

DAFTAR PUSTAKA

Ahire, S.L. & Dreyfus, P. (2000). The Impact of Design Management and Process Management on Quality: An Empirical Investigation. *Journal of Operations* Vol 18 2000 549–575

Ahire, S. L., Golhar, D. Y., & Waller, M. A. (1996), “Development and Validation of TQM implementation Construct”, *Decision Sciences*, 27, 23-56.

Alexandros G. Psychogios, and Constantinos-Vasilios Priporas (2007) “Understanding Total Quality Management in Context: Qualitative Research on Managers’ Awareness of TQM Aspects in the Greek Service Industry, *The Qualitative Report*.

Antony, J., Leung, K., Knowles, G. and Gosh, S. (2002), “Critical success factors of TQM implementation in Hong Kong industries”, *International Journal of Quality & Reliability Management*, Vol. 19 No. 5, pp. 551-66

Arumugam, V., Chang, H.W., Ooi, K.-B. and Teh, P.-L. (2009), “Self-assessment of TQM practices: a case analysis”, *The TQM Journal*, Vol. 21 No. 1, pp. 46-58.

Arumugam, V., Ooi, K-B. and Fong, T.-C. (2008), “TQM practices and quality management performance – an investigation of their relationship using data from ISO 9001:2000 firms in Malaysia”, *The TQM Magazine*, Vol. 20 No. 6, pp. 636-50.

Avlonitis, G.J., Kouremenos, A. and Tzokas, N. (1994), “Assessing the innovativeness of organizations and its antecedents: Project Innovstrat”, *European Journal of Marketing*, Vol. 28 No. 11, pp. 5-28.

Bayraktar, E., Tatiglu, E. and Zaim, S. (2008), “An instrument for measuring the critical factor of TQM in Turkish higher education”, *Total Quality Management and Business Excellence*, Vol. 19 No. 6, pp. 551-74

Benson, P.G, Sarapha, J.V and Schroeder, R.G (1991) The Effects of Organisational Context on Quality Management: An Empirical Investigation , 37,9,1107-1124.

Besterfield, Dale H; Besterfield-Michna, Carel; Besterfield, Glen H.; Besterfield-sacre, Mary, (1999) “Total Quality Management” New Jersey: *Prentice Hall International*, 1999

Brah, Shaukat A. dan Lim, Hua Ying. (2006). The effects of technology and TQM on the performance of logistics companies. *International Journal of Physical Distribution & Logistics Management* Vol. 36 No. 3, 2006 pp. 192-209

Brah, S. A., Wong, J. L. and Rao, B. M. (2000). TQM and business performance in the service sector: a Singapore study. *International Journal of Operations and Production Management*, Vol. 20, No. 11, pp. 1293-1312..

Brown, A. (1994). TQM: Implications for training. *Training for Quality*, 2(3), 4-10.

Christos V. Fotopoulos Evangelos L. Psomas , (2010),"The structural relationships between TQM factors and organizational performance", *The TQM Journal*, Vol. 22 Iss 5 pp. 539 – 552

Claver-Corte ´s, E., Pereira-Moliner, J., Tari, J. J., & Molina-Azorin, J. F. (2008). TQM managerial factors and performance in the Spanish hotel industry. *Industrial Management & Data Systems*, 108(1–2), 228–244.

Cohn, S.F. (1980), "Characteristics of technically progressive firms", *Omega*, Vol. 8 No. 4, pp. 441-59.

Cooper, D.R. and Schindler, P.S. (2014). *Business Research Method*, 12th edition. New York: McGraw-Hill

Coyle-Shapiro, J. (1997). The impact of a TQM intervention on teamwork: A longitudinal assessment. *Team Performance Management*, 3(3), 150-161.

Cua K.O., McKone, K.E. and Schoreder, R.G. (2001), "Relationship between implementation of TQM, JIT and TPM and manufacturing performance", *Journal of Operations Management*, Vol. 19, pp. 675-94.

