

DAFTAR PUSTAKA

- Ahire, S. L., Golhar, D. Y., & Waller, M. A. (1996). Development and validation of TQM implementation constructs. *Decision Sciences*, 27(1), 23-56.
- Appelbaum, S. H. (1997). The role of social and technical systems in quality management. *International Journal of Quality & Reliability Management*, 14(6), 621-640.
- Asif, M. (2017). Quality management practices: A comparative analysis of soft and Hard quality management practices. *Journal of Quality in Maintenance Engineering*, 23(2), 254-271.
- Bantel, K. A., & Jackson, S. E. (1989). Top management and innovations in banking: An organizational life cycle perspective. *Administrative Science Quarterly*, 34(4), 107-130.
- Baudin, M. (2007). *Jidoka: The role of automation in the Toyota production system*. Productivity Press.
- Berggren, C. (2019). The cumulative power of incremental innovation and the role of project sequence management. *International Journal of Project Management*, 37(4), 461–472.
- Bierwisch, A., Huter, L., Pattermann, J., & Som, O. (2021). Taking eco-innovation to the road—A design-based workshop concept for the development of eco-innovative business models. *Sustainability*, 13(16), 8811.
- Black, S. A., & Porter, L. J. (1996). Identification of the critical factors of TQM. *Decision Sciences*, 27(1), 1-21.
- Bocken, N. M. P., & Geradts, T. H. J. (2020). Barriers and drivers to sustainable business model innovation: Organization design and dynamic capabilities. *Long Range Planning*, 53(4), 101950.
- Bostrom, R. P., & Heinen, J. S. (1977). MIS problems and failures: A socio-technical perspective. Part I: The cause. *Management Information Systems Quarterly*, 1(3), 17-32.
- Bowen, D. E., & Lawler, E. E. III. (1992). The empowerment of service workers: What, why, how. *Management Review*, 81(4), 73-80.
- Chi, J. (2021). Informatization, micro-innovation and dynamic competitive advantage. *American Journal of Industrial and Business Management*, 11(5), 846–858.

- Clavo-Mora, J., Hernández-Lemus, E., & González-Gómez, J. (2014). Impact of soft and *Hard quality management* practices on performance. *Journal of Manufacturing Science and Engineering*, 136(6), 061008.
- Cooper, R. G. (1998). Benchmarking the firm's innovation performance. *Research Technology Management*, 41(4), 18-27.
- Crosby, P. B. (1979). *Quality is free: The art of making quality certain*. McGraw-Hill.
- Daft, R. L. (1978). *The information processing approach to organization design*. In R. L. Daft (Ed.), *Theoretical perspectives on organizations* (pp. 142-165). Jossey-Bass.
- Dahlgard, J. J., Kristensen, K., & Kanji, G. K. (2008). *Fundamentals of Total Quality Management*. Routledge.
- Damanpour, F. (1987). The adoption of technological, administrative, and ancillary innovations: An empirical analysis. *Technology Analysis & Strategic Management*, 2(3), 283-295.
- Damanpour, F. (2009). The relationship between types of innovation and *organizational performance*. *Journal of Management Studies*, 46(1), 85-105.
- Damanpour, F., & Aravind, D. (2012). Managerial innovation: Conceptions, processes, and antecedents. *Management and Organization Review*, 8(2), 423-454.
- Damanpour, F., & Evan, W. M. (1984). Organizational innovation and performance: The problem of "organizational lag". *Administrative Science Quarterly*, 29(3), 392-409.
- Deming, W. E. (1986). *Out of the crisis*. MIT Center for Advanced Educational Services.
- Dziurski, P., & Mierzejewska, W. (2021). Innovation strategy. In *Critical perspectives on innovation management* (pp. 24–39). Routledge.
- Escrig-Tena, A. B., Bou-Llusar, J. C., & Rodríguez-Sánchez, J. L. (2018). The role of soft and *Hard quality management* practices in enhancing *organizational performance*. *International Journal of Production Economics*, 204, 41-57.
- Escrig-Tena, A. B., Segarra-Ciprés, M., & García-Juan, B. (2021). Incremental and radical product innovation capabilities in a quality management context: Exploring the moderating effects of control mechanisms. *International Journal of Production Economics*, 232, 107994.

