

Daftar Pustaka

- Hammer, M. and Champy, J. (1993), *Reengineering the Corporation: A Manifesto for Business Revolution*, Harper Business, New York, NY.
- Harrington, H. J., (1991). *Business Process Improvement: The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness*. New York : McGraw-Hill.
- Implementasikan New Way of Working, BNI Siap Melompat Lebih Tinggi. (2023). <https://sinergi46.com/post/7075-implementasikan-new-way-of-working-bni-siap-melompat-lebih-tinggi>.
- Memo REN No. REN/2/356/R, 18 November 2021, Struktur Organisasi Divisi Operasional Kredit.
- Mengapa Kita Melakukan NWOW dan Apa Tujuannya. (2023). <https://sinergi46.com/post/7039-mengapa-kita-melakukan-nwow-dan-apa-tujuannya>.
- Muthu, S., Whitman, L. and Cheraghi, S.H. (2006). *Business process reengineering: a consolidated methodology Proceedings of the 4th Annual International Conference on Industrial Engineering Theory, Applications and Practice, US Department of the Interior – Enterprise Architecture, Washington, DC*.
- Srivastava, A.K. and Sushil, (2017). “Alignment: the foundation of effective strategy execution”, *International Journal of Productivity and Performance Management* (Vol. 66 No. 8, pp. 1043-1063).
- Sugiyono. 2018. *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. penerbit Alfabeta. Bandung.
- Tennant, C. and Wu, Y. (2005). “The application of business process reengineering in the UK”. *The TQM Magazine*, Vol. 17 No. 6, pp. 537-545.
- Thompson, A. A., Gamble. J.E., Peteraf, M.A., Strickland III, A.J. (2022). *Crafting & Strategy : The Quest for Competitive Advantage* (23rd Edition).
- Undang-Undang RI Nomor 10 Tahun 1998 tentang Perbankan, Undang-Undang Perbankan Nomor 10 Tahun 1998 tentang Kredit.