Dale, B. G. (1996). Sustaining a process of continuous improvement: Definition and key factors. *The TQM Magazine*, 8(2), 49-51

David L.Goetsch and Stanley B.Davis, (1997). "Introduction To Total Quality : Quality Management for Production, Processing, and services, Second Edition. *Prentice-Hall International, Inc* : New Jersey

Dean Jr., J.W., Bowen, D.E., (1994). Management theory and total quality: improving research and practice through theory development. *Academy of Management Review* 19 (3), 392–418.

- Defoe, J.A. and Juran, J.M. (2010) *Juran's Quality Handbook: The Complete Guide to Performance Excellence*. McGraw-Hill, New York
- Deliana. (2015), Managerial Performance In Indonesia Local Government: Impact of Budget Participation and Budget Goal Commitment, *Research Journal of Finance & Accounting*, Vol 6, No.4.
- Deming, W.E. (1986), *Out of the Crisis*, Centre for Advanced Engineering Study, Massachusetts Institute of Technology, Cambridge, MA
- Deming, W. E. (1982). *Quality, Productivity and Competitive Position*. M.I.T. Center for Advanced Engineering Study
- Deming, W.E. (1981), "Improvement of quality and productivity through action by management", *National Productivity Review*, Vol. 1 No. 1, pp. 12-22
- Demirbag, Mehmet, Ekrem Tatoglu, Mehmet Tekinkus, Selim Zaim. (2006). An analysis of the relationship between TQM implementation and organizational performance: Evidence from Turkish SMEs. *Journal of Manufacturing Technology Management* Vol. 17 No. 6, pp. 829-847
- Deshpande, R., Farley, J.U. and Webster, F.E. Jr (1993), "Corporate culture, customer orientation, and innovativeness in Japanese firms: a quadrad analysis", *Journal of Marketing*, Vol. 57 No. 1, pp. 23-7..
- Edward Sallis, (2011), "Total Quality Management In Education (Manajemen Mutu Pendidikan). Yogyakarta.
- D.J. Elzinga., T.Horak., C., C.Y.Lee., and C.Bruner (1995) "Business Process Management:Survey and Methodology, IEEE Transactions on Engineering Management. 42 (2): P ,119-128
- Evans JR, Lindsay WM (1995). *The management and control of quality*. 3rd ed., West Publishing, New York.
- Faisal Talib, Zillur Rahman , M.N. Qureshi, (2013). "An empirical investigation of relationship between total quality management practices and quality performance in Indian service companies" *International Journal of Quality & Reliability Management*, Vol. 30 Iss 3 pp. 280 – 318.
- Faisal Talib, and Rahman, Z. (2010). "Critical success factors of total quality management in service organization: a proposed model". *Service Marketing Quarterly*, Vol.31, No.3, pp. 363-380.

Feigerbhaum.A.V, “Total Quality Control”, (1991), 3rd Edition, *Mcgraw hill inc*, Singapore.

Feng, J., Prajogo, D. I., Tan, K. C., & Sohal, A. S. (2006). The impact of TQM practices on performance: A comparative study between Australian and Singaporean organizations. *European Journal of Innovation Management*, 9(3),269–278

Floyd, S.W. & Lane, P.J. (2000). Strategizing Throughout the Organization: Managing Role Conflict in Strategic Renewal. *Academy of Management Review*, 25: 154-177.

Flynn, B. B., Schroeder, R G. And Sakakibara, Sadao, (1995), The Relationship Between JIT and TQM: Practice and Performance, *Academy of Management Journal*, 38(5): 1325-1360

Flynn, B.B., Schroeder, R. and Sakakibara, S. (1994). A framework for quality management research and an associated measurement instrument. *Journal of Operations Management*, Vol. 11, pp. 339-366

Flynn, B. B., Schroeder, R. G., & Sakakibara, S. (1995). The Impact of Quality Management Practices on Performance and Competitive Advantage. *Decision Sciences*, 26 (5), 659-691.

Ghozali, Imam. (2011). “Aplikasi Analisis Multivariate dengan Program *IBM SPSS 19 Edisi 5*”. BP Universitas Diponegoro: Semarang.

