

DAFTAR PUSTAKA

- Abideen, A.Z., dan Mohamad, F.B. (2019). *Supply chain lead time reduction in a pharmaceutical production warehouse – a case study Faculty of Industrial Management*. International Journal of Pharmaceutical and Healthcare Marketing, 14 (1). 61-88.
- Ahmed, S., Manaf, N.H.A., dan Islam, R. (2018). *Effects of Six Sigma initiatives in Malaysian private hospitals*. International Journal of Lean Six Sigma. 10 (1). 44-57.
- Anisi, S., Marzban, S., Zarei, E., dan Sepehri, M.M. (2017). *Identifying process improvement opportunities in gynecology clinic by value stream mapping*. IIOAB Journal 8 (1). 27-32
- Antony, J., Mishra, D., dan Barach, P. (2017). *Six Sigma in healthcare: a systematic review of the literature*. International Journal of Quality & Reliability Management. 35 (5) 1075-1092.
- Bhat, S., Gijo, E.V., dan Jnanesh, N.A. (2016). *Productivity and performance improvement in the medical records department of a hospital: an application of lean six sigma*. International Journal of Productivity and Performance Management 65 (1). 98-125.
- Bustani, N.M., Rattu, A.J., dan Saerang. J.S.M. (2015). Analisis lama waktu tunggu pelayanan pasien rawat jalan di balai kesehatan mata masyarakat propinsi selawesi utara. Jurnal e-Biomedik (eBm) 3 (3). 2.
- Data Kependudukan 2020: Penduduk Indonesia 268.583.016 Jiwa. Tersedia di <https://nasional.kompas.com/read/2020/08/12/15261351/data-kependudukan-2020-penduduk-indonesia-268583016-jiwa?page=all>. Diakses Pada 3 September 2020.
- Douglas, J.A., Antony, J., dan Douglas, A. (2014). *Waste identification and elimination in HEIs: the role of Lean thinking*. International Journal of Quality & Reliability Management. 32 (9). 970-981.
- Firdhy Esterina Christy. 2020. Jumlah Rumah Sakit Umum di Indonesia 2015-2019. Tersedia di <https://data.tempo.co/data/985/jumlah-rumah-sakit-umum-di-indonesia-2015-2019>. Diakses pada 1 Oktober 2020.
- Garza-Reyes, J.A. (2015). *Green lean and the need for Six Sigma*. International Journal of Lean Six Sigma. 6 (3). 226-248.
- Gijo, E.V., dan Antony, J. (2013). *Reducing patient waiting time in pathology department using the six sigma methodology (versi elektronik)*. Quality and Reliability Engineering International.

- Hallam, C.R.A. dan Contreras, C. (2018). *Lean healthcare: scale, scope and sustainability*, International Journal of Health Care Quality Assurance. 31 (7). 684-696.
- Heizer, J., Render, B., & Munson, C. (2017). *Operations Management: Sustainability and Supply Chain Management, 12th Edition*. New Jersey: Pearson.
- Hines, P., dan Rich, N. (1997). *The seven value stream mapping tools*. Lean Enterprise Research Centre, Cardiff Business School, Cardiff, UK. 17 (1). 46-64.
- Hines, P., dan Taylor, D. (2000). *Going Lean, Lean Enterprise Research Center*. Cardiff Business School.
- Laureani, A., Brady, M., dan Antony, J. (2013). *Applications of Lean Six Sigma in an Irish hospital*. Leadership in Health Services. 26 (4). 322-337.
- Lawal, A.K., Rotter, T., Kinsman, L., Sari, N., Harrison, L., Jeffery, C., Kutz, M., Khan, M.F. dan Flynn, R. (2014), *Lean management in health care: definition, concepts, methodology and effects reported (systematic review protocol)*. Systematic Reviews. 3 (1). 103.
- Menteri Kesehatan Republik Indonesia Nomor: 129/Menkes/SK/II/2008. Tentang Standar Pelayanan Minimal Rumah Sakit Menteri Kesehatan Republik Indonesia.
- Mutia, P.M., dan Nyambegeera, S.M. (2014). *Six Sigma approach for quality improvement and its future in Kenyan organizations: a research agenda*. International Journal of Science Commerce and Humanities. 2 (1). 125-136.
- NHS Institute for Innovation and Improvement. (2007). *Going Lean in the NHS*. NHS Institute for Innovation and Improvement, Warwick.
- Panayiotou, N.A., Stergiou, K.E., dan Chronopoulos, V. (2020). *Implementing a Lean Six Sigma standardized toolset in a manufacturing company: a case study*. International Journal of Productivity and Performance Management
- Patel, A.S., dan Patel, K.M. (2020). *Critical review of literature on Lean Six Sigma methodology*. International Journal of Lean Six Sigma. 12 (3). 627-674.
- Peraturan Menteri Kesehatan Republik Indonesia Nomor 4 Tahun 2018. Tentang Kewajiban Rumah Sakit dan Kewajiban Pasien. Tersedia di <https://peraturan.bpk.go.id/Home/Details/111761/permenkes-no-4-tahun-2018>. Diakses pada 8 September 2020.
- Peraturan Menteri Kesehatan Republik Indonesia Nomor 4 Tahun 2019. Tentang Standar Teknis Pemenuhan Mutu Pelayanan Dasar Pada Standar Pelayanan Minimal Bidang Kesehatan. Tersedia di

<https://peraturan.bpk.go.id/Home/Details/111713/permenkes-no-4-tahun-2019>. Diakses pada 8 September 2020.

