

## DAFTAR PUSTAKA

- Alpasa, Fajar, *Penerapan Konsep Lean Service dan DMAIC Untuk Mengurangi Waktu Tunggu Pelayanan*, Institut Teknologi Nasional, Bandung, 2016.
- Apple, James M, *Plant Layout and Material Handling*. A Wiley Trans Edition, Singapore. 2010.
- Blackstone, J. & Cox, J., *APICS Dictionary*, APICS The Assosiation for Operation Management.2005
- Brue, G., *Six Sigma For Managers*, A briefcase Book, Mc Graw-Hill.2002
- Gasperz, Vincent, *Lean Six Sigma For Manufacturing and Service Industri*, PT. Gramedia Pustaka Utama, Jakarta, 2007.
- Gasperz, Vincent, *Total Quality Management*, PT.Gramedia Pustaka Utama, Jakarta, 2001.
- George. L Michael, *Lean Six Sigma For Service*, The Mc Graw-Hill Company, 2003.
- Hill V, Arthur, *The Encyclopedia of Operations Management*. 2016.
- Heizer, Jay & Render Barry. *Operation Management*. Pearson Education Limited.The United State of America. 2014
- Monden, Yasuhiro, *Sistem Produksi Toyota*.Jakarta : PPM dengan Yayasan Toyota & Astra. 2000
- Muther, Richard, *Practical Plant Layout*. Mc Graw Hill. The United State of America. 2005.
- PT Astra Honda Motor, *“Standard Manual Book Standard Layanan Operasional Showroom”*, Jakarta, 2015.
- PT. Astra Honda Motor, *Standard Manual Book Standard Layanan Operasional AHASS*, Jakarta 2015.
- PT. Astra Honda Motor, *Standard Manual Book Interior dan Eksterior Jaringan Dealer Sepeda Motor Honda*, Jakarta, 2012.

Santoso, Djoko. (2013). *Lean Overview*. Sidoarjo: PT. Philips Indonesia.

Stevenson, William. J & Chuong Sum Chee, *Operation Management an Asian Perspective*. Mc Graw Hill Education. 2014

Hines P. dan Rich N. (1997). *The Seven Value Stream Mapping Tools*.  
International Journal of Operational and Production Management.  
Vol.17 No. 1.

Hines P. dan Taylor D. (2000). *Going Lean*. Cardiff, UK: Lean Enterprise  
Research Centre Cardiff Business School.

Lindsay, William M & Evans, James R, *An Introduction to Six Sigma & Process Improvement*. Cengage Learning, Stamford, USA. 2015