

- Adler, M., & Ziglio, E. (1996). *Gazing into the oracle: The Delphi method and its application to social policy and public health*. Jessica Kingsley Publishers.
- Akins, R. B., Tolson, H., & Cole, B. R. (2005). Stability of response characteristics of a Delphi panel: Application of bootstrap data expansion. *BMC Medical Research Methodology*, 5(1), 37. <https://doi.org/10.1186/1471-2288-5-37>
- Al-Khrabsheh, A. A., Mohamed, Z. A., & Al-Gasaymeh, A. (2022). A fuzzy logic-based sustainability evaluation model. *Sustainability*, 14(12), 7123.
- Altenburg, T., Schmitz, H., & Stamm, A. (1998). *Global production and local jobs: Can global enterprise networks be used as levers for development?* German Development Institute.
- Ariyanti, R. D., Kusumadewi, S., & Papatungan, I. V. (2010). Beck Depression Inventory test assessment using fuzzy inference system. In *2010 Second International Conference on Intelligent Systems, Modelling and Simulation* (pp. 160–165). IEEE.
- Atalla, N., Ali, M. H., & Hasan, M. M. (2023). Assessing sustainable supply chain performance using fuzzy logic. *Journal of Cleaner Production*, 397, 136619.
- Azar, A. T., & Vaidyanathan, S. (Eds.). (2019). *Computational intelligence applications in modeling and control*. Springer.
- Babbie, E. R. (2020). *The practice of social research* (15th ed.). Cengage Learning.
- Banaeian, N., Mobli, H., & Omid, M. (2023). Sustainability performance evaluation using fuzzy methods in food supply chains. *Journal of Cleaner Production*, 412, 137343.
- Banks, J., Carson, J. S., Nelson, B. L., & Nicol, D. M. (2019). *Discrete-event system simulation* (6th ed.). Pearson.
- Bryman, A., & Bell, E. (2022). *Business research methods* (6th ed.). Oxford University Press.
- Cagan, J., & Vogel, C. M. (2023). *Creating breakthrough products: Revealing the secrets that drive global innovation* (2nd ed.). Pearson Education.
- Chai, T., & Draxler, R. R. (2014). Root mean square error (RMSE) or mean absolute error (MAE)? – Arguments against avoiding RMSE in the literature. *Geoscientific Model Development*, 7(3), 1247–1250.
- Chen, H., & Huang, H. (2021). Sustainable supply chain performance evaluation using hybrid fuzzy methods. *Sustainability*, 13(4), 1741.
- Christopher, M. (2016). *Logistics & supply chain management* (5th ed.). Pearson Education.

Cohen, L., Manion, L., & Morrison, K. (2018). *Research methods in education* (8th ed.). Routledge.

Corallo, A., Latino, M. E., Lazoi, M., Lettera, G., & Marra, M. (2013). A collaborative decision-making approach for product lifecycle sustainability assessment. *Sustainability*, 5(7), 2960–2980.

Crawford, C. M., & Di Benedetto, A. (2021). *New products management* (12th ed.). McGraw-Hill Education.

Creswell, J. W., & Creswell, J. D. (2022). *Research design: Qualitative, quantitative, and mixed methods approaches* (6th ed.). Sage Publications.

Delbecq, A. L., Van de Ven, A. H., & Gustafson, D. H. (1975). *Group techniques for program planning: A guide to nominal group and Delphi processes*. Scott Foresman.

Dodgson, M., Gann, D., & Salter, A. (2008). *The management of technological innovation: Strategy and practice* (2nd ed.). Oxford University Press.

Dubois, D., & Prade, H. (2015). *Fuzzy sets and systems: Theory and applications*. Academic Press.

Field, A. (2013). *Discovering statistics using IBM SPSS Statistics* (4th ed.). Sage Publications.

Gaspersz, V. (2006). *Production planning and inventory control based on ERP*. Gramedia Pustaka Utama.

Garvin, D. A. (1987). Competing on the eight dimensions of quality. *Harvard Business Review*, 65(6), 101–109.

Ghozali, I. (2021). *Multivariate analysis with IBM SPSS 25* (10th ed.). Universitas Diponegoro Press.

Goffin, K., & Mitchell, R. (2022). *Innovation management: Effective strategy and implementation* (4th ed.). Red Globe Press.

Grunert, K. G. (2005). Food quality and safety: Consumer perception and demand. *European Review of Agricultural Economics*, 32(3), 369–391.