- Pillay, D.I.M.S., Ghazali, R.J.D.M., Manaf, N.H.A., Abdullah, A.H.A., Bakar, A.A., Salikin, F., Umaphy, M., Ali, R., Bidin, N., dan Ismail, W.I.W. (2011). *Hospital waiting time: the forgotten premise of healthcare service delivery?*. International Journal of Health Care Quality Assurance 24 (7). 506-522.
- Purnomo, R, A. 2016. Analisis Statistik Ekonomi dan Bisnis Dengan SPSS. Ponorogo. CV Wade Group.
- Riezebos, J., dan Huisman, B. (2019). *Value stream mapping in education: addressing work stress, Operations*. International Journal of Quality & Reliability Management. 38 (4). 1044-1061.
- Rodgers, M., dan Oppenheim, R. (2019). *Ishikawa diagrams and Bayesian belief networks for continuous improvement applications*. (versi elektronik). Department of Supply Chain Management, Newark Business School, Rutgers University, Newark, New Jersey, USA.
- Samuelsson, B., Gordon, M., Unbeck, M., dan Skoldenberg, O.G. (2017). *Waiting time to surgery is correlated with an increased risk of serious adverse events during hospital stay in patients with hip-fracture: A cohort study*. International Journal of Nursing Studies. 69 (2017). 91–97.
- Shou, W., Wang, J., Wu, P., Wang, X., dan Chong, H.Y. (2017). *A cross-sector review on the use of value stream mapping*. International Journal of Production Research. 55 (13). 3906-3928.
- Singh, J., dan Singh, H. (2017). *Enigma of KAIZEN approach in manufacturing industry of Northern India*. International Journal of Quality & Reliability Management. 35 (1). 187-207.
- Suarez-Barraza, M.F., Miguel-Davila, J.Á. dan Vasquez-García, C.F. (2016). *Supply chain value stream mapping: a new tool of operation management*. International Journal of Quality and Reliability Management. 33 (4). 518-534.
- Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung : Alfabeta.
- Sugiyono. (2015). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif Dan R&D*. Bandung: Alfabeta.
- Suresh, M., dan Vaishnavi, V. (2020). *Leanness evaluation in healthcare organizations using fuzzy logic approach*. International Journal of Organizational Analysis. 28 (6.) 1201-1225.
- Swink, M., Melnyk, S.A., Cooper, M.B., dan Hartley, J.L., (2014). *Managing Operations Across the Supply Chain second edition*. The McGraw-Hill.

- Taghipour, H., dan Mosaferi, M. (2009). *The challenge of medical waste management: a case study in northwest Iran-Tabriz*. Waste Management and Research. 138 (4). 328-335.
- Trakulsunti, Y., Antony, J., dan Douglas, J.A. (2020). *Lean Six Sigma implementation and sustainability roadmap for reducing medication errors in hospitals*. The TQM Journal. 33 (1). 33-55.
- Trakulsunti, Y., dan Antony, J. (2018). *Can lean six sigma be used to reduce medication errors in the health-care sector?*. Leadership in Health Services. 31 (4). 426-433.
- Trakulsunti, Y., dan Antony, J., Dempsey M., dan Brennan, A. (2020). *QUALITY PAPER Reducing medication errors using lean six sigma methodology in a Thai hospital: an action research study*. International Journal of Quality & Reliability Management. 38 (1). 339-362.
- Ulewicz, R. dan Kuceba, R. (2016). *Identification of problems of implementation of Lean concept in the SME sector*. Ekonomia i Zarzadzanie.8 (1). 19-25.
- Umar, I., Oche, M.O., dan Umar, A.S. (2011). *Patient waiting time in a tertiary health institution in Northern Nigeria*. Journal of Public Health and Epidemiology. 3 (2). 78-82.
- Umar, Husein. 2011. Metode Penelitian Untuk Skripsi dan Tesis Bisnis Edisi 11. Jakarta. PT Raja Grafindo Persada
- Voehl, F., Harrington, H.J., Mignosa, C., dan Charron, R. (2014). *The Lean Six Sigma Black Belt Handbook*. A Productivity Press Book
- Waki, M. (2013). *Hospital waiting time and demand for malaria care: a case study of the Kumasi metropolis in Ghana. (tesis tidak diterbitkan)*. Department of Economics, Kwame Nkrumah University of Science and Technology, Kumasi.
- Widiatama, Y. (2018). Simulasi Perbaikan Alur Pelayanan Pasien Rawat Jalan Dengan Pendekatan Lean Hospital Pada Rumah Sakit Umum (RSU) Kabupaten Tangerang. JITMI 1 (1).
- Woodnutt, S. (2018). *Is Lean sustainable in today's NHS hospitals? A systematic literature review using the meta-narrative and integrative methods*. International Journal for Quality in Health Care. 30 (8). 578-586.