DAFTAR PUSTAKA

Aikenhead, G., Adamowski, J., Farahbakhsh, K., Halbe, J., 2015, Application of Process Mapping and Causal Loop Diagramming to Enhance Engagement in Pollution Prevention in Small to Medium Size Enterprises: Case Study of A Dairy Processing Facility, *Journal of Cleaner Production* Vol. 102, pp. 275-284.

Akbari, A.D., 2012, *Metodologi Bayes-Fishbone: Hasil Inovasi Root Cause Analysis Tool untuk Mengidentifikasi Comon Cause Variation dengan Mengintegrasikan Bayesian network dan Diagram Fishbone*, Skripsi, Universitas Gadjah Mada, Yogyakarta.

Aldebert, L., Hudziak, J., 2012, *Addressing Quality Problems in 3PL Processes*, Thesis, Chalmers University of Technology, Sweden.

Ballou, R.H., 2004, *Logistics, Supply chain and Transport Management*, Prentice Hall, New Jersey.

Berkowitz, D., Gravier, M.J., Hawkins, T.G., Muir, W.A., 2015, Improving Services Supply Management in the Defense Sector: How the Procurement Process Affects B2B Service Quality, *Journal of Purchasing & Supply Management*, Vol. 21, pp. 81–94.

Bose, T.K., 2012, Application of Fishbone Analysis for Evaluating Supply Chain and Business Process-A Case Study on the ST James Hospital, *International Journal of Managing Value and Supply Chains (IJMVSC),* Vol. 3, no. 2.

Cagno, E., Grande, O., Ruggeri, F., Trucco, P., 2007, A Bayesian Belief Network Modelling of Organisational Factors in Risk Analysis: A Case Study in Maritime Transportation, *Reliability Engineering and System Safety,* Vol. 93, pp. 823-834.

Cheng, T.C.E., Yeung, A.C.L., Yeung, K., Zhou, H., 2012, The Impact of Third-Party Logistics Providers' Capabilities on Exporters' Performance, *Int. J. Production Economics,* Vol. 135, pp. 741–753.

Chopra, S., Meindl, P, 2007, *Supply Chain Management. Strategy, Planning and Operation*, Prentice Hall, New Jersey.

CSCMP, 2014, *Supply Chain Graphic of the Week: 2014 Logistics Cost Components.* [Online, diakses tanggal 20 Maret 2015]. URL: http://www.scdigest.com/assets/newsviews/14-06-17-1.php?cid=8191

Czuchry, A.J., Dorsch, J.J., Yasin, M.M., 1997, "Application of *Root Cause Analysis* in a Service Delivery Operational Environment", *International Journal of Service Industry Management*, Vol. 8, Iss 4, pp. 268-289.

Dahiya, V., 2012, *Logistics and Supply Chain.* [Online, diakses tanggal 21 Juli 2015]. URL: http://www.slideshare.net/vikram_dahiya/logistics-and-supply-chain-12938486

Davis,H., Drumm, W., 2001, *Physical Distribution Cost and Service*, Council of Logistics Management, Oak Brook.

Drucker, P., 1962, The Economy's Dark Continent, *Fortune*, pp. 72, 103-4.

Eltantawy, R.A., Giunipero, L.C., 2004, Securing the Upstream Supply Chain: A Risk Management Approach, *International Journal of Physical Distribution and Logistics Management 9,* Vol. 34, pp. 698–713.

Elzakker, M.A.H., Grossmann, I.E., Hoogland, H., Raikar, N.B., Zondervan, E., 2014, Optimizing the Tactical *Plan*ning in the Fast Moving Consumer Goods Industry Considering Shelf-life Restriction, *Computers and Chemical Engineering*,Vol. 66, pp. 98-109.

Heckerman, D. 1996. *Tutorial on Learning With Bayesian networks.* United States of America: Microsoft Corporation.

IBM, 2004, *Applying the Fishbone Diagram and Pareto Principle to Domino.* [Online, diakses tanggal 16 Juni 2015]. URL: http://www.ibm.com/developerworks/lotus/library/fishbone/

IBM, 2008, *Supply Chain Risk Management: A Delivate Balancing Act*, IBM, USA.

Ishikawa, K., 1982, *Guide to Quality Control Second Edition*. Asian Productivity Organization, Tokyo.

Isik, Filiz, 2011, *Complexity in Supply Chains: A New Approach to Quantitative Measurement of the Supply-Chain-Complexity*, Bergische Universität Wuppertal Schumpeter School of Business and Economics Chair of Business Computing and Operations Research, Germany.

Israelson, S., Madsen, A.L., Weidl, G., 2005, Applications of Object-Oriented *Bayesian network*s for Condition Monitoring, Root Cause Analysis and Decision Support On Operation of Complex Continuous Processes, *Computers and Chemical Engineering*, Vol. 29, pp. 1996-2009.

Joint Commission on Accreditation of Healthcare Organizations, 1996, *Conducting a Root Cause Analysis in Response to a Sentinel Event.* [Online, diakses tanggal 25 Maret 2015]. URL: http://www.jointcommission.org /assets/1/6/CAMBHC_21_SE_all_CURRENT.pdf.

Korb, K.B., Nicholson, A.E., 2011, *Bayesian Artificial Intelligence Second Edition*, CRC Press, London, UK.

Krauth, E., Moonen, H., 2005, *Performance Measurement and Control in Logistics Service Providing, Artificial Intelligence and Decision Support Systems,* Erasmus University Rotterdam, The Netherlands.

Mingin, V.L., 2007, *A Case Study of One School District's Use of Root Cause Analysis*, Dissertation, Hofstra University, New York.

Preuss, P., 2003, *School Leader's Guide to Root Cause Analysis: Using Data to Dissolve Problems*, Eye on Education, New York.

Rooney, J.J., Heuvel, L.N.V., 2004, Root Cause Analysis for Beginners, *Quality Progress,* Vol. 37, no. 7, pp. 45-46.

Schafer, J.J., 2012, A Root Cause Analysis Project in a Medication Safety Course, *American Hournal of Pharmaceutical Education 2012,* Vol. 76, no.6, pp. 116-221.

Taylor, M.A.P., Tseng, Y.Y., Yue, W.L., 2005, The Role of Transportation in Logistics Chain, *Proceedings of the Eastern Asia Society for Transportation Studies*, Vol. 5, pp. 1657 – 1672.

Toar, B.M., 2015, Pengembangan Model Prediksi Harga Saham dengan Mempertimbangkan Faktor Makroekonomi (Studi Kasus pada Indeks Harga Saham Gabungan), Skripsi, Universitas Gadjah Mada, Yogyakarta.

Vorley, G., 2008, *Mini Guide to Root cause analysis,* Quality Management & Training (Publications) Ltd., United Kingdom.

Woosley, A., 2001, *Root Cause Analysis of High Scrap Rate Parts and Corresponding Effects on the Supply Chain*, Thesis, University of Louisville, Louisville, Kentucky.

Yuniarto, H.A., 2012, The Shortcomings of Existing Root Cause Analysis Tools, *Proceedings of the World Congress on Engineering 2012*, Vol I.