

DAFTAR PUSTAKA

- Bitner, M. J., Ostrom, A. L., & Morgan, F. N. (2008). California Management Review Service Blueprinting: A Practical Technique for Service Innovation. *California Management Review*, 50 (3), 66–94. <https://journals.sagepub.com/doi/abs/10.2307/41166446>
- Bowersox, D. J., Closs, D. J., Cooper, M. B., & Bowersox, J. C. (2024). *Supply Chain Logistics Management* (6 ed.). McGraw Hill LLC.
- BPS. (2023a). *PDB Menurut Lapangan Usaha Seri 2010 (Milyar Rupiah)*. <https://www.bps.go.id/id>
- BPS. (2023b). *Rata-Rata Pengeluaran per Kapita Sebulan di Daerah Perkotaan Menurut Kelompok Barang dan Golongan Pengeluaran per Kapita Sebulan, 2013-2023 dan PDB Menurut Lapangan Usaha Seri 2010 (Milyar Rupiah)*. <https://www.bps.go.id/id>
- Brown, S., Bessant, J., & Jia, F. (2018). *Strategic Operations Management* (4 ed.). Routledge.
- Chen, Z., Ming, X., Vareilles, E., & Battaia, O. (2020). Modularization of smart product service: A framework integrating smart product service blueprint and weighted complex network. *Computers in Industry*, 123. <https://doi.org/10.1016/j.compind.2020.103302>
- Cheryl, C. S. C., Ksenija, K., & Sharon, P. (2019, Juni). Service Blueprint for Sustainable Business Model Evaluation. *Academy for Design Innovation Management Conference 2019*. https://repository.lboro.ac.uk/articles/conference_contribution/Service_Blueprint_for_Sustainable_Business_Model_Evaluation/9785918/files/17602349.pdf
- Chia, J. S., Chang, C., Lo, S. C., Yang, C. H., & Yang, H. Y. (2024). Healthcare failure mode and effect analysis combined service blueprint – Mitigating mass casualty triage in emergency units: A qualitative study. *International Emergency Nursing*, 77. <https://doi.org/10.1016/j.ienj.2024.101508>
- Christensen, L. B. ., Johnson, Burke., & Turner, L. Anne. (2015). *Research Methods, Design, and Analysis* (12 ed.). Pearson Education Limited.
- Chuang, L.-M., Kuo, T.-S., & Luo, G.-Y. (2020). The Sustainable Service Innovation Model in the Chain Restaurant Industry: Circular Economy Perspective. *Advances in Management & Applied Economics*, 10(4), 1792–7552. http://www.scienpress.com/Upload/AMAE/Vol%2010_4_1.pdf

- Chuang, P. T. (2007). Combining service blueprint and FMEA for service design. *Service Industries Journal*, 27(2), 91–104. <https://doi.org/10.1080/02642060601122587>
- CI. (2024). *TENTANG CI*. CI.
- CPP. (2024). *Webshop CPP*. CP PRIMA. <https://app.cpp.co.id/mainsite/index.php>
- Creswell, J. W., & Creswell, J. D. (2018). *Research Design Qualitative, Quantitative, and Mixed Methods Approaches* (5 ed.). SAGE Publications, Inc.
- Dewi, L. T., Nguyen Thi Chinh, & Keren Kerviona. (2022). Service Blueprinting to Enhance Restaurant's Service Process. *International Journal of Industrial Engineering and Engineering Management*, 4(1), 123–128. <https://doi.org/10.24002/ijieem.v4i1.5506>
- Di Vito, V., Montaquila, R. V., Cerasuolo, G., Dziugiel, B., Maczka, M., Mazur, A., Meincke, P. A., Naser, F., Mujica Mota, M., Bagamanova, M., Makhoulfi, A. el, Duca, G., Russo, R., Brucculeri, L., & Proietti, S. (2023). X-TEAM D2D Project: Designing and Validating a Concept of Operations for Door-To-Door Multimodal Transport. *Sustainability (Switzerland)*, 15(3). <https://doi.org/10.3390/su15032380>
- Ditjen PKH. (2018). *Ini Alasan Pemerintah Larang Penggunaan AGP*. <https://ditjenpkh.pertanian.go.id/berita/665-ini-alasan-pemerintah-larang-penggunaan-agp#!>
- Du, S. (2023). Hybrid Kano-DEMATEL-TOPSIS model based benefit distribution of multiple logistics service providers considering consumer service evaluation of segmented task. *Expert Systems with Applications*, 213. <https://doi.org/10.1016/j.eswa.2022.119292>
- Fang, X., Cao, C., Chen, Z., Chen, W., Ni, L., Ji, Z., & Gan, J. (2020). Using mixed methods to design service quality evaluation indicator system of railway container multimodal transport. *Science Progress*, 103(1). <https://doi.org/10.1177/0036850419890491>
- FAO. (2023). *Achieving SDG 2 Without Breaching The 1.5 °C Threshold: A Global Roadmap, Part 1*. <https://doi.org/10.4060/cc9113en>
- Fließ, S., & Kleinaltenkamp, M. (2004). Blueprinting the service company - Managing service processes efficiently. *Journal of Business Research*, 57(4), 392–404. [https://doi.org/10.1016/S0148-2963\(02\)00273-4](https://doi.org/10.1016/S0148-2963(02)00273-4)
- Fontana, A., & Frey, J. H. (2009). Wawancara Seni Ilmu Pengetahuan (Dariyatno, B. S. Fata, Abi, & J. Rinaldi, Penerj.). Dalam N. K. Denzin & Y. S. Lincoln (Ed.), *Handbook of Qualitative Research* (1 ed., hlm. 501–522). Penerbit Pustaka Pelajar.