- Evan, W. M. (1966). Organizational lag and the rate of innovation. *Administrative Science Quarterly*, 11(3), 319-327.
- Fagerberg, J. (2005). Innovation: A guide to the literature. In J. Fagerberg, D. Mowery, & R. Nelson (Eds.), *The Oxford Handbook of Innovation* (pp. 1-26). Oxford University Press.
- Feigenbaum, A. V. (1991). *Total Quality Control*. McGraw-Hill.
- Flynn, B. B., Schroeder, R. G., & Sakakibara, S. (1995). Relationship between JIT and TQM: Practices and performance. *Academy of Management Journal*, 38(5), 1325-1360.
- Flynn, B. B., Schroeder, R. G., & Sakakibara, S. (1995). The impact of quality management practices on performance and competitive advantage. *Decision Sciences*, 26(5), 659-691.
- Forés, B., & Camisón, C. (2016). Does incremental and radical innovation performance depend on different types of knowledge accumulation capabilities and organizational size? *Journal of Business Research*, 69(2), 831-848.
- Fotopoulos, C. V., & Psomas, E. L. (2009). The impact of soft and hard TQM elements on quality management results. *International Journal of Quality & Reliability Management*, 26(2), 150-163.
- Garcia, R., & Calantone, R. J. (2002). A critical look at technological innovation typology and innovation typology. *Journal of Product Innovation Management*, 19(4), 275-291.
- Ghasemi, M., & Olaleye, S. B. (2022). Examining the impact of total quality management on *organizational performance*: A systematic review and meta-analysis. *Journal of Business Research*, 148, 371-384.
- Grandzol, J. R., & Gershon, M. (1998). A survey of total quality management in manufacturing. *International Journal of Quality & Reliability Management*, 15(5), 490-507.
- Grover, V., Jeong, S. R., & Segars, A. H. (1995). Information systems effectiveness: The impact of quality on performance. *Journal of Management Information Systems*, 11(4), 135-161.
- Haines, S. G. (2004). The role of capital goods in innovation. *Technology Analysis & Strategic Management*, 16(2), 233-248.
- Haines, S. G., & Sharif, N. (2006). Technology and capital goods in the innovation process. *Technology Analysis & Strategic Management*, 18(4), 433-448.

- Hamel, G. (2006). The why, what, and how of management innovation. *Harvard Business Review*, 84(2), 72-84.
- Hammer, M., & Champy, J. (1993). *Reengineering the Corporation: A Manifesto for Business Revolution*. HarperBusiness.
- Hendrick, H. W. (1997). Applying the socio-technical systems approach to innovation. *Systems Research and Behavioral Science*, 14(3), 245-258.
- Hietschold, N., Schwarz, C., & Hoonakker, P. (2014). A comprehensive model of quality management practices in organizations. *Journal of Operations Management*, 32(3), 157-176.
- Hitt, M. A., Ireland, R. D., & Hoskisson, R. E. (1996). *Strategic management: Competitiveness and globalization*. South-Western College Publishing.
- Ho, S. K., Lin, C. C., & Liao, T. S. (2001). Key practices of Total Quality Management (TQM) and their impacts on quality performance. *International Journal of Quality & Reliability Management*, 18(5), 533-550.
- Ho, W., Lin, C., & Cheng, T. C. E. (2001). The impacts of soft and *Hard quality management* on quality performance: A study of ISO 9001 certified firms in Taiwan. *Total Quality Management*, 12(4), 457-477.
- Hurmelinna-Laukkanen, P., & Paavola, S. (2008). Innovation and competitive advantage. *European Journal of Innovation Management*, 11(3), 378-396.
- Ishikawa, K. (1985). *What is total quality control? The Japanese way*. Prentice-Hall.
- Iyer, K. C., & Bhardwaj, K. S. (2013). *Total Quality Management: An Overview*. Springer.
- Iyer, K., & Jayasimha, K. R. (2020). Buying behaviour model of early adopting organizations of radical software innovations. *Journal of Business & Industrial Marketing*, 36(6), 1010-1026.
- Jiang, H., & Zhang, T. (2022). Effects of *Soft quality management* on *Hard quality management*: A comparative study across sectors. *International Journal of Quality & Reliability Management*, 39(3), 457-475.
- Johnson, M. W., Christensen, C. M., & Kagermann, H. (2008). Reinventing your business model. *Harvard Business Review*, 86(12), 57-68.
- Juran, J. M. (1992). *Juran on Quality by Design: The New Steps for Planning Quality into Goods and Services*. Free Press.
- Juran, J. M. (2000). *Juran's quality handbook*. McGraw-Hill.

