DAFTAR PUSTAKA

Andersen, B. dan Fagerhaug, T., 2000, *Root Cause Analysis: Simplified Tools and Techniques*, ASQ Quality Press, Milwaukee.

Andersen, B. dan Fagerhaug, T., 2006, *Root Cause Analysis: Simplified Tools and Techniques,* 2nd ed., ASQ Quality Press, Milwaukee.

Besag, J., 1975, Statistical Analysis of Non-Lattice Data, *The Statistician*, Vol. 24, pp. 179-195.

Cromar, S. dan Jacobs, D.M., 2013, *From Techie To Boss: Transitioning to Leadership*, Apress, New York City.

Dahlan, M.S., 2011, *Statistik untuk Kedokteran dan Kesehatan: Deskriptif, Bivariat, dan Multivariat dilengkapi dengan menggunakan SPSS Edisi 3*, Salemba Medika, Jakarta.

Damele, G., Bazzana, G., Andreis, F., Aquilio, F., Arnoldi, S., Pesse, E., 1996, Process Improvement through Root Cause Analysis, *Proceedings of Third International Conference on Achieving Quality in Software*, pp.35-47.

Desai M.S. dan Johnson R.A., 2013, Using Fishbone Diagram to Develop Change Management Strategies to Achieve First-Year Student Persistence, *S.A.M. Advanced Management Journal*, Vol. 78, pp. 51-63.

Doggett, A.M., 2005, Root Cause Analysis : A Framework for Tool Selection, *Quality Management Journal*, Vol. 12, pp.34-45.

Friedman, N., dkk, 1999, Learning Probabilistic Relational Model, *Proceedings of the Sixteenth International Joint Conference on Artificial Intelligence*, pp. 1300-1309.

Galley, M., *Improving on the Fishbone Effective Cause-and-Effect Analysis: Cause Mapping*, https://www.thinkreliability.com/cause-mapping-method/, (online accessed 17 March 2017).

Garvin, D.A., 1987, *Competing on the Eight Dimension of Quality*, https://hbr.org/1987/11/competing-on-the-eight-dimensions-of-quality, (online accessed 3 April 2017).

Ishikawa, K., 1982, *Guide to Quality Control*, Asian Productivity Organization, Japan.

Ilie, G., Ciocoui, C.N., 2010, Application of Fishbone Diagram to Determine The Risk of an Event with Multiple Causes, *Management Research and Practice,* Vol. 2, pp. 1-20.

Juran, J.M. dan Godfrey, A.B., 1999, *Juran's Quality Handbook*, 5th ed., McGraw-Hill Companies, Inc, New York.

Kotler, P. Dan Keller., K.L., 2012, *Marketing Management*, Pearso Education, Inc., New Jersey.

Khaloo, A.R. dan Khosravi, H., 2013, Modified Fish-bone Model: A Simplified MDOF Model for Simulation of Seismic Responses of Moment Resisting Frames, *Soil Dynamics and Earthquake Engineering*, Vol. 55., pp 195-210.

Khosravi, H. dan Bina, B., 2010, A Survey on Statistical Relational Learning, *Proceeding of the 23rd Canadian Conference on Advances in Artificial Intelligence*, pp. 257-268.

Montgomery, D.C., 2009, *Introduction to Statistical Quality Control*, 6th ed., John Wiley & Sons, Inc, New York.

Montgomery, D.C. dan Runger. G.C., 2003, *Applied Statistics and Probability for Engineers*, 3th ed., John Wiley & Sons, Inc, New York.

Nasution, M.N., 2005, *Manajemen Mutu Terpadu*, Ghalia Indonesia, Bogor.

Natarajan, S., Khot, T., Kersting, K., Gutmann., Shavlik, J., 2012, Gradient-based Boosting for Statistical Relational Learning : The Relational Dependency Network Case, *Journal of Machine Learning*, Vol. 86, pp. 25-56.

Neville, J. dan Jensen, D., 2007, Relational Dependency Network, *Journal of Machine Learning Research*, Vol. 8, pp. 653-692.

Neville, J. dan Jensen, D., 2003, Collective Classification with Relational Dependency Network, *Proceedings of the 2nd Multi-Relational Data Mining Workshop, 9th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining*, pp. 77-91.

Neville, J. dan Jensen, D., 2004, Dependency Network for Relational Data, *Proceedings of the 4th IEEE International Conference on Data Mining,* pp. 170-177.

Neville, dkk., 2003, Learning Relational Probability Tree , *Proceedings of the 9th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining*, pp. 625-630.

Nolan, T.W. dan Provost, L.P., 1990, Understanding Variation, *Quality Progress*, ASQC, May 1990, pp. 70-78.

Okes, D., 2005, Improve Your Root Cause Analysis, *Manufacturing Engineering*, Vol. 134, pp. 171-178.

Schulte, O., Qian, Z., Kirkpatrick, A.E., Yin, X., Sun, Y., 2016, Fast Learning of Relational Dependency Network, *Journal of Machine Learning*, Vol. 103, pp. 377-406.

Tague, N.R., 2005, *The Quality Toolbox*, 2nd ed., ASQ Quality Press, Milwaukee.

Taylor, J.R.A., 2010, *The Handbook of Quality and Service Improvement Tools*, NHS Institute for Innovation and Improvement, Great Britain.

Watson, G., 2004, The Legacy of Ishikawa, *Quality Progress*, Vol. 37, pp. 54-57.

Worch, T., Dooley, L., Meullenet, J., Punter, P.H., 2010, Comparison of PLS Dummy Variables and Fishbone Method to Determine Optimal Product Charateristic from Ideal Profiles, *Food Quality and Preference*, Vol. 21, pp. 1077-1087.

Yuniarto, H.A., 2012, The Shortcomings of Existing Root Cause Analysis Tools, *Proceedings of the World Congress on Engineering* 2012, Vol. 3, pp.1-2.

Yuniarto, H.A., Akbari, A.D., Masruroh, N.A., 2012, Perbaikan pada Fishbone Diagram sebagai Root Cause Analysis Tool, *Jurnal Teknik Industri ISSN*: 1411-6340, Vol. 3, pp. 217-224.