

## DAFTAR PUSTAKA

- Albanna, R. A. (2018). Mereduksi Pemborosan Pada Jasa Pengiriman Barang PT QWZ dengan Aplikasi *Lean Service*. Tesis. Institut Teknologi Sepuluh Nopember.
- Asnawati, A., & Kanedi, I. (2012). Sistem pendukung keputusan kenaikan pangkat karyawan Perseroan Terbatas Pelayaran Kumafa Lagun Marina Bengkulu. *Jurnal Media Infotama*, 8(1), 118–137. ISSN: 1858-2680.
- Batubara, S. & Kudsiah, F. (2012). Penerapan Konsep *Lean Manufacturing* untuk Meningkatkan Kapasitas Produksi (Studi Kasus: Lantai Produksi PT Tata Bros Sejahtera). *Jurnal Teknik Industri*, 2(2), pp. 147-159.
- Bonaccorsi, A., Carmignani, G., & Zammori, F. (2011). Service Value Stream Management (SVSM): Developing *Lean Thinking* in the Service Industry. *Journal of Service Science and Management*, 04(04), pp. 428-439.
- Bortolotti, T., Romano, P., & Nicoletti, B. (2010). *Lean First, Then Automate: An Integrated Model for Process Improvement in Pure Service-Providing Companies*. *IFIP AICT*, Vol. 338.
- Bowen, D. E., & Youngdahl, W. E. (1998). *Lean service: in defense of a production-line approach*. *International Journal of Service Industry Management*, 9(3), pp. 207-225.
- Cavdur, F., Yagmahan, B., Oguzcan, E., Arslan, N., & Sahan, N. (2019). *Lean service system design: a simulation-based VSM case study*. *Business Process Management Journal*, 25(7), pp. 1802-1821.
- Chen, W. (2011). *Lean manufacturing in a mass customization plant: Improvement of Kanban policy and implementation*. Dissertation. Massachusetts Institute of Technology.
- Colín-Lozano, H. D., Guerra-Loji, S., & Vargas-Alvarado, M. A. (2019). *Lean Manufacturing Maturity Model for an automotive cluster: a case study in Mexico*. *Proceedings of the International Conference on Industrial Engineering and Operations Management Toronto*, pp. 377-390.
- Demaj, E., & Mehilaj, D. (2023). Implementing *Lean* manufacturing approach in SMEs: A case study from the food processing industry in Albania. *In Digitalization, Sustainable Development, and Industry 5.0*, pp. 149-162.
- Deshkar, A., Kamle, S., Giri, J., & Korde, V. (2018). Design and evaluation of a *Lean Manufacturing* framework using Value Stream Mapping (VSM) for a plastic bag manufacturing unit. *Materials Today: Proceedings*, Vol. 5.

- Dora, M., Kumar, M., Van Goubergen, D., Molnar, A., & Gellynck, X. (2013). Operational performance and critical success factors of *Lean* manufacturing in European food processing SMEs. In *Trends in Food Science and Technology*, Vol. 31, Issue 2, pp. 156-164.
- Florencia, T., Parung, J., & Herowati, E. (2022). The integration of AHP and SAW methods with multiple decision-makers for supplier selection: A case study of UD BSA, Surabaya. *Proceedings of the 3rd Asia Pacific International Conference on Industrial Engineering and Operations Management*, 386–396. Johor Bahru, Malaysia: IEOM Society International.
- Garcia, Frank C. (2002). *Using Value Stream Mapping as a Strategic Planning and Implementation Tool*. Business Solutions & Engineering Services - Advent Design Corporation: Bristol (USA).
- Gaspersz, V. & Fontana, A. (2011). *Lean Six Sigma for Manufacturing and Service Industries Waste Elimination and Continuous Cost Reduction*. Vinchrsto Publication: Bogor.
- Gopalakrishnan, N. (2010). *Simplified lean manufacturing: Elements, rules, tools, and implementation*. New Delhi: PHI Learning Private Ltd. pp. 95-100
- Habib, M. A., Rizvan, R., & Ahmed, S. (2023). Implementing *Lean* manufacturing for Improvement of operational performance in a labeling and packaging plant: A case study in Bangladesh. *Results in Engineering*, 17.
- Hines, P. and Rich, N. (1997). The seven value stream mapping tools. *International Journal of Operations & Production Management*, Vol. 17, No. 1, pp. 46-64.
- Hussain, D. and Figueiredo, M.C. (2023). Improving the time-based performance of the preparatory stage in the textile manufacturing process with value stream mapping. *Business Process Management Journal*, Vol. 29, No. 3, pp. 801-837.
- Hussain, M., Malik, M., & Al Neyadi, H. (2016). AHP framework to assist *lean* deployment in Abu Dhabi public healthcare delivery system. *Business Process Management Journal*, 22(3), 634–654.
- Jasti, N. V. K., & Sharma, A. (2015). *Lean* manufacturing implementation using value stream mapping as a tool a case study from auto components industry. *International Journal of Lean Six Sigma*, 5(1), pp. 89-116.
- Jones, D. T., Hines, P., & Rich, N. (1997). *Lean* logistics. *International Journal of Physical Distribution & Logistics Management*, Vol. 27, Iss ¾. pp. 153-173.
- Ketchanchai, P., Tangchaidee, K., & Kongprasert, N. (2021). *Lean* Warehouse Management through Value Stream Mapping: A Case Study of Sugar Manufacturing Company in Thailand. *2021 IEEE 8th International*

*Conference on Industrial Engineering and Applications, ICIEA 2021*, pp. 192-196.