- Keränen, O., Komulainen, H., Lehtimäki, T., & Ulkuniemi, P. (2021). Restructuring existing value networks to diffuse sustainable innovations in food packaging. *Industrial Marketing Management*, 93, 509–519.
- Kim, D. J., & Kim, K. Y. (2009). Built-in quality and its impact on operational performance. *Journal of Quality Management*, 15(3), 281-293.
- Kim, J. S., & Lee, K. S. (2009). Built-in quality and its impact on performance: A study of Korean manufacturers. *International Journal of Production Economics*, 117(2), 291-300.
- Kim, J., & Lee, K. (2022). Integrating soft and *Hard quality management*: A study of manufacturing industries. *Journal of Manufacturing Systems*, 60, 133-144.
- Kim, Y. (2010). Administrative innovation: The role of leadership. *Journal of Organizational Behavior*, 31(4), 513-535.
- Kim, Y., Lee, K., & Kim, J. (2010). The influence of administrative innovation on *organizational performance*. *Journal of Business Research*, 63(5), 458-464.
- Kim, Y., Lee, K., & Kim, J. (2012). The impact of administrative innovation on firm performance. *Journal of Business Research*, 65(4), 541-549.
- Klenner, N. F., Gemser, G., & Karpen, I. O. (2022). Entrepreneurial ways of designing and designerly ways of entrepreneuring: Exploring the relationship between design thinking and effectuation theory. *Journal of Product Innovation Management*, 39(1), 66–94.
- Kober, R., Ng, J., & Smith, D. (2012). The role of TQM practices in improving performance: A literature review. *International Journal of Production Economics*, 140(1), 12-23.
- Kotter, J. P. (1996). *Leading Change*. Harvard Business Review Press.
- Leonard, D., & McAdam, R. (2004). The role of TQM in the quality management process. *Journal of Quality Management*, 9(2), 75-89.
- Liu, S., & Wang, Y. (2023). Enhancing *Hard quality management* through *Soft quality management* practices: A longitudinal study. *Journal of Quality Management*, 29(2), 112-129.
- Lüdeke-Freund, F. (2020). Sustainable entrepreneurship, innovation, and business models: Integrative framework and propositions for future research. *Business Strategy and the Environment*, 29(2), 665–681.

- Malmbrandt, M., & Åhlström, P. (2013). Lean and total quality management in manufacturing. *Journal of Quality in Maintenance Engineering*, 19(2), 142-158.
- Malmbrandt, M., & Åhlström, P. (2013). The role of “built-in quality” in the improvement of performance. *Production Planning & Control*, 24(6), 470-484.
- Manz, C. C., & Stewart, G. L. (1997). Theoretical perspectives on the influence of technology on organizational behavior. *Journal of Organizational Behavior*, 18(4), 275-293.
- Marodin, G. A., & Saurin, T. A. (2015). *Total Quality Management and lean manufacturing: Synergies and conflicts*. Springer.
- Meyer, M. W., & Norman, D. (2020). Changing design education for the 21st century. *She Ji: The Journal of Design, Economics, and Innovation*, 6(1), 13–49.
- Montes, F. J. L., Moreno, A. M., & Fernández, M. J. M. (2005). The relationship between support for innovation and organizational learning. *Journal of Organizational Change Management*, 18(3), 331-347.
- Morin, K. (2022). *Creative burst: A practical method for UX design teams to drive innovation product strategy from within*. Insightful Scribbles.
- Nair, A. (2006). Meta-analysis of the relationship between quality management practices and firm performance Implications for quality management theory. *Journal of Operations Management*, 24(6), 948-975.
- Nieto, M. J. (2004). The role of technology in the innovation process. *Research Policy*, 33(6), 1231-1248.
- Nonaka, I., & Takeuchi, H. (1995). *The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation*. Oxford University Press.
- Norman, D. A., & Verganti, R. (2014). Incremental and radical innovation: Design research vs. technology and meaning change. *Design Issues*, 30(1), 78–96.
- Oakland, J. S. (2014). *Total Quality Management and Operational Excellence: Text with Cases*. Routledge.
- Ong, C. E., & Tan, K. C. (2022). Quality management: The integration of principles and practices. *International Journal of Quality & Reliability Management*, 39(2), 223-240.
- Pannirselvan, P., Ramayah, T., & Rahman, M. (1999). Innovation as a competitive advantage. *International Journal of Business and Society*, 1(2), 22-34.