Hair, J. F., Babin, B. J., Anderson, R. E., & Black, W. C. (2023). *Essentials of business research methods* (4th ed.). Pearson Education.

Hand, D. J. (2018). Statistical challenges of administrative and transaction data. *Journal of the Royal Statistical Society: Series A*, 181(3), 555–605.

Hansen, D. R., & Mowen, M. M. (2015). *Cornerstones of cost management* (3rd ed.). Cengage Learning.

Heizer, J., Render, B., & Munson, C. (2020). *Operations management* (13th ed.). Pearson Education.

Herrera, F. (2005). Genetic fuzzy systems: Taxonomy, current research trends and prospects. *Evolutionary Intelligence*, 1(1), 27–46.

Hernandez, J., Morales-Menendez, R., & Sanchez, E. (2022). Sustainable manufacturing and fuzzy modeling: A review. *Journal of Cleaner Production*, 350, 131506.

Hill, T., Hill, A., & Jones, G. (2014). *Operations management* (3rd ed.). Palgrave Macmillan.

Hidayati, R. S., Kaltsum, U., & Santoso, B. (2024). Prediksi permintaan produk menggunakan sistem inferensi fuzzy Mamdani di rumah makan Habibi. *Jurnal Teknologi dan Industri*, 34(1), 77–85.

Hsu, C. C., & Sandford, B. A. (2007). The Delphi technique: Making sense of consensus. *Practical Assessment, Research, and Evaluation*, 12(1), 10.

Iooss, B., & Lemaître, P. (2015). A review on global sensitivity analysis methods. In G. Dellino & C. Meloni (Eds.), *Uncertainty management in simulation-optimization of complex systems* (pp. 101–122). Springer.

Jang, J. S. R., Sun, C. T., & Mizutani, E. (2020). *Neuro-fuzzy and soft computing: A computational approach to learning and machine intelligence*. Pearson Education.

Juran, J. M., & Godfrey, A. B. (1999). *Juran's quality handbook* (5th ed.). McGraw-Hill.

Kaltsum, U., Hidayati, R. S., & Santoso, B. (2021). Prediksi konsumsi susu balita menggunakan sistem inferensi fuzzy Mamdani. *Jurnal Informatika dan Sistem*, 10(2), 145–153.

Kannan, D., Diabat, A., & Govindan, K. (2022). A decision model for sustainable supplier selection using fuzzy logic. *Journal of Cleaner Production*, 142, 2739–2750.

Karray, F. O., & De Silva, C. W. (2021). *Soft computing and intelligent systems design* (2nd ed.). Pearson.

Kasprzak, M., Horka, H., & Sikorski, M. (2021). Assessment of fuzzy models in product lifecycle prediction. *Applied Soft Computing*, 107, 107389.

Kaur, M., & Kaur, P. (2022). Advanced fuzzy logic applications in industry. *International Journal of Engineering Research*, 11(3), 234–240.

Kerzner, H. (2022). *Project management: A systems approach to planning, scheduling, and controlling* (13th ed.). Wiley.

Kotler, P., & Keller, K. L. (2021). *Marketing management* (16th ed.). Pearson.