- Gau, L.-S., & Lin, M.-C. (2024). Designing an Innovative E-commerce Model for Pet Care: A Service Blueprint Approach for Fan Ai Pet. *Journal of Business and Social Science Review Issue*, 5(5), 1–9. <https://doi.org/10.48150/jbssr.v5no5.2024.a1>
- Geum, Y., & Park, Y. (2011). Designing the sustainable product-service integration: A product-service blueprint approach. *Journal of Cleaner Production*, 19(14), 1601–1614. <https://doi.org/10.1016/j.jclepro.2011.05.017>
- PFN. (2024). *Laporan Rekapitulasi Keluhan Pelanggan*.
- Gharat, S. S., & Pawar, A. (2020). Formation of Service Blue Print. *Chetana's Quest Quest Journal of Management Research*, XI(2), 42–48. <https://www.crkimr.in/wp-content/uploads/2023/04/CRKIMR-Vol-XI-Issue-2-September-2020-06.03.2021-2.pdf#page=48>
- Gremyr, I., Bäckstrand, J., Fredriksson, A., Gatenholm, G., & Halldórsson, Á. (2023). Blueprinting construction logistics services for quality improvement. *Construction Management and Economics*, 41(1), 60–78. <https://doi.org/10.1080/01446193.2022.2130384>
- Griffis, S. E., & Goldsby, T. J. (2007). Transportation management systems: an exploration of progress and future prospects. *Journal of Transportation Management*, 18(1), 18–32. <https://doi.org/10.22237/jotm/1175385780>
- Grusenmeyer, D., & Associate, S. E. (2003). *Developing Effective Standard Operating Procedures*. <https://ecommons.cornell.edu/bitstream/1813/36910/1/sopsdir.pdf>
- Harianto, Y. (2020). Service Performance Improvement of Airport Public Transportation (Case Study of Airport Bus in Terminal 3 Soekarno-Hatta International Airport). *Advances in Social Science, Education and Humanities Research*, 410. <https://www.atlantis-press.com/proceedings/imcete-19/125935490>
- Hartog, L. A. den, & Sijtsma, S. R. (2013). *Challenges and opportunities in animal feed and nutrition*. <https://library.wur.nl/WebQuery/wurpubs/fulltext/306279>
- Heizer, Jay., Render, Barry., & Munson, Chuck. (2020). *Operations Management : Sustainability and Supply Chain Management* (13e ed.). Pearson.
- Helo, P., & Shamsuzzoha, A. H. M. (2020). Real-time supply chain—A blockchain architecture for project deliveries. *Robotics and Computer-Integrated Manufacturing*, 63. <https://doi.org/10.1016/j.rcim.2019.101909>
- Helton, M. A.-, Brown, T. F.-, & Stephens, N. (2013). Service Blue printing a Tool to Improve your Customers' Experience. Dalam *INteRNAtIoNAL PARkINg INstItUte*.
- Henriksson, P. J. G., Henriksson, P. J. G., Troell, M., Banks, L. K., Belton, B., Beveridge, M. C. M., Klinger, D. H., Pelletier, N., Phillips, M. J., & Tran, N. (2021). Interventions for Improving the Productivity and Environmental Performance of

