

DAFTAR PUSTAKA

- Arnold, K.L. 1994. *The Manager's Guide to ISO 9000*, Free Press, Macmillan Inc, New York.
- Baunds, G. dkk. 1994. *Beyond Total Quality Management : Toward the Emerging Paradigm*, Mc Graw Hill Inc, New York.
- Crosby, P.B. 1979. *Quality is Free*. Mc Graw Hill. New York.
- Deming, W.E. 1982. *Out of the Crisis*. MIT. Cambridge. Massachusett. USA.
- Ek, L.T, dan Cheng, N.B. 1999. *Quality Management Systems, Assessment to ISO 9000:1994 series*, prentice Hall, Singapore.
- Feigenbaum, A.V. 1991. *Total Quality Control, 3rd edition, revised*. Mc Graww Hill. New York.
- Garvin, D. 1983. *Quality on the Line*, Harvard Bussiness Review, Sept-Oct, pp.64-75.
- Garvin, D.A. 1988. *Managing Quality : The Strategic Competitive Edge*. The Free Press (Macmillan). New York.
- Gaspersz, V. 2002. *ISO 9001:2000 and Continual Quality Improvement*, PT Gramedia Pustaka Utama, Jakarta.
- Gaspersz, V. 1997. *Manajemen Kualitas dalam Industri Jasa*, PT Gramedia Pustaka Utama, Jakarta.
- Goetsch, D.L dan S.Davis. 1994. *Introduction to Total Quality : Quality, Productivity, Productiveness*, Prentice Hall International, Inc, Engelwood Cliffs,N.J.
- Juran, J.M. 1988. *Quality Control Handbook*, Mc Graw Hill, New York.
- Karlof, B. dan S. Ostblom. 1993. *Benchmarking*, John Willey and Sons, Chichester.
- Lovelock, C. 1994. *Product Plus : How Product + Service = Competitive Advantage*. Mc Graw Hill Inc, New York.
- N.N.,1999. *Specification for Quality Programs for the Petroleum and Natural Gas Industry*, API Publication, USA.

- ISO. 2002. *What are Standards? What is ISO?* ISO Publication on internet, (www.iso.ch)
- Oakland, J.S. 1993. *Total Quality Management : The Route to Improving Performance*, 2nd ed, Butterworth Heinemann, Oxford.
- Ozgun, Ceyhun,. Dkk. 2002, *The Impact of the ISO Certification on the Level of Awareness and Usage of Quality Tools and Concepts : A Survey of Turkish Manufacturing Companies*, ASQ Quality Management Journal, Volume 9, Issue 4.
- Parasuraman, A. dkk. 1985. *A Conceptual Model of Service Quality and Its Implications for the Future Research*, Journal of Marketing, Vol 49 (Fall) pp.41-45.
- Pawitra, T. 1993. *Kepuasan Pelanggan sebagai Keunggulan Daya Saing, Konsep, Pengukuran dan Implikasi Strategik*, Jurnal Manajemen Prasetya Mulya, Vol I No.1. pp.1-9.
- Ross, J.E. 1994, *Total Quality Management : Text, Cases, and Readings*, 2nd ed. Kogan Page Limited, London.
- Supartono, W. 2001. *Diktat Kuliah Pengendalian Kualitas*, Teknik Industri UGM, Yogyakarta.
- Surachmad, W. 1985. *Pengantar Penelitian Ilmiah Dasar Metode dan Teknik*. Tarsito. Bandung.
- Tjiptono, F. dan Diana, A. 1996. *Total Quality Management, edisi II*, Penerbit ANDI, Yogyakarta.
- Tjiptono, F. 1997. *Prinsip-prinsip Total Quality Service, edisi Pertama*, Penerbit ANDI, Yogyakarta.
- Yuniarto, H.A. 2002. *Diktat Kuliah Pengendalian Kualitas*, Teknik Industri UGM, Yogyakarta.