

REFERENCES

- Afrox. (n.d). *Product Reference Manual Section 5, Liquefied Petroleum Gas*, viewed 22 February 2021, <http://www.awsgroup.co.za/data/L.P.G.pdf>
- Alabaster Supply. (n.d). *62380D HSG200 12' 120/60 Natural Gas Burner*, viewed 15 February 2021, <https://shop.alabastersupply.com/gas-burners/62380d-hsg200-12-120/60-natural-gas-burner/>
- Alibaba. (2020). *180W Slip Ring Induction Motor Electric Motor Gear Motor*, viewed 1 April 2021, https://www.alibaba.com/product-detail/180w-slip-ring-induction-motor-Electric_60509857485.html?spm=a2700.7724857.normal_offer.d_image.1f076affckNL4L
- Alibaba. (n.d). *Finned Tube Heat Exchanger for Gas Oven*, viewed 15 February 2021, https://www.alibaba.com/product-detail/finned-tube-heat-exchanger-for-gas_1600178898408.html?spm=a2700.7724857.normal_offer.d_title.3870147aBALFKB
- Alibaba.com. (2019). *Commercial gas oven or commercial steam oven*, viewed 25 February 2020, <https://m.alibaba.com/product/60772565675/Commercial-Gas-Oven-Commercial-Steam-Oven>
- AliExpress. (2020b). *100FLJ-B 220 V 65W Copper Motor High Temperature Isolation Oven Cooling Fan Centrifugal Fan Blower*, viewed 15 February 2021, <https://www.aliexpress.com/item/32869345212.html?spm=a2g0o.search0302.0.034436d8887hgVJ&algovid=b3af0382-5fd8-4015-9fd7->
- AliExpress. (n.d). *Zinc Alloy Oven Door Handle Lock Left Opened Pull Handle*, viewed 15 February 2021, <https://www.aliexpress.com/item/32787725401.html>
- AOCNO. (2021). *Electric Bakery Bread Making Rotari Ovens with Good Prices*, viewed 12 March 2021, <https://aocno-bakery.en.made-in-china.com/product/ijyJUVqHICkM/China-Electric-Bakery-Bread-Making-Rotary-Ovens-with-Good-Prices.html>
- Asia Jaya Steel. (2021). *Jual Hollow Stainless Steel 304 Jakarta*, viewed 15 February 2021, <https://hargatokobesi.com/jual-hollow-stainless-steel-304-jakarta/>
- ASTRO. (2021). *Mesin Gas Rotary Oven, Alat Panggang Roti Sistem Putar*, viewed 12 March 2021, <https://astromesin.com/mesin-gas-rotary-oven/>

- Bakerpedia. (n.d). *Moisture*, viewed 2 February 2021, <https://bakerpedia.com/processes/moisture/>
- Bassanina. (2016). *Rotating Rack Ovens Rotor and Roller*. Bassanina Baking Art, Italy, <https://www.bakersadvice.com/uploads/images/products/bakery/Rotor%20and%20Roller%20complete.eng.pdf>
- Battle, T., Srivastava, U., Kopfle, J., Hunter, R., & McClelland, J. (2014). *The Direct Reduction of Iron. Treatise on Process Metallurgy*, Vol. 3 89–176. doi:10.1016/b978-0-08-096988-6.00016-x
- Bell, C. (2020). *Stainless Steel vs. Aluminum: Which is Better*, viewed 15 February 2021, <https://www.centralrestaurant.com/resources/stainless-steel-vs-aluminum-which-is-better/>
- Benner, M., Linnemann, A. R., Jongen, W. M. F., & Folstar, P. (2003). Quality Function Deployment (QFD)— can it be used to develop food products ?. *Food Quality and Preference*, 14(2003), 327-339
- Berk, Joseph. Berk, Susan. (2000). *Quality Management for the Technology Sector*. United States: Newness
- Bologa, O., Breaz, R.E., Racz, S.G., Crenganis, M. (2016). Using the Analytic Hierarchy Process (AHP) in evaluating the decision of moving to a manufacturing process based upon continuous 5 axes CNC machine-tools. *Procedia Computer Science*, 91 (2016), 683-689
- Bursa Bangunan (2021a). *Daftar Harga Besi Siku Lubang & Polos per Batang Terbaru 2021*, viewed 15 February 2021, <https://bursabangunan.com/harga-besi-siku/>
- Bursa Bangunan. (2021b). *Daftar Harga Plat Besi per Lembar Semua Jenis Terbaru 2021*, viewed 15 February 2021, <https://bursabangunan.com/harga-plat-besi/>
- Caterwize. (2020). *Bake It Well: What to look for in a Deck Oven*, viewed 22 November 2020, <https://www.caterwize.co.za/bake-it-well-what-to-look-for-in-a-deck-oven/>
- Channel Manufacturing, INC. (2020). *Cafeteria Tray Racks*, viewed 2 February 2021, <https://assets.katomcdn.com/raw/upload/v1609262552/products/148/148-421A/148-421A.pdf>
- Checkeye, J., Valancius, M. (2016). *Understanding Industrial Burners*, viewed 15 February 2021, <https://www.process-heating.com/articles/91420-understanding-industrial-burners>