Global Aquaculture for Future Food Security. *One Earth*.
<https://doi.org/10.1016/j.oneear.2021.08.009>

Hiles, A. (2010). *The Definitive Handbook of Business Continuity Management* (3 ed.). John Wiley & Sons.
https://books.google.co.id/books?hl=id&lr=&id=iDyoSoeoDusC&oi=fnd&pg=PT15&dq=The+Definitive+Handbook+of+Business+Continuity+Management&ots=V1SYLt6zd1&sig=vv31ioUx6HLVkt-xbqwQK00Jlq0&redir_esc=y#v=onepage&q=The%20Definitive%20Handbook%20of%20Business%20Continuity%20Management&f=false

Indarti, N., & Manik, H. F. G. G. (2024). *Penelitian dan Publikasi dalam Manajemen*. Penerbit ANDI.

Jacobs, F. R., & Chase, R. B. (2024). *OPERATIONS AND SUPPLY CHAIN MANAGEMENT* (7 ed.). McGraw Hill LLC.

Johnsen, N. F. G.-, Helmersen, M., & Eikebrokk, T. R. (2020). Employee-driven digitalization in healthcare: codesigning services that deliver. *Health Policy and Technology*, 9(2), 247–254. <https://doi.org/10.1016/j.hlpt.2020.03.001>

Joseph, A. L., Kushniruk, A. W., & Borycki, E. M. (2020). Patient journey mapping: Current practices, challenges and future opportunities in healthcare. *Knowledge Management & E-Learning: An International Journal*, 387–404. <https://doi.org/10.34105/j.kmel.2020.12.021>

Kassarjian, H. H. (1977). Content Analysis in Consumer Research. *Source: Journal of Consumer Research*, 4(1), 8–18. <https://www.jstor.org/stable/2488631>

Lechuga, A. G., Cortés Robles, G., Arredondo Soto, K. C., & Miranda Ackerman, M. A. (2023). The integration of the business model canvas and the service blueprinting to assist the conceptual design of new product-service systems. *Journal of Cleaner Production*, 415. <https://doi.org/10.1016/j.jclepro.2023.137801>

Liang, H. W., & Chen, H. G. (2021). The need scoping and prioritization of the medical team to integrate new technologies for inpatient rehabilitation services. *Journal of the Formosan Medical Association*, 120(1), 242–249. <https://doi.org/10.1016/j.jfma.2020.04.028>

Lin, T. C., Hwang, L. L., Dai, H. Da, & Sang, Y. C. (2021). Daily Care Information System Requirements: Professional Service-Driven Service Blueprint Approach. *Applied Clinical Informatics*, 12(4), 960–968. <https://doi.org/10.1055/s-0041-1736222>

Llanez, C. Y. G.-, Leal, N. R. D.-, & Sanguino, C. R. A.-. (2020). A comparative analysis of the ERP tools, Odoo and Openbravo, for business management. *Aibi, Revista de*

