

DAFTAR PUSTAKA

- Al-Qahtani, N., Aziz, A., & Alshehri, S. (2015). The impact of Total Quality Management on organizational performance. *European Journal of Business and Management*, 119-127.
- Cooper, D. R., & Schindler, P. S. (2014). *Business Research Methods, Twelfth Edition*. New York: McGraw-Hill Education.
- Dembe, A. E., Erickson, J. B., Delbos, R. G., & Banks, S. M. (2005). The impact of overtime and long work hours on occupational injuries and illnesses: new evidence from the United States. *Occupational and Environmental Medicine*.
- Erikshammar, J., Bildsten, L., & Haller, M. (2014). *Value Stream Mapping - A Case Study of an Inner Wall Manufacturer*. Lulea.
- Gellad, Z. F., & Day, T. E. (2016). What Is Value Stream Mapping, and How Can It Help My Practice? *Am J Gastroenterol*, 447-448.
- Gill, P. (2012). Application of Value Stream Mapping to Eliminate Waste in an Emergency Room. *Global Journal of Medical Research Vol. 12*.
- Heizer, J., Render, B., & Munson, C. (2014). *Operations Management Sustainability and Supply Chain Management Eleventh Edition*. Harlow: Pearson Education Limited.
- Hidayatullah, M. S. (2018, October 18). *Ekonomi*. Diambil kembali dari Bisnis News Company: <https://ekonomi.bisnis.com>
- Hines, P., & Rich, N. (1997). The Seven Value Stream Mapping Tools. *International Journal of Operations & Production Management, Vol 17*, 46-64.
- Jeong, B. K., & Yoon, T. E. (2016). Improving IT Process Management Through Value Stream Mapping Approach : A Case Study. *JISTEM - Journal of Information System and Technology Management*, 389-404.

- Kelliher, C., & Anderson, D. (2009). Doing more with less? Flexible working practices and the intensification of work. *Human Relations*, 83-106.
- Leite, H., & Vieira, G. E. (2015). Lean philosophy and its applications in the service industry: a review of the current knowledge. *Produção*.
- Ovalle, O. R., Hoyos, B. G., & Rincon, C. A. (2010). Sytemic Service Value Stream Mapping. *REVISTA Universidad EAFIT Vol. 46*, 82-96.
- Putnam, L., Myers, K., & Gailliard, B. (2014). Examining the tensions in workplace flexibility and exploring options for new directions. *Human Relations* 67(4), 413-440.
- Rosentrater, K., & Balamuralikrishna, R. (2006). *Value Stream Mapping – A Tool for Engineering and Technology Education and Practice*.
- Uglanova, E., & Dettmers, J. (2017). Sustained Effects of Flexible Working Time Arrangements on Subjective Well Being. *Journal of Happiness Study*.
- Zehrer, A. (2009). Service experience and service design: concepts and application in tourism SMEs. *Managing Service Quality*, 332-349.