- Cohen, L. Ficalora, J. P. (1995). *Quality Function Deployment and Six Sigma, A QFD Handbook*. Second Edition. Boston: Prentice Hall
- Cooker Spare Parts. (2020). *How does a Thermostat Work?*, viewed 15 February 2021, <https://www.cookerspareparts.com/news/post/how-does-a-thermostat-work>
- Danaher Industrial Controls Group. (2005). *Temperature Controller Basic Handbook, A reference guide for understanding the basics of temperature controllers*, http://edutoknow.weebly.com/uploads/7/2/9/1/7291717/tempcont_rollebasics.pdf
- Davidson, I. (2016). *Biscuit Baking Technology, Processing and Engineering Manual*. Second Edition. United States: Academic Press
- Doolittle, A., Jones, A., Pope, L., Vorontsov, O., & Wray, J. (2013). *Bakery Industry, Industry Analysis*.
- ebay. (2021). *Jslinter 40 watt Appliance Oven Light Bulb – High Temp – 120v Clear – 415 Lumens*, viewed 15 February 2021, <https://www.ebay.co.uk/itm/Jslinter-40-watt-Appliance-Oven-Light-Bulb-High-Temp-120v-Clear-415-Lumens-/383619459258>
- EIBN. (2016). *Bakery Ingredients: EIBN Sector Reports*. Jakarta: EIBN, EU-Indonesia Business Network
- Elliot, P., Kingwell, R., Carter, C. (2019). *The Frowing Consumption of Bread and Baked Goods in Indonesia, An Opportunity for Australian Wheat*. Perth: AEGIC (Australian Export Grains Innovation Centre).
- Engineering ToolBox. (2003a). *Air – Thermo Physical Properties*, viewed 2 February 2021, https://www.engineeringtoolbox.com/air-properties-d_156.html
- Engineering ToolBox. (2003b). *Thermal Conductivity of Metals, Metallic Elements, and Alloys*, viewed 2 February 2021, https://www.engineeringtoolbox.com/thermal-conductivity-metals-d_858.html
- Engineering ToolBox. (2003c). *Thermal Conductivity of some Selected Materials and Gasses*, viewed 2 February 2021, https://www.engineeringtoolbox.com/thermal-conductivity-d_429.html
- Fellows, P. (2000). *Food Processing Technology, Principles and Practice*. Second Edition. Boston: Woodhead Publishing Limited.
- Garvin, D. A. (1984). *What Does “Product Quality” Really Mean?* MIT Sloan Management Review, Vol. 26, No. 1, fall 1984, pp. 25-43

