

DAFTAR PUSTAKA

- Alma, B. (2009). Pengantar Bisnis. CV. Alfabeta, Bandung.
- Anastasiadou, S.D. (2015). The Roadmaps of Total Quality Management in the Greek Education System according to Deming, Juran, Crosby in Light of the EFQM Model. *Procedia Economics and Finance* 33 (2015) 562 – 572. University of Western Mecedonia.
- Badan Standarisasi Nasional. (2008).
<http://www.pendidikanekonomi.com/2012/07/pengertian-dan-dimensi-mutu.html> diakses pada 13 Juli 2018.
- BNI. *Annual Report 2017*.
- Comps, Oscar. (2013). Standar Wise View ISO 9001 as Standard to Lift Business Performance to New Heights. *Quality Progres*. 46 (9), 16. Proquest.
- Cooper, D. R., & Schindler, P. S. (2011). *Business Research Methods*. 12th edition. Mc Graw Hill, New York.
- Garvin, D. A. (1997). <https://hbr.org/1987/11/competing-on-the-eight-dimensions-of-quality> diakses pada 13 Juli 2018.
- Ghony, M. D., & Almanshur, F. (2012). Metodologi Penelitian Kualitatif. Ar-Ruzz Media, Yogyakarta.
- Guba, E.G. & Y. S. Lincoln. (2014). Competing Paradigms in Qualitative Research. In N. K. Denzin & Y.S. Lincoln (Eds.), *Handbook of qualitative research* (pp. 105-117). Thousand Oaks, CA: Sage.
- Haskins, B. & Technical Information Service. (2007). *Quality Control*. Topic Gateway Series no. 37. CIMA, United Kingdom: 3.
- Huberman, M. & Miles, B. (1994). *Fundamentals of Qualitative Data Analysis*. Arizona State University.
- Indrasworo, D. (2014). Analisis Penerapan Sistem Manajemen Mutu ISO 9001: 2008 Studi Pada Perusahaan Jasa Konstruksi Fabrikasi Di PT. X. Tesis. Program Magister Manajemen Fakultas Ekonomika dan Bisnis UGM, Yogyakarta.
- International Organization for Standardization. 2015. *Quality Management System – Requirement*. Swiss, Geneva.
- Kaziliunas, A. (2010). The Implementation of Quality Management Systems in Service Organizations. *Public Policy and Administration*, 34, 71-82.

- Kaziliunas, A. (2010). Impacts of different factors on the implementation of quality management systems and performance outcomes. *Current Issues of Business and Law*, Vol. 5, 75-92.
- Kaziliunas, A. (2012). Problems While Implementing Quality Management Systems For A Sustainable Development of Organizations. *Ekonomika ir vadyba*, 4 (28): 90-98.
- Lincoln, Y.S. & E. G. Guba (1994). Competing Paradigms in Qualitative Research. *Handbook of qualitative research*. Thousand Oaks, CA: Sage.
- Nugraha, R.S.D. (2013). Analisis Implementasi Sistem Manajemen Mutu ISO 9001: 2008 di Perusahaan Konstruksi Migas: Studi Pada PT. XYZ. Tesis. Program Magister Manajemen Fakultas Ekonomi dan Bisnis UGM, Yogyakarta
- Priede, J. (2012). Implementation of Quality Management System ISO 9001 in the World and its Strategic Necessity. *Procedia Social and Behavior Science*, 58, 1474.
- Proquest. (2006). After the Certificate: Maximizing the Value of Quality Standards. *Quality Progres*. 39 (3), 65.
- Render, B. & Heizer, J. (2001). *Prinsip-Prinsip Manajemen Operasi*. 1997. (Ariyoto, K, Trans). Pearson Education Asia Pte, Ltd, Prentice-Hall, Inc. America. (Original work diterbitkan tahun 1997).
- Taylor, S.J. & Bogdan R. 2015. Introduction to Qualitative Research Methods: A Guidebook and Resource. 4th edition. USA: Wiley.
- Tim Implementasi ISO 9001: 2015. (2016). Pedoman Perusahaan Manajemen Mutu Laporan Keuangan Publikasi. Versi 1.1. BNI: Divisi. Penganggaran dan Pengendalian Keuangan.
- Yamit, Z. (2001). *Manajemen Kualitas Produk dan Jasa*. Yogyakarta: Dipura.