- Investigacion Administracion e Ingenierias*, 8(3), 145–153.
<https://doi.org/10.15649/2346030X.789>
- Lusch, R. F., & Vargo, S. L. (2015). Envolving to a New Dominant Logic for Marketing. Dalam *The Service-Dominant Logic of Marketing: Dialog, Debate, and Directions*. Routledge.
https://books.google.co.id/books?hl=id&lr=&id=JczfBQAAQBAJ&oi=fnd&pg=PP1&dq=Evolving+to+a+New+Dominant+Logic+for+Marketing&ots=QpZDrDl13b&sig=_TPW4uh-46LPJwDaerYQqXalAv8&redir_esc=y#v=onepage&q=Evolving%20to%20a%20New%20Dominant%20Logic%20for%20Marketing&f=false
- Mehdi, Y., Létourneau-Montminy, M. P., Gaucher, M. Lou, Chorfi, Y., Suresh, G., Rouissi, T., Brar, S. K., Côté, C., Ramirez, A. A., & Godbout, S. (2018). Use of antibiotics in broiler production: Global impacts and alternatives. *Animal Nutrition*, 4(2), 170–178. <https://doi.org/10.1016/j.aninu.2018.03.002>
- Miles, M. B., Huberman, A. M., & Saldana, J. (2014). *Qualitative Data Analysis: A Methods Sourcebook* (3 ed.). SAGE Publications, Inc.
- Mousavi, S. M. A. A., Hosseini, H. M., & Mirhosseini, S. A. (2018). A Review of Dietary Probiotics in Poultry. *Journal of Applied Biotechnology Reports*, 5(2), 48–54. <https://doi.org/10.29252/jabr.05.02.02>
- Nanchen, B., Ramseyer, R., Grèzes, S., Wyer, M., Gervaix, A., Juon, D., & Fragnière, E. (2021). Perceptions of People with Special Needs Regarding Autonomous Vehicles and Implication on the Design of Mobility as a Service to Foster Social Inclusion. *Frontiers in Human Dynamics*, 3. <https://doi.org/10.3389/fhumd.2021.751258>
- Nopiah, R., Ekaputri, R. A., Barika, B., & Febriani, R. E. (2024). IMPACT OF E-COMMERCE ON INDONESIA ECONOMIC GROWTH: INTERMEDIATION MODELS WITH FINANCIAL TECHNOLOGY CONSTRAINT. *Jurnal REP (Riset Ekonomi Pembangunan)*, 9(1), 1–23. <https://doi.org/10.31002/rep.v9i1.1216>
- O'Donnell, O. (2014). SERVICE LEVEL AGREEMENTS. *Local Government Research Series*, 8. http://underviser.nu/wp-content/uploads/2020/02/ServiceAgreementsReport_2014.pdf
- Oetama, S., Susanto, H., & Rizwannur, W. (2024). Effect Of Online Tracking System And Delivery Timeliness On Customer Satisfaction (Case Study On J & T Express Sampit). *International Journal of Science, Technology & Management*. <http://ijstm.inarah.co.id>
- Pandey, A. K., Kumar, P., & Saxena, M. J. (2019). Feed Additives in Animal Health. *Nutraceuticals in Veterinary Medicine*. https://link.springer.com/chapter/10.1007/978-3-030-04624-8_23

- Peng, B., Erkocb, M., & Omachonuc, V. K. (2024). Online Food Ordering and Delivery: A Study on the Use of Customer Service Data and Quality Function Deployment. *Journal of Food Distribution Research*, 55, 65–95. https://www.researchgate.net/publication/384884974_Online_Food_Ordering_and_Delivery_A_Study_on_the_Use_of_Customer_Service_Data_and_Quality_Function_Deployment
- PFN. (2022). *Melalui Herbal Untuk Ternak yang Optimal*.
- PFN. (2024). *Laporan Keuangan 2023, Notula Rapat Januari - Maret 2024, dan Laporan Rekapitulasi Keluhan Pelanggan*.
- Pihir, I., Oreski, D., & Zestic, M. (2017). COST AND BENEFITS OF WEBSHOP IMPLEMENTATION FOR SMES IN FIRST THREE YEARS. Dalam A. Jurcic, D. Oreski, & M. Mikic (Ed.), *Economic and Social Development 21st International Scientific Conference on Economic and Social Development*. Varazdin Development and Entrepreneurship Agency. <http://www.esd-conference.com>
- Poonsuph, R. (2022). The Design Blueprint for a Large-Scale Telehealth Platform. *International Journal of Telemedicine and Applications*, 2022. <https://doi.org/10.1155/2022/8486508>
- RCI. (2016). *Panduan Bisnis SPT (Specialized Pet Trade)*. PT Royal Canin Indonesia.
- RCI. (2024). *Webshop Royal Canin Indonesia*. PT Royal Canin Indonesia. <https://webshop.royalcanin.com/id/id/>
- Ross, R. G. (2003). *Principles of the business rule approach*. Addison-Wesley Professional. <https://www.google.com/books?hl=id&lr=&id=Uyv9hMOt6BsC&oi=fnd&pg=PR5&dq=Principles+of+the+Business+Rule+Approach&ots=8jc8OrkgXP&sig=Zb3yfq8XIY8Kkyrb7iXiUkNAAVk>
- SAP. (2024). *What is a transportation management system (TMS)?* www.sap.com. <https://www.sap.com/products/scm/transportation-logistics/what-is-a-tms.html>
- Saunders, M. N. K., Lewis, P., & Thornhill, A. (2023). *Research Methods for Business Students* (9 ed.). PEARSON EDUCATION LIMITED. [https://bookshelf.vitalsource.com/reader/books/9781292402741/epubcfi/6/2\[%3Bvnd.vst.idref%3DCover\]!/4](https://bookshelf.vitalsource.com/reader/books/9781292402741/epubcfi/6/2[%3Bvnd.vst.idref%3DCover]!/4)
- SBM. (2024). *Webshop Sumber Bina Makmur*. PT Sumber Bina Makmur. : <https://shop.sbm.id/login?back=my-account>
- Schindler, P. S. (2022). *Business Research Methods-Pamela S. Schindler -McGraw Hill (2021)* (14 ed.). McGraw Hill.