- Gisslen, W. (2017). *Professional Baking*. Sixth Edition. New Jersey: John Wiley & Sons, Inc.
- Hauser J.R., Clausing D.P. (1998). The House of Quality. *Harvard Business Review*, 66(3), 63-73
- Helmenstine, M. (2020). *What is the Density of Air at STP?*, viewed 2 February 2021, <https://www.thoughtco.com/density-of-air-at-stp-607546>
- Hevner, A., March, S., Park, J., and Ram, S. (2004). *Design Science in Information Systems Research*. *MIS Quarterly*, 28(1), 75–105.
- Hobart. (2001). *Catalogue of Replacement Parts Model DRO2G Rack Oven*. Hobart Corporation, Ridge Avenue Troy Ohio, http://www.hobart.co.kr/data_file/DRO2GNov01.pdf
- Home Advisor. (2019). *How much does an oven cost?*, viewed 25 February 2020, <https://www.homeadvisor.com/cost/kitchens/oven-installation/>
- ISO 9241-11: 1998 Ergonomic requirements for office work with visual display terminals – Part 11: Guidance on usability
- Jones, M. (2019). Deck vs. Rack vs. Revolving Tray Oven; Let's Compare, viewed 4 July 2020, <https://www.strattonsales.com/deck-vs-rack-vs-revolving-tray-oven-lets-compare/>
- Kano, N. (2001). *Life cycle and creation of attractive quality*, paper presented at the 4th International QMOD (Quality Management and Organisational Development) Conference, Linköping University, Linköping.
- Kano, N., Seraku, N., Takahashi, F., and Tsuji, Sh. (1984). Attractive quality and must be quality. *Hinshitsu: The Journal of Japanese Society for Quality Control*, 14 (2), 39-48.
- Katom Restaurant Supply. (n.d.). *Pan Rack*, viewed 15 February 2021, <https://www.katom.com/cat/pan-racks.html>
- Katsman, Hannah. (2011). *What Features Do You Need in Your New Oven?* viewed 22 November 2020, http://www.cookingmanager.com/features-oven/?wpmp_tp=1
- Kent, Robin. (2016). *Quality Management in Plastic Processing: Strategies, Targets, Techniques, and Tools*. Netherlands: Elsevier
- Kumar, A., Sah, B., Singh, A. R., Deng, Y., He, X., Kumar, P., Bansal, R. C. (2017). A review of multi criteria decision making (MCDM) towards sustainable renewable energy development. *Renewable and Sustainable Energy Reviews*, 69, 596-609, <http://dx.doi.org/10.1016/j.rser.2016.11.191>

- Lakshmi, E. (2017). Consumer Preference and Quality of Bakery Product – Bread. *International Journal of Food, Nutrition and Dietetics*. 5(3), 41–44. <http://dx.doi.org/10.21088/ijfnd.2322.0775.5317.1>
- Le-Bail, A., Dessev, T., Jury, V., Zuniga, R., Park, T. and Pitroff, M. (2010). Energy demand for selected bread making processes: conventional versus part baked frozen technologies. *Journal of Food Engineering* 96 (4), 510-519, <https://doi.org/10.1016/j.jfoodeng.2009.08.039>
- Liem, J. (2019). *Cara Membuat Roti Beserta Tahapan-Tahapannya*, viewed 15 February 2021, <http://9wiki.net/cara-membuat-roti/>
- Ling, C.H., Mansori, S. (2018). The Effects of Product Quality on Customer Satisfaction and Loyalty: Evidence from Malaysian Engineering Study. *International Journal of Industrial Marketing*, 3(1). <https://doi.org/10.5296/ijim.v3i1.13959>
- Madzík, P., Budaj, P., Mikuláš, D., & Zimon, D. (2019). Application of the Kano Model for a Better Understanding of Customer Requirements in Higher Education—A Pilot Study. *Administrative Sciences*, 9(11). <https://doi.org/10.3390/admsci9010011>
- Majumder, M., and Saha, A. K. (2016). *Feasibility Model of Solar Energy Plants by ANN and MCDM Techniques*. SpringerBriefs in Energy, DOI 10.1007/978-981-287-308-8_3
- Manley, D. (2011). *Manley's Technology of Biscuits, Crackers and Cookies*. Fourth Edition. Cambridge: Woodhead Publishing Limited
- Mateo, J. R. San Cristóbal. (2012). *Multi-Criteria Analysis in the Renewable Energy Industry*, Green Energy and Technology, Springer Science & Business Media. DOI: 10.1007/978-1-4471-2346-0_4,
- Matzler, K., & Hinterhuber, H. H. (1998). How to make product development projects more successful by integrating Kano ' s model of customer satisfaction into quality function deployment. *Technovation*, 18(1), 25–38.
- Mauer, L.J., and Bradley Jr, R.L. (2017). *Moisture and Total Solids Analysis Food Analysis*, 5th edition, Springer International Publishing, 2017, pp. 257–286
- Mesin Raya. (n.d). *Tahap dan Proses Pembuatan Roti*, viewed 15 February 2021, <https://mesinraya.co.id/tahap-dan-proses-pembuatan-roti.html>
- Metal Supermarkets. (2014). *10 Differences Between Aluminium and Stainless Steel*, viewed 15 February 2021, <https://www.metalsupermarkets.com/10-differences-aluminum-stainless-steel/>