King, P. L. (2019). *Lean for the process industries: Dealing with complexity*. Taylor & Francis, Routledge: Boca Raton.

Kotler, P., & Armstrong, Gary. (2012). *Prinsip-prinsip Pemasaran*. Erlangga: Jakarta.

Kundgol, S., Petkar, P., Gaitonde, V.N. (2020). Implementation of Value Stream Mapping (VSM) Upgrading Process and Productivity in Aerospace Manufacturing Industry. *Materials Today: Proceedings*, Vol.46, Part. 10, 2021, pp. 4640-4646.

Li, S. S., & Lee, L. C. (2011). Using fishbone analysis to Improve the quality of proposals for science and technology programs. *Research Evaluation*, 20(4), pp. 275-282.

Liker, J. K. (2021). *The Toyota Way: 14 Principles from The World's Greatest Manufacturer*. McGraw Hill: New York.

Masuti, P. M., & Dabade, U. A. (2019). Lean manufacturing implementation using value stream mapping at excavator manufacturing company. *Materials Today: Proceedings*, 19, pp. 606-610.

Mujtaba, S., Feldt, R., & Petersen, K. (2010). Waste and Lead time Reduction in a Software Product Customization Process with Value Stream Maps. *Proceedings of the Australian Software Engineering Conference, ASWEC*, pp. 139-148.

Munthe, H. G. (2013). Sistem pendukung keputusan penentuan prioritas usulan sertifikasi guru dengan metode Simple Additive Weighting. *Jurnal Pelita Informatika Budi Darma*, 4(2), 52–58. ISSN: 2301-9425.

Nash, M. A., & Poling, S. R. (2008). *Mapping The Total Value Stream: A Comprehensive Guide for Production and Transactional Processes*. CRC Press: Boca Raton.

Ohno, T. (1998). *Toyota Production System: Beyond Large-Scale Production*. Productivity Press: Portland.

PWC. (2023). *Indonesia's Oil and Gas in Indonesia-Investment*. PWC Indonesia: Jakarta.

Rohani, J. M., & Zahraee, S. M. (2015). Production Line Analysis via Value Stream Mapping: A Lean Manufacturing Process of Color Industry. *Procedia Manufacturing*, 2, pp. 6-10.

- Rother, M. (2009). *Toyota Kata: Managing People for Improvement, Adaptiveness and Superior Results*. McGraw Hill: New York.
- Rother, M., Shook, J. (2006). *Learning to See: Value-Stream Mapping to Create Value and Eliminate MUDA*. Lean Enterprise Institute: Boston, Amerika Serikat.
- Saaty, T. L. (1990). How to make a decision: The analytic hierarchy process. *European Journal of Operational Research*, 48(1), 9–26.
- Saaty, T. L. (2008). Decision making with the analytic hierarchy process. *International Journal of Services Sciences*, 1(1), 83–98.
- Sirajudeen, R. S and Krishnan, K. A. (2022). Application of *Lean Manufacturing Using Value Stream Mapping (VSM) in Precast Component Manufacturing A Case Study*. *Materials Today Proceedings*, 65(1).
- Skeldon, S., Simmons, A., Hersey, K., Finelli, A., Jewett, M., Zlotta, A., & Fleshner, N. (2014). *Lean methodology improves efficiency in outpatient academic uro-oncology clinics*. *Urology*, pp. 992-998.
- Vinodh, S., Arvind, K. R., & Somanaathan, M. (2010). Application of value stream mapping in an Indian camshaft manufacturing organisation. *Journal of Manufacturing Technology Management*, 21(7), pp. 888-900.
- Vinodh, S., Somanaathan, M., & Arvind, K.R. (2013). Development of value stream map for achieving *leanness* in a manufacturing organization. *Journal of Engineering, Design and Technology*, Vol. 11, No. 2, pp. 129-141.
- Vorley, G. (2008). *Mini Guide to Root Cause Analysis*. Quality Management & Training Limited: UK.
- Waldhausen, J. H., Avansino, J. R., Libby, A., & Sawin, R. S. (2010). Application of *lean* methods improves surgical clinic experience. *Journal of Pediatric Surgery*, pp. 1420-1425.
- Womack, J. P. & Jones, D. T. (1997). *Lean thinking—banish waste and create wealth in your corporation*. *Journal of the Operational Research Society*, 48(11), p. 1148.
- Zahraee, S. M., Hashemi, A., Abdi, A. A., Shahpanah, A., & Rohani, J. M. (2014). *Lean Manufacturing Implementation Through Value Stream Mapping: A Case Study*. *Jurnal Teknologi*, 68:3, pp. 119-124.
- Zeithaml, V. A., Bitner, M.J., & Gremler, D.D. (2013). *Services Marketing: Integrating Customer Focus Across The Firm*. McGraw-Hill: New York