- Ladhari, R. (2007). The effect of consumption emotions on customer satisfaction and word-of-mouth communications. *Psychology & Marketing*, 24(12), 1085–1108.
- Leedy, P. D., & Ormrod, J. E. (2016). *Practical research: Planning and design* (11th ed.). Pearson Education.
- Lehmann, D. R., & Winer, R. S. (2005). *Product management* (4th ed.). McGraw-Hill.
- Linstone, H. A., & Turoff, M. (Eds.). (2002). *The Delphi method: Techniques and applications* (2nd ed.). Addison-Wesley.
- Liu, Y., Wang, Y., & Zhang, X. (2023). A fuzzy evaluation framework for sustainable product innovation. *Sustainability*, 15(3), 1234.
- Mankiw, N. G. (2020). *Principles of economics* (9th ed.). Cengage Learning.
- Mendel, J. M. (2017). *Uncertain rule-based fuzzy systems: Introduction and new directions* (2nd ed.). Springer.
- Miles, R. E. (1972). Sources of innovation in administrative science. *Administrative Science Quarterly*, 17(3), 470–476.
- Montgomery, D. C. (2020). *Design and analysis of experiments* (10th ed.). Wiley.
- Neuman, W. L. (2019). *Social research methods: Qualitative and quantitative approaches* (8th ed.). Pearson.
- OECD. (2020). *Measuring distance to the SDG targets 2020*. OECD Publishing.
- Oliver, R. L. (2014). *Satisfaction: A behavioral perspective on the consumer* (2nd ed.). Routledge.
- Oliver, R. K. (2015). *Value chain management*. Pearson Education.
- Pedregosa, F., Varoquaux, G., Gramfort, A., Michel, V., Thirion, B., Grisel, O., & Duchesnay, É. (2011). Scikit-learn: Machine learning in Python. *Journal of Machine Learning Research*, 12, 2825–2830.
- Porter, M. E., & Kramer, M. R. (2011). Creating shared value. *Harvard Business Review*, 89(1/2), 62–77.
- Reichheld, F. F., & Sasser, W. E. (1990). Zero defections: Quality comes to services. *Harvard Business Review*, 68(5), 105–111.
- Ross, T. J. (2010). *Fuzzy logic with engineering applications* (3rd ed.). Wiley.
- Rowe, G., & Wright, G. (2011). Delphi in policy making: A critical review. In G. Wright & P. Goodwin (Eds.), *Decision analysis for management judgment* (pp. 229–246). Wiley.
- Russell, R. S., & Taylor, B. W. (2021). *Operations and supply chain management* (10th ed.). Wiley.

- S., Crenna, E., Secchi, M., & Sanyé-Mengual, E. (2020). Environmental sustainability of agri-food supply chains: An application of life cycle metrics. *Science of The Total Environment*, 727, 138456.
- Samuelson, P. A., & Nordhaus, W. D. (2019). *Economics* (20th ed.). McGraw-Hill Education.
- Sargent, R. G. (2013). Verification and validation of simulation models. *Journal of Simulation*, 7(1), 12–24.
- Setiawan, H., Fatchurrohman, N., & Hakim, L. (2018). Pengembangan model evaluasi keberlanjutan produk industri kecil menengah berbasis fuzzy inference system. *Jurnal Teknik Industri*, 20(2), 112–122.
- Skulmoski, G. J., Hartman, F. T., & Krahn, J. (2007). The Delphi method for graduate research. *Journal of Information Technology Education: Research*, 6, 1–21.
- Slack, N., Brandon-Jones, A., & Burgess, N. (2022). *Operations management* (10th ed.). Pearson.
- Stark, J. (2011). *Product lifecycle management: 21st century paradigm for product realization* (2nd ed.). Springer.
- Sugiyono. (2022). *Metode penelitian kuantitatif, kualitatif dan R&D* (Edisi terbaru). Alfabeta.
- Takagi, T., & Sugeno, M. (1985). Fuzzy identification of systems and its applications to modeling and control. *IEEE Transactions on Systems, Man, and Cybernetics*, 15(1), 116–132.
- Tidd, J., & Bessant, J. (2021). *Innovation and entrepreneurship* (3rd ed.). Wiley.
- Trihendradi, C. (2017). *Pemrograman fuzzy menggunakan MATLAB dan Simulink*. Andi.
- Trott, P. (2021). *Innovation management and new product development* (7th ed.). Pearson Education.
- Ulrich, K. T., & Eppinger, S. D. (2004). *Product design and development* (3rd ed.). McGraw-Hill.
- Ulwick, A. W. (2016). *Jobs to be done: Theory to practice*. Idea Bite Press.
- Warner, R. M., Hall, C. A., & Glynn, L. M. (2023). *Understanding statistics and experimental design: How to not lie with statistics*. Routledge.
- Widodo, L., & Setiawan, H. (2021). Evaluasi keberlanjutan industri makanan ringan berbasis fuzzy inference system. *Jurnal Teknologi Industri*, 22(1), 15–24.
- Willmott, C. J., & Matsuura, K. (2005). Advantages of the mean absolute error (MAE) over the root mean square error (RMSE) in assessing average model performance. *Climate Research*, 30(1), 79–82.

World Bank. (2023). World development report 2023: Migrants, refugees, and societies. World Bank Publications.

Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2018). Services marketing: Integrating customer focus across the firm (7th ed.). McGraw-Hill Education.

Zhang, Y., Li, C., & Wang, H. (2023). A hybrid fuzzy-based approach for sustainable innovation performance assessment. *Journal of Cleaner Production*, 399, 136874.

Zimmermann, H. J. (2010). Fuzzy set theory—and its applications (4th ed.). Springer.