- Mitchell, M. (2017). *Bakery Industry: A Paradox*, Farrelly & Mitchell Executive Report. Ireland: Farelly & Mitchell, Food & Agri-Business Specialists
- National Glass Association. (n.d.). *Industry Resources: Ask the Expert FAQ*, viewed 15 February 2021, <https://www.glass.org/membership/member-benefits/industry-resources-ask-expert-faq>
- National Material. (2019). *Galvanized Steel: Types, Uses, Benefits*, viewed 15 February 2021, <http://www.nationalmaterial.com/galvanized-steel-types-uses-benefits/>
- Neutrium. (2013). *Thermal Conductivity of Metals and Alloys*, viewed 2 February 2021, <https://neutrium.net/heat-transfer/thermal-conductivity-of-metals-and-alloys/>
- O'connor, Rory. (n.d.). *How to Write a Functional Specification*, viewed 10 November 2020, <https://www.computing.dcu.ie/~mward/ca465/notes/funcspec-pdf>
- Peninsula Glass. (n.d.). *7 Advantages of Tempered Glass*, viewed 15 February 2021, <https://www.onedayglass.com/7-advantages-of-tempered-glass/>
- Power Zone Equipment. (n.d.). *Compressors, Fans, and Blowers – Basic Understanding*, viewed 15 February 2021, <https://www.powerzone.com/resources/glossary/compressorsfansblowers>
- Price, Ronald. (2017). *Functional Design: Definition, Process & Example*, viewed 10 November 2020, study.com/academy/lesson/functional-design-definition-process-example.html
- Purlis, E. (2012). *Baking Process Design*. In J. Ahmed & M.S. Rahman (Eds.), *Handbook of Food Process Design*, First Edition (pp. 743-768). Oxford UK: Blackwell Publishing Ltd.
- Saaty T., (1980). *The Analytic Hierarchy Process*, McGraw-Hill, New York
- Saaty, R. W. (1987). The Analytic Hierarchy Process, What It is and How It is Used. *Mathematical Modelling*, Volume 9, No 3-5, Pages 161-176
- SAATY, T. L. (2005). *Theory and Applications of the Analytic Network Process: Decision Making with Benefits, Opportunities, Costs, and Risks*. Pittsburgh: RWS Publications.
- Sejasa. (2021). *Daftar Harga Kaca Terbaru 2021*, viewed 15 February 2021, <https://www.sejasa.com/blog/daftar-harga-kaca-terbaru/>
- Septiana, T. (2019). Analisis Efisiensi Termal Mesin Oven Rotary Tipe NFX-320 Pada Proses Pengeringan Bahan Dasar Roti. *Proceeding 10th Industrial*