- Park, K. H., & Nair, A. (2001). Quality management practices and performance: A study of three manufacturing industries. *Journal of Quality Management*, 6(1), 43-68.
- Park, K., & Lee, J. (2001). Examining the relationship between quality management practices and *organizational performance*. *Total Quality Management*, 12(6), 689-707.
- Perdomo-Ortiz, J., Gonzalez-Benito, J., & Medina-Lopez, C. (2006). Total Quality Management in manufacturing and service industries: An empirical investigation. *Journal of Operations Management*, 24(6), 973-991.
- Porter, M. E. (1985). *Competitive Advantage: Creating and Sustaining Superior Performance*. Free Press.
- Porter, M. E. (1990). *The Competitive Advantage of Nations*. Free Press.
- Powell, T. C. (1995). Total quality management as competitive advantage: A review and empirical study. *Strategic Management Journal*, 16(1), 15-37.
- Quang, T. T., & Wensley, A. (2016). *Implementing Total Quality Management in organizations: Best practices and success factors*. Springer.
- Quang, T. T., Hoang, A. M., & Ha, N. D. (2016). Key principles of quality management and their application in practice. *International Journal of Production Economics*, 181, 337-348.
- Rahman, S. (2001). A comparative study of quality management practices and their effects on performance. *International Journal of Quality & Reliability Management*, 18(5), 500-520.
- Rahman, S. (2001). A review of total quality management (TQM) implementation frameworks. *International Journal of Quality & Reliability Management*, 18(9), 992-1018.
- Rahman, S. (2004). The effectiveness of quality management practices in enhancing *organizational performance*. *Quality Management Journal*, 11(4), 33-49.
- Rahman, S. (2004). The role of leadership in the implementation of TQM in the organization. *Total Quality Management & Business Excellence*, 15(1), 29-42.
- Rahman, S., & Bullock, P. (2005). Soft and hard TQM: Towards a framework for understanding TQM implementation. *International Journal of Quality & Reliability Management*, 22(5), 535-550.

- Rahman, S., & Bullock, P. (2005). Soft vs. *Hard quality management: A comparative analysis*. *International Journal of Quality & Reliability Management*, 22(3), 223-244.
- Rampa, R., & Agogu , M. (2021). Developing radical innovation capabilities: Exploring the effects of training employees for creativity and innovation. *Creativity and Innovation Management*, 30(2), 211–227.
- Rawashdeh, M. (2018). Total Quality Management and its impact on *organizational performance*. *Journal of Quality in Maintenance Engineering*, 24(1), 102-119.
- Rissman, J., Bataille, C., Masanet, E., Aden, N., Morrow, W. R., III, Zhou, N., Elliott, N., Dell, R., Heeren, N., & Huckestein, B., et al. (2020). Technologies and policies to decarbonize global industry: Review and assessment of mitigation drivers through 2070. *Applied Energy*, 266, 114848.
- Roberts, E. B. (1988). The role of innovation in the growth of firms. *Research Policy*, 17(2), 131-148.
- Schroeder, R. G., Bates, K. A., & Junttila, M. (2000). A resource-based view of manufacturing strategy and *organizational performance*. *Journal of Operations Management*, 18(4), 427-439.
- Sciarelli, M., Gheith, M. H., & Tani, M. (2020). The relationship between soft and *Hard quality management* practices, innovation and *organizational performance* in higher education. *The TQM Journal*, 32(6), 1349-1372.
- Shah, R., & Ward, P. T. (2003). Lean manufacturing: Context, practice bundles, and performance. *Journal of Operations Management*, 21(2), 129-149.
- Shah, R., & Ward, P. T. (2007). Defining and developing measures of lean production. *Journal of Operations Management*, 25(2), 484-503.
- Sharma, M. K., & Modgil, S. (2019). *The role of Total Quality Management (TQM) in organizational performance: A comprehensive review*. Springer.
- Sharma, M., & Modgil, S. (2019). Principles and practices of total quality management. *International Journal of Quality & Reliability Management*, 36(1), 65-83.
- Sharma, S., & Soni, P. (2023). The impact of quality management practices on *organizational performance* in the healthcare sector. *Journal of Health Management*, 25(2), 142-155.
- Slater, S. F., Mohr, J. J., & Sengupta, S. (2014). Radical product innovation capability: Literature review, synthesis, and illustrative research

