



Anthony P William, 1999, Human Resource Management, A Strategic Approach, Dryden Press

Cindy Johnson, 1 September 1997, Collaboration and Knowledge Sharing, Texas Instrument , *The Journal of Knowledge Management Vol. 1*

Collis & Montgomery, 1998. *Corporate Strategy*. Mc Graw Hill

Dave Ulrich, 1997, Human Resource Champions, Harvard Business School Press

Harry, Mikel dan Richard Schroeder, 2000, *Six Sigma : The Breakthrough Management Strategy Revolutioning the World's Top Corporations*, Doubleday, New York

Kotler, Keller , 2006, *Marketing Management, Pearson International Edition*

Kotler, 2003, *Marketing Management*, Prentice Hall

Myron Tribus, 26 October 1997, *Policy Deployment*, Center for advanced engineering study, MIT , Cambridge

Thompson, A.A & Strickland, A.J. 2004. *Strategic Management*, Thirteenth Edition. Mc Graw Hill.

www.isixsigma.com

www.kompas.com

www.management.about.com

www.onesixsigma.com

www.polyurethane.org