Research Workshop and National Seminar 2019, 10(1), 444-448, <https://doi.org/10.35313/irwns.v10i1.1437>

Shahin, A., Pourhamidi, M., Antony, J., & Park, S. H. (2013). Typology of Kano models: A critical review of literature and proposition of a revised model. *International Journal of Quality & Reliability Management Article information*, 30(3), 341-358. <https://doi.org/10.1108/02656711311299863>

Staratton Sales. (2018). *Comparing Commercial Ovens to Select the Right Equipment*, viewed 22 November 2020, <https://www.strattonsales.com/comparing-commercial-ovens-to-select-the-right-equipment/>

Statista. (2019). *Bread and Bakery Products, Location Indonesia*, viewed 25 February 2020, <https://www.statista.com/outlook/40050000/120/bread-bakery-products/indonesia>

Stear, C. A. (1990). *Handbook of Breadmaking Technology*. London: Elsevier Applied Science

thermex. (n.d.). *What is a Heat Exchanger?*, viewed 15 February 2021, <http://www.thermex.co.uk/news/blog/160-what-is-a-heat-exchanger>

Toko Besi Baja. (2021). *Harga Plat Strip 2021*, viewed 25 March 2021, <http://tokobesibaja.com/product/plat-strip>

Tokopedia. (2020a). *Rockwool Peredam Suara Density 100 kg/m³*, viewed 15 February 2021, <https://www.tokopedia.com/soundproofing/rockwool-peredam-suara-den-100-kg-m3?src=topads>

Tokopedia. (2020b). *Thermo control/ Thermostat Oven Deck Gas Listrik Otomatis CAHO SR-T901*, viewed 15 February 2021, <https://www.tokopedia.com/yourbakerysolutions/thermocontrol-thermostat-oven-deck-gas-listrik-otomatis-caho-sr-t901?whid=0>

Tokopedia. (2020c). *Timer Digital Oven Deck Gas Otomatis MDK DS-3*, viewed 15 February 2021, <https://www.tokopedia.com/yourbakerysolutions/timer-digital-oven-deck-gas-otomatis-mdk-ds-3>

Tokopedia. (2020d). *Saklar/ Rocker Switch 6 Pin Oven Deck Gas Otomatis 2020V AC Universal – Cover*, viewed 15 February 2021, <https://www.tokopedia.com/yourbakerysolutions/saklar-rocker-switch-6-pin-oven-deck-gas-otomatis-220v-ac-universal-cover-4c4c?refined=true&whid=0>

Tokopedia. (2020e). *Emergency Push Button Schneider XB5-AS8442 Diameter 22 mm*, viewed 15 February 2021, <https://www.tokopedia.com/gmp-store/emergency-push-button-schneider-xb5-as8442-dia-22mm?whid=0>

- Tokopedia. (2020f). *Hollow / Pipa Kotak 30x30 mm x 2 mm x 6 m*, viewed 25 March 2021, <https://www.tokopedia.com/cahayasteelalu/hollow-pipa-kotak-aluminium-30x30mm-x-2mm-x-6mtr-6btg>
- Tokopedia. (2021a). *Plat Stainless Steel 304 Finish No.1 5 mm 4 x 8 Feet – Sutindo Store*, viewed 25 March 2021, <https://www.tokopedia.com/sutindostore/plat-stainless-steel-304-finish-no-1-5mm-x-4x8-feet-sutindo-store>
- Tokopedia. (2021b). *Hollow / Pipa Kotak Stainless 304 25 x 50 mm tebal 2 mm x 6 meter (kilap)*, viewed 25 March 2021, <https://www.tokopedia.com/cahayasteelalu/hollow-pipa-kotak-stainless-304-25x50mm-tebal-2mm-x-6mtr-kilap>
- Tokopedia. (2021c). *Roda Trolley Anti Panas