- Sekaran, U., & Bougie, R. (2020). *Research Methods For Business: A Skill Building Approach, Enhanced* (8 ed.). Wiley. [https://bookshelf.vitalsource.com/reader/books/9781119561248/epubcfi/6/26\[%3Bvnd.vst.idref%3DAc07\]!/4/2/10/12/16\[c07-para-0036\]/1:591\[set%2Ctin\]](https://bookshelf.vitalsource.com/reader/books/9781119561248/epubcfi/6/26[%3Bvnd.vst.idref%3DAc07]!/4/2/10/12/16[c07-para-0036]/1:591[set%2Ctin])
- Shahin, A. (2010). Service Blueprinting: An Effective Approach for Targeting Critical Service Processes – With a Case Study in a Four-Star International Hotel. *Journal of Management Research*, 2(2). <https://doi.org/10.5296/jmr.v2i2.352>
- Shie, A. J., Lee, C. H., Yu, S. Y., & Wang, C. (2021). A Fuzzy Design Decision Model for New Healthcare Service Conceptualization. *International Journal of Fuzzy Systems*, 23(1), 58–80. <https://doi.org/10.1007/s40815-020-00942-6>
- Shostack, G. L. (1984). Designing Services That Deliver. *Harvard Business Review*, 84(11), 5. <https://hbr.org/1984/01/designing-services-that-deliver>
- Silva, A. da S., & Cardoso, A. J. M. (2024). Rethinking service blueprint for digital cooptition: A new framework for networked collaboration. *Journal of Infrastructure, Policy and Development*, 8(9). <https://doi.org/10.24294/jipd.v8i9.7072>
- Silva, H. M., Gonzaga do Nascimento, M. M., de Moraes Neves, C., Oliveira, I. V., Cipolla, C. M., Batista de Oliveira, G. C., de Almeida Nascimento, Y., & Ramalho de Oliveira, D. (2021). Service blueprint of comprehensive medication management: A mapping for outpatient clinics. *Research in Social and Administrative Pharmacy*, 17(10), 1727–1736. <https://doi.org/10.1016/j.sapharm.2021.01.006>
- Silvestri, S. De, Pagliarani, M., Tomasello, F., Trojaniello, D., & Sanna, A. (2022). Design of a Service for Hospital Internal Transport of Urgent Pharmaceuticals via Drones. *Drones*, 6(3). <https://doi.org/10.3390/drones6030070>
- Stake, R. E. (2009). Studi Kasus (Dariyatno, B. S. F. Fata, Abi, & J. Rinaldi, Penerj.). Dalam N. K. Denzin & Y. S. Lincoln (Ed.), *Handbook of Qualitative Research* (1 ed., hlm. 299–315). Pustaka Pelajar.
- Stickdorn, M., Hormess, M., Lawrence, A., & Schneider, J. (2018). *THIS IS SERVICE DESIGN DOING*. O'Reilly Media, Inc.
- Stickdorn, M., & Schneider, J. (2011). *This is Service Design Thinking : Basics - Tools - Cases*. BIS Publishers.
- Suvittawat, A. (2020a). Logistics service innovation for business growth: A case study of logistics service entrepreneurs. *Polish Journal of Management Studies*, 21(1), 394–407. <https://doi.org/10.17512/pjms.2020.21.1.29>
- Suvittawat, A. (2020b). Service Blueprint Elements of Food Delivery Entrepreneur for Economic Achievement-A Case Study of Entrepreneurs at Nakhon Ratchasima