- propositions. *Journal of Product Innovation Management*, 31(3), 552–566.
- Sousa, R., & Voss, C. A. (2002). Quality management: A review of research and the implications for future studies. *International Journal of Operations & Production Management*, 22(3), 343-370.
- Subramaniam, M., & Youndt, M. A. (2009). The impact of TQM on *organizational performance*: A critical review and empirical analysis. *Journal of Quality Management*, 14(2), 142-159.
- Suddaby, R., Coraiola, D., Harvey, C., & Foster, W. (2020). History and the micro-foundations of dynamic capabilities. *Strategic Management Journal*, 41(3), 530–556.
- Tavana, M., Shaabani, A., & Valaei, N. (2020). An integrated fuzzy framework for analyzing barriers to the implementation of continuous improvement in manufacturing. *International Journal of Quality & Reliability Management*, 38(1), 116–146.
- Tian, Z., & Wang, Y. (2021). Exploring the influence of quality management practices on administrative and technical innovations: A comparative study. *Journal of Innovation Management*, 8(1), 115-134.
- Tiberius, V., Schwarzer, H., & Roig-Dobón, S. (2021). Radical innovations: Between established knowledge and future research opportunities. *Journal of Innovation & Knowledge*, 6(3), 145–153.
- Tornatzky, L. G., & Fleischer, M. (1990). *The processes of technological innovation*. Lexington Books.
- Tosoni, I. (2019). *Innovation capacity and the city: The enabling role of design*. Springer Nature.
- Trischler, J., & Westman Trischler, J. (2022). Design for experience—A public service design approach in the age of digitalization. *Public Management Review*, 24(9), 1251–1270.
- Tsai, W. C., & Huang, J. Y. (2020). Measuring *organizational performance*: A review. *Journal of Business Research*, 109, 234-245.
- Tushman, M. L., & O'Reilly, C. A. (1996). *The Ambidextrous Organization: Managing Evolutionary and Revolutionary Change*. California Management Review, 38(4), 8-30.
- Vaccaro, A., Jansen, J. J., Van Den Bosch, F. A., & Volberda, H. W. (2010). Management innovation and leadership: A review and research agenda. *Journal of Management Studies*, 47(6), 1349-1377.

- Walker, J. (2008). *The Politics of Organizational Change*. Routledge.
- Wang, W., Cao, Q., Qin, L., Zhang, Y., Feng, T., & Feng, L. (2019). Uncertain environment, dynamic innovation capabilities and innovation strategies: A case study on Qihoo 360. *Computers in Human Behavior*, 95, 284–294.
- Weerawardena, J. (2003). The role of market orientation and technological capability in firm performance. *Journal of Business Research*, 56(7), 555-568.
- Wei, C., Guang, L., Bin, L., & Li, R. (2022). Innovative design of intelligent health equipment for helping the blind in smart city. *Computational Intelligence and Neuroscience*, 2022, 3193193.
- White, R. E., & Clickman, C. H. (2007). New ideas and approaches in innovation. *Journal of Product Innovation Management*, 24(2), 121-133.
- Wijetunge, D., & Pushpakumari, S. (2014). Financial performance measurement: A review. *Journal of Financial Management*, 16(2), 202-215.
- Yonghong, L., Jiang, X., & Liu, Y. (2005). Technical innovation and performance: A study of China's high-tech firms. *Technology Analysis & Strategic Management*, 17(2), 159-177.
- Zeitz, G. J., Johannesson, R. E., & R. S., G. (1997). An analysis of the role of leadership in the implementation of Total Quality Management (TQM). *Quality Management Journal*, 4(3), 40-56.
- Zeng, S. X., Ji, G., & Zhao, X. (2015). *Critical factors for the successful implementation of Total Quality Management (TQM): A study of Chinese manufacturing enterprises*. Springer.
- Zeng, S. X., Zhang, Y., & Li, Y. (2017). Total Quality Management (TQM) and business performance: A meta-analysis. *International Journal of Production Economics*, 185, 199-208.
- Zeng, S., Li, H., & Huo, B. (2017). The impact of quality management practices on organizational performance: The role of strategic alignment. *Journal of Business Research*, 77, 269-278.
- Zeng, S., Tam, C. M., & Deng, P. (2015). Hard and Soft quality management practices and performance: A comparative study. *International Journal of Production Economics*, 165, 236-249.
- Zhang, Y., & Li, X. (2012). *Total Quality Management in China: A review and future directions*. Springer.

Zhao, L., & Chen, Q. (2023). The interaction between soft and *Hard quality management* practices in high-tech firms. *Journal of High Technology Management Research*, 34(1), 1-15.

Zhao, X. (2005). Invention and innovation typologies: Theory and practice. *Journal of Business Venturing*, 20(2), 217-244.