Gobeli, D.H. and Brown, W.B. (1994), “Technological innovation strategies”, *Engineering Management Journal*, Vol. 6 No. 1, pp. 17-24.

Goetsch, David L. ; Stanley B. Davis, (2006) “ *Quality Management : Introduction to Total Quality Management for production, processing, and services*. *New Jersey*: Pearson Prentice Hall.

Goetsch, D., & Davis, S. (1994). Introduction to total quality: quality, productivity, competitiveness (2nd ed.). London: *Macmillan*.

Hansen, Don R., dan Mowen, Maryanee M (2005). *Management Accounting*. Thomson Learning.

Heizer, Jay; Render, Barry. “Operations Management : Sustainability and supplychain Management. England: *Pearson Education*, 2014.

- Heizer, Jay & Render, Barry , Operation Management Tenth Edition (Pearson International Edition), *Pearson Education*, 2011
- Hendrics, K. B. And Singhal, V. R. (1997), "Does implementing an affective TQM program actually improve operating performance? Empirical Evidence from firms that have won quality awards," *Management Science*, 43, 1258-1272.
- Ho, S., & Fung, C. (1994). Developing a TQM excellence model. *The TQM Magazine*, 6(6), 24-30.
- Hollenstein, H. (1996), "A composite indicator of a firm's innovativeness – an empirical analysis based on survey data for Swiss manufacturing", *Research Policy*, Vol. 25 No. 4, pp. 633-45
- Hyland, P., Mellor, R. and Donepadi, R. (2000). "A comparison of Australian firms and their use of continuous improvement tools", *The TQM Magazine*, Vol. 12 No 2, pp. 117-24.
- Jahanshahi, A. A., Rezaie, M., Nawaser, K., Ranjbar, V., & Pitamber, B. K. (2012). Analyzing the Effect of Electronic Commerce on Organizational Performance : Evidence from Small and Medium Enterprises. *African Journal of Business Management*, 6(15), 64866496.
- Jefrey M. Wooldridge, (2009) "Introductory Econometrics" Fourth Edition, Canada : South Western
- Juran, J. (1988). The quality function. In J. M. Juran (Eds.), *Juran's quality control handbook* (pp. 1-13). New York: McGraw-Hill.
- Johns, N., & Ross-Lee, D. (1998). Research methods in service industry. London: Cassell
- Juran, J.M. (Ed.) 1995. A History of Managing for Quality, *ASQC Quality Press*, Milwaukee, WI
- Juran, J.M. and Gryna, F.M. (1980), Quality Planning and Analysis, *McGraw-Hill*, New York, NY.
- Kanji, G.K. 2001. Forces of excellence in Kanji's business excellence model. *Total Quality Management*, Vol. 12, pp. 259–272.
- Kaplan, R.S. and Norton, D.P. (1996), The Balanced Scorecard: Translating Strategy into Action, Harvard Business School Press, Boston, MA

Karagozoglu, N. and Brown, W.B. (1988), “Adaptive responses by conservative and entrepreneurial firms”, *Journal of Product Innovation Management*, Vol. 5 No. 4, pp. 269-81

Karkoszka, T. and Honorowicz, J. (2009), Kaizen Philosophy A Manner of Continuous Improvement of Processes and Products. *Journal of Achievements in Materials and Manufacturing Engineering*, Vol. 35(2), pp. 197-203

Kesuma Noviar Perdana (2013). “Pengaruh Penerapan Total Quality Management terhadap produktivitas UKM kain Sasirangan Kalimantan Selatan, *Skripsi, Fakultas Ekonomika dan Bisnis, Universitas Gadjah Mada ,Yogyakarta*. (2013-05-21).

Kleinschmidt, E.J. and Cooper, R.G. (1991), “The impact of product innovativeness on performance”, *Journal of Product Innovation Management*, Vol. 8 No. 4, pp. 240-5

Kristy O. Cua, Kathleen E. McKone, Roger G. Schroeder., (2001). Relationships between implementation of TQM, JIT, and TPM and manufacturing performance. *Journal Of Operations Management* 19 675-694.