- Province. *International Journal of Innovation, Creativity and Change*. www.ijicc.net, 14(11), 2020. www.ijicc.net
- Tang, L. L., Chen, S. H., & Lin, C. C. (2021). Integrating fmea and the Kano model to improve the service quality of logistics centers. *Processes*, 9(1), 1–16. <https://doi.org/10.3390/pr9010051>
- Theresya, A., Prabowo, S. E., Liyandri, R., & Tarigan, S. E. (2024). A BLUEPRINTING APPROACH TO SERVICE INNOVATION IN FANCY RESTAURANT. *PRAXIS: Jurnal Sains, Teknologi, Masyarakat dan Jejaring*, 7(1). <https://doi.org/https://doi.org/10.24167/praxis.v7i1.12669>
- Thompson, A. A., Peteraf, M. A., Gamble, J. E., & III, A. J. S. (2022). *CRAFTING AND EXECUTING STRATEGY The Quest for Competitive Advantage Concepts and Cases* (23 ed.). McGraw Hill LLC.
- Trist, E. (1981). *The Evolution of Socio-technical Systems* (Vol. 2). Ontario Quality of Working Life Centre. <https://www.lmmiller.com/blog/wp-content/uploads/2013/06/The-Evolution-of-Socio-Technical-Systems-Trist.pdf>
- UN. (2023). *The Sustainable Development Goals Report: Special Edition*. <https://unstats.un.org/sdgs/report/2023/>
- UN. (2024). *World Population Prospects 2024*. <https://population.un.org/wpp/>
- Williams, R., Sheikh, A., Franklin, B. D., Krasuska, M., Nguyen, H. T., Hinder, S., Lane, W., Mozaffar, H., Mason, K., Eason, S., Potts, H. W. W., & Cresswell, K. (2021). Using Blueprints to promote interorganizational knowledge transfer in digital health initiatives- A qualitative exploration of a national change program in English hospitals. *Journal of the American Medical Informatics Association*, 28(7), 1431–1439. <https://doi.org/10.1093/jamia/ocab020>
- Wirtz, J., & Lovelock, C. (2022). *Services Marketing: People, Technology, Strategy* (9 ed.). World Scientific Publishing Co. Inc.
- Yin, R. K. (2018). *Case Study Research and Applications* (6 ed.). SAGE Publications, Inc.
- Yousefi, S., Kong, G., Gul, M., Yang, M., Shie, A.-J., Wu, W.-F., Wan, X., & Li, H. (2022). OPEN ACCESS EDITED BY Design and process optimization of combined medical and elderly care services: An integrated service blueprint-TRIZ model. *Frontiers in Public Health*. <https://doi.org/10.3389/fpubh.2022.965443>
- Zeithaml, V. A., Bitner, M. J., Gremler, D. D., & Mende, M. (2024). *ISE Services Marketing: Integrating Customer Focus Across the Firm* (8 ed.). McGraw-Hill Higher Education (International). [https://bookshelf.vitalsource.com/reader/books/9781266378911/epubcfi/6/2\[data-uuid-4085f9de69df4c77aa4f46dd57852b6a\]!/4/2\[data-uuid-](https://bookshelf.vitalsource.com/reader/books/9781266378911/epubcfi/6/2[data-uuid-4085f9de69df4c77aa4f46dd57852b6a]!/4/2[data-uuid-)



UNIVERSITAS
GADJAH MADA

PERANCANGAN CETAK BIRU LAYANAN PELANGGAN DALAM INDUSTRI NUTRISI DAN KESEHATAN HEWAN DI PT PFN

Lisa Handayani Rachmad, Prof. Nurul Indarti, Siviloekonom., Cand.Merc., Ph.D.,

Universitas Gadjah Mada, 2025 | Diunduh dari <http://etd.repository.ugm.ac.id/>

ed188c1a2b9c433bafb29b99c7db3c3c]/2[data-uuid-9547c68552de4ac48bfe18cad33a4955]/2[data-uuid-0834d384be954eccbec93383f95b9085]%4063:47