

DAFTAR PUSAKA

- Alderton, P. M., & Nightingale, M. J. (2017). *Shipping operations management*. Routledge.
- Andersen, S. N., & Tørset, T. (2019). Waiting time for ferry services: Empirical evidence from norway. *Case Studies on Transport Policy*, 7(3), 667–676. <https://doi.org/10.1016/j.cstp.2019.04.006>
- Antony, J., Viles, E., Torres, A. F., Paula, T. I. de, Fernandes, M. M., & Cudney, E. A. (2020). Design of experiments in the service industry: a critical literature review and future research directions. *TQM Journal*, 32(6), 1159–1175. <https://doi.org/10.1108/TQM-02-2020-0026>
- Argiyantari, B., Simatupang, T. M., & Basri, M. H. (2022). Transportation performance improvement through lean thinking implementation. *International Journal of Lean Six Sigma*, 13(3), 622–647. <https://doi.org/10.1108/IJLSS-06-2020-0075>
- Cammin, P., Sarhani, M., Heilig, L., Voß, S., 2020. Applications of real-time data to reduce air emissions in maritime ports. In: Design, User Experience, and Usability. Case Studies in Public and Personal Interactive Systems. Springer, pp. 31–48. http://dx.doi.org/10.1007/978-3-030-49757-6_3.
- Daferighe, E. E., Eneh, I. A., & Ogah, A. A. (2018). *Waste management in lean manufacturing: A review of literature*. *Journal of Engineering and Applied Sciences*, 13(4), 125–134.
- Dewanto, C. C. ., & Nasirudin, A. (2023). Ship Lightweight Estimation At Concept Design Stage: Case Of Indonesia Single Ended Ro-Ro Ferries. *Journal of Marine-Earth Science and Technology*, 3(3), 86–89. <https://doi.org/10.12962/j27745449.v3i3.697>
- Eskandarzadeh, S., Fahimnia, B., & Hoberg, K. (2023). Adherence to standard operating procedures for improving data quality: An empirical analysis in the postal service industry. *Transportation Research Part E: Logistics and Transportation Review*, 176(May), 103178. <https://doi.org/10.1016/j.tre.2023.103178>
- Faturrahman, R. (2024). Efficiency Analysis of Sea Transportation for Shipping and Passengers. *Jurnal Ilmiah Wahana Pendidikan*, 10(24), 535-543. Retrieved from <https://jurnal.peneliti.net/index.php/JIWP/article/view/9618>

- Fenner, S., & Netland, T. (2023). Lean service: A contingency perspective. *Operations Management Research*, 16, 1271–1289. <https://doi.org/10.1007/s12063-023-00350-7>
- Findley, D. J., Anderson, T. J., Bert, S. A., Nye, T., & Letchworth, W. (2018). Evaluation of wait times and queue lengths at ferry terminals. *Research in Transportation Economics*, 71(July), 27–33. <https://doi.org/10.1016/j.retrec.2018.06.009>
- Gao, J., Jia, L., & Guo, J. (2019). Applying System Dynamics to Simulate the Passenger Flow in Subway Stations. *Discrete Dynamics in Nature and Society*, 2019. <https://doi.org/10.1155/2019/7540549>
- Gohari, A., Mokhtar, K., Azmi, M. A., Osnin, N. A., Chan, S. R., Oloruntobi, O., Chuah, L. F., Hafizuddeen Che Mahadi, C. M., Hasan, R., Mhd Ruslan, S. M., & binti Abd Manan, T. S. (2025). *Safety measures for passenger ferry services: A case study of Tioman Island, Malaysia*. **Case Studies on Transport Policy**, 20, Article 101453. <https://doi.org/10.1016/j.cstp.2025.101453>
- Hanssen, T. E. S., Jørgensen, F., & Larsen, B. (2020). Determinants affecting ferry users' waiting time at ferry terminals. *Transportation*, 47(4), 1711–1732. <https://doi.org/10.1007/s11116-019-09979-5>
- Harrington, H. J., & Voehl, F. (Eds.). (2016). *The innovation tools handbook: Evolutionary and improvement tools that every innovator must know* (Vol. 2). CRC Press.
- Heizer, J., Render, B., & Munson, C. (2020). *Operations management: Sustainability and supply chain management* (13th ed.). Pearson.
- HMuter, R., & Hales, L. (2015). Systematic Layout Planning. In *Management & Industrial Research Publications*.
- Jouhri, M., & Soulhi, A. (2020). Lean management implementation difficulties, studies and recommendations. *International Journal of Engineering and Technology*, 9(2), 527–533. <https://doi.org/10.14419/ijet.v9i2.30178>
- Kementerian Perhubungan. (2024). *Pelayanan Perkapalan dan Kepelautan yang Optimal untuk Wujudkan Transportasi Maju Berkelanjutan*. Diakses dari <https://dephub.go.id/post/read/pelayanan-perkapalan-dan-kepelautan-yang-optimal-untuk-wujudkan-transportasi-maju-berkelanjutan>
- Klein, L. L., Vieira, K. M., Feltrin, T. S., Pissutti, M., & Ercolani, L. D. (2022). The influence of lean management practices on process effectiveness: A quantitative