Lakhal, L., Pasin, F. and Limam, M. (2006). Quality management practices and their impact on performance. *International Journal of Quality and Reliability Management* 23(6): 625-646.

Lee, S.M., Rho, B.-H. and Lee, S.-G. (2003). Impact of Malcolm Baldrige National Quality Award criteria on organizational quality performance. *International Journal of Production Research*, Vol.41, No.9, pp. 2003- 2020.

Mahoney, T. A., Jerdee, T. H., & Carroll, S. J. (1963). *Development of managerial performance: A research approach*. Cincinnati, OH: Southwestern Publishing Company..

Marchington, M., Dale, B., & Wilkinson, A. (1993). Who is really taking the lead on quality. *Personnel Management*, 25(4), 30-33

Mark Loughlin, (2008)” *Discuss the key elements of Total Quality Management within the context of the emerging business environment*”.

Miller, D. and Friesen, P.H. (1982), “Innovation in conservative and entrepreneurial firms: two models of strategic momentum”, *Strategic Management Journal*, Vol. 3 No. 1, pp. 1-25.

Motwani, J. (2001). Critical factors and performance measures of TQM. *The TQM Magazine*, Vol.13, No.4, pp. 292-300.

Oakland, John S, (1993) “Total Quality Management” Oxford: Butterworth-Heinemann.

Oakland, J. (1989). Total quality management. *Oxford, UK: Heinemann.*

Ooi, 2009 “Total quality management and knowledge management: Literature review and proposed framework. *African Journal of Business Management* Vol.3 (11), pp. 633-643, Februari, 2016 <http://www.academicjournals.org/ajbm>

Ooi, K.-B., Arumugam, V., Teh, P.-L. and Chong, A., Y.-L. (2008). TQM practices and its association with production workers. *Industrial Management and Data Systems*. Vol. 108, No. 7, pp. 909-927

Ooi, K.-B., Arumugam, V., Safa, M.S. and Bakar, N.A. 2007a. HRM and TQM: association with job involvement. *Personnel Review*, Vol.36, No.6, pp. 939-96

Patel, A. (1993). Total quality management: Paving the way for future training. *Industrial and Commercial Training*, 25(2), 23-32.

Prajogo, D.I. (2005). The comparative analysis of TQM practices and quality performance between manufacturing and service firms. *International Journal of Service Industry Management*, Vol. 16, pp. 217–228

Prajogo, D.I., & Brown, A. (2004). The relationship between TQM practices and quality performance and the role of formal TQM programs: An Australian empirical study. *Quality Management Journal*, Vol. 11, pp. 31–43

Prajogo, D.I. and Sohal, A.S. (2003), “The relationship between TQM practices, quality performance, and innovation performance: an empirical examination”, *International Journal of Quality & Reliability Management*, Vol. 20 No. 8, pp. 901-18..

Hartono, J 2013. “Metodologi Penelitian Bisnis” Edisi 6. Yogyakarta : *BPFE* Yogyakarta

Psychogios, A. G., & Priporas, C. V. (2007). Understanding total quality management in context: Qualitative research on managers’ awareness of TQM aspects in the Greek service industry. *The Qualitative Report*, 12(1), 40-66.

Rampersad, H. (2001). 75 painful questions about your customer satisfaction. *The TQM Magazine*, 13(5), 341-347.

Reed, R., Lemak, D. J., & Montgomery, J. C. (1996). Beyond process: TQM content and firm performance. *Academy of Management Review*, 21, 173 ± 202

Sadikoglu, E. and Zehir, C. (2010). Investigating the effects of innovation and employee performance on the relationship between TQM practices and firm performance: an empirical study of Turkish firms. *International Journal of Production Economics*, Vol.127, pp. 13-26.

Santoso, K. (1992), "Hasil Survey TQM di Indonesia, " *Manajemen Usahawan Indonesia*, No. 11, Th. XXI, Nopember, 32-33.

Saraph, J.V., Benson, P. G., and Schroeder, R.G (1989), "An Instrument for measuring the critical Factors of Quality Management," *Decision Sciences*, 20, 810-829.

