porter, Michel E, *Strategi Bersaing: Teknik Menganalisis Industri dan Pesaing*, alih bahasa: Ir. Agus Maulana MSM, Penerbit Erlangga, Jakarta.
- Ram Ganeshan and Terry P. Harrison, *An Introduction to Supply Chain Management.* Penn State University. URL: [http:// silmaril.smeal.psu.edu/ misc/supply\\_chain\\_intro.html](http://silmaril.smeal.psu.edu/misc/supply_chain_intro.html)
- Rangkuti, Freddy.2002, *Measuring Customer Satisfaction: Gaining Customer Relationship Strategy Teknik Mengukur dan Strategi Meningkatkan Kepuasan Pelanggan*, PT Gramedia Pustaka Utama, Jakarta.
- Santoso, Singgih. 2001, *Aplikasi Excel pada Marketing dan Riset Konsumen*, PT Elex Media Komputindo, Jakarta.
- Simon & Schuster. 1982, *Webster's New World Dictionary*, A Simon & Schuster Division of Gulf & Western Corporation.

Stank, T.P.; Keller, S. & Daugherty, P. 2001, *Supply chain collaboration & logistical service performance*, Journal of Business Logistics; Vol.22 no.1; pages 29-48

Stevens, G.C. 1989, *Integrating the Supply Chain*, International Journal of Physical Distribution and Materials Management; Vol. 19 no. 8; pages 3-8

Stewart H. Rewoldt, James D. Scott, Martin R. Warshaw (1987). *Strategi Distribusi Pemasaran*, Bina Aksara, Jakarta.

Stewart, Gordon. 1995, *Supply chain performance benchmarking study reveals keys to supply chain excellence*, Logistics Information Management; Bradford; 1995; Vol:8/2

Sunil Chopra and Peter Meindl. 1998. *Supply Chain Management – Strategy, Planning and Operation*, Publisher Prentice-Hall Inc.

Umar, Husein. 2001, *Strategic Management in Action*, PT Gramedia Pustaka Utama, Jakarta

Websites:

<http://bppn.go.id>

[www.kompas.com](http://www.kompas.com)

[www.gatra-online.com](http://www.gatra-online.com)

<http://www.qualitas-fennica.fi/artikkelit/sixsigma.html>

[www.supply-chain.org](http://www.supply-chain.org), The Supply Chain Council.