- study in a public institution. *SAGE Open*, 12(1), 1–14. <https://doi.org/10.1177/21582440221088837>
- Liang, C. C. (2019). Enjoyable queuing and waiting time. *Time and Society*, 28(2), 543–566. <https://doi.org/10.1177/0961463X17702164>
- Lobo, S., Sharma, S., Hirom, U., Mahamuni, R., & Khambete, P. (2019). Extending service blueprint for new age services. In A. Chakrabarti (Ed.), *Research into design for a connected world* (pp. 761–771). Springer. https://doi.org/10.1007/978-981-13-5977-4_68
- Mehra, P., Minhas, G., & Pereira, W. C. (2021). Operationalization of Research SOPs for PhD Scholars. *Quality Assurance Implementation in Research Labs*, 45–62. https://doi.org/10.1007/978-981-16-3074-3_4
- Nihar Ranjan Nayak, B. . S. (2017). Indian Journal of Engineering. *Indian Journal of Engineering*, 14(35), 71–76. http://www.discoveryjournals.org/engineering/current_issue/2017/A7.pdf
- Nikghadam, S., Molkenboer, K.F., Tavasszy, L. *et al.* Information sharing to mitigate delays in port: the case of the Port of Rotterdam. *Marit Econ Logist* 25, 576–601 (2023). <https://doi.org/10.1057/s41278-021-00203-9>
- Oprea, C., Rosca, M., Rosca, E., Costea, I., Ilie, A., Dinu, O., & Ruscă, A. (2024). Analyzing Passenger Flows in an Airport Terminal: A Discrete Simulation Model. *Computation*, 12(11). <https://doi.org/10.3390/computation12110223>
- Pretell-Trigoso, J. A., Orellana-Ascencio, C. G., & Meza Ortiz, R. N. (2024). Operational Excellence in Freight Logistics: A Lean Service Case Study Integrating Poka Yoke and Standardized Work. *International Journal of Industrial Engineering*, 11(3), 29–41. <https://doi.org/10.14445/23499362/ijie-v11i3p105>
- Putra Wardhana, F., Sumarko, W. A., & Gunadi, W. (2020). A Gap Analysis of Service Quality in the Ferry Transportation Business at an Executive Terminal Ferry Port. *Psychology and Education*, 57(9), 353–362. www.psychologyandeducation.net
- Roberts, J. W. (2022). Service Design in Student Affairs: Blueprinting the Student Experience. *Innovative Higher Education*, 47(3), 367–387. <https://doi.org/10.1007/s10755-021-09580-8>
- Sarhani, M., Nourmohammadzadeh, A., Voß, S., & El Amrani, M. (2025). *Predicting and analyzing ferry transit delays using open data and machine learning*. *Journal*

of *Public Transportation*, 27, Article 100124.
<https://doi.org/10.1016/j.jpубtr.2025.100124>

Setyarini, M. A., Praharsi, Y., & Sari, D. P. (2023). *Optimization of Shipping Services with Waste Analysis Using Lean Service*. *April*, 4179–4190.
<https://doi.org/10.46254/ap03.20220687>

Shang, K. C., Huang, S. T., Buchari, E., Lirn, T. C., & Herno Della, R. (2023). Integration of safety quality function deployment in ferry services: Empirical study of Indonesia. *Research in Transportation Business and Management*, 47(August 2022), 100938. <https://doi.org/10.1016/j.rtbm.2022.100938>

Shinde, D. D., Ahirrao, S., & Prasad, R. (2018). Fishbone Diagram: Application to Identify the Root Causes of Student–Staff Problems in Technical Education. *Wireless Personal Communications*, 100(2), 653–664.
<https://doi.org/10.1007/s11277-018-5344-y>

Sudirman, Cahaya, M. L. K. A. S. I. M. E., Tandirerung, N. L. S. A. | J. S. W. Y., Indrawati, S. R. | D. O. N. F., Fitriya, N. L., & Hasanah, N. A. | N. K. A. W. T. (2023). *METODOLOGI PENELITIAN 1. 1*, 165.

Stefanova, M. (2021). Cause-and-effect diagram of logistics services. *International Journal of Business & Management Studies*, 02(07), 98–103. www.ijbms.net

Wijaya, S., Hariyadi, S., Debora, F., & Supriadi, G. (2020). Design and implementation of poka-yoke system in stationary spot-welding production line utilizing internet-of-things platform. *Journal of ICT Research and Applications*, 14(1), 34–50.
<https://doi.org/10.5614/itbj.ict.res.appl.2020.14.1.3>

Womack, J. P., & Jones, D. T. (1994). *From Lean Production to the Lean Enterprise*. *Harvard Business Review*, March–April, 93–103.

Womack, J. P., & Jones, D. T. (2003). *Lean thinking: Banish waste and create wealth in your corporation* (2nd ed.). Simon & Schuster.

Žanić Mikuličić, J., Kolanović, I., Jugović, A., & Brnos, D. (2024). Evaluation of service quality in passenger transport with a focus on liner maritime passenger transport—A systematic review. *Sustainability*, 16(3), 1125.
<https://doi.org/10.3390/su16031125>

Zhou, L., & Suh, W. (2025). A Study on Port Service Quality, Customer Satisfaction, Customer Loyalty, and Referral Intention: Focusing on Korean Container Terminals Amid Smart Port Development. *Systems*, 13(6), 7–9.
<https://doi.org/10.3390/systems13060486>