Saravanan, R. and Rao, K.S.P. (2007). The impact of total quality service age on quality and operational: an empirical study. *The TQM Magazine*, Vol.19, No.3, pp. 197-205.

Schroeder, Roger G, (2000) "Operations Management : Contemporary concepts and cases Boston: *Irwin McGraw-Hill*.

Sekaran U. (2014), *Research Methods for Business: A Skill Building Approach, Second Edition*, New York: John Willey & Sons, Inc.

Sila, I. and Ebrahimpour, M. (2005), "Critical linkages among TQM factors and business results", *International Journal of Operations & Production Management*, 25, 83-109.

Sinclair, J., & Collins, D. (1994). Towards a quality culture. *International Journal of Quality and Reliability Management*, 11(5), 19-29

Sit, W.-Y., Ooi, K.-B., Lin, B. and Chong, A.Y.-L. (2009). TQM and Customer satisfaction in Malaysia's service sector. *Industrial Management and Data Systems*. Vol.109, No.7, pp. 957-975.

S. L. Ahire, R. Landeros, and D. Y. Golhar, "Total quality management: A literature review and an agenda for future research," *Production and Operations Management*, vol. 4, pp. 277-306, Summer 1995.

Soewarso Hardjosoedarmo, (2004) “ Total Quality Management”. Edisi Kedelapan. Yogyakarta: Andi.

Subramanian, A. and Nilakanta, S. (1996), “Organizational innovativeness: exploring the relationship between organizational determinants of innovation, types of innovations, and measures of organizational performance”, *Omega*, Vol. 24 No. 6, pp. 631-47.

T. Karkoszka, J. Honorowicz Kaizen, (2009) “*Philosophy a manner of continuous improvement of processes and products.*”

Teh, P.-L., Yong, C.-C., Arumugam, V. and Ooi, K.-B. (2009). Does total quality management reduce employees’ role conflict? *Industrial Management and Data Systems*, Vol.109, No.8, pp. 1118-1136

Teh, P.-L., Ooi, K.-B. and Yong, C.-C. (2008). Does TQM impact on role stressors? A conceptual model. *Industrial Management and Data Systems*, Vol.108, No.8, pp. 1029-1044

Terziovski, M. (2006), “Quality management practices and their relationship with customer satisfaction and productivity improvement”, *Management Research News*, Vol. 29 No. 7, pp. 414-24

Terziovski, M., & Samson, D. (1999). “An instrument for measuring the critical factors of quality management”, *Decision Sciences*, Vol. 20 No. 4, pp. 810-29.

Tjiptono, Fandy and Anastasia Diana “*Total Quality Management*”, (2003), Yogyakarta : Andi Yogyakarta.

(<http://www.bi.go.id/id/publikasi/laporan-keuangan/bank/umum/konvensional/Default.aspx> / (akses 3/3/2016).

Uma Sekaran and Roger Bougie, (2013). *Research Methods for Business: A skill-Building Approach (John Wiley & sons Ltd).*

Valmohammadi, C., & Ahmadi, M. (2015). The impact of knowledge management practices on organizational performance: A balanced scorecard approach. *Journal of Enterprise Information Management*, Vol 28, No 1, pp 131-159

Walley, P., & Kowalski, E. (1992). The role of training in total quality implementation. *Journal of European Industrial Training*, Vol 16 . No 3, pp 25-31

Wilkinson, A., Redman, T., & Snape, E. (1993). *Quality and the manager*. London: *Institute of Management*

Yamin, S., Mavondo, F., Gunasekaran, A. and Sarros, J. (1997), “A study of competitive strategy, organizational innovation and organizational performance among Australian manufacturing companies”, *International Journal of Production Economics*, Vol. 52 No. 1/2, pp. 161-72

Zairi, (1997) “TQM and Customer satisfaction in Malaysia’s service sector. *Business process management: a boundary less approach to modern competitiveness*

Zu, X., Fredendall L.D., and Douglas, T.J. “The evolving theory of quality management: the role of Six Sigma,” *Journal of Operations Management*, vol. 26, no. 5, pp. 630–650.

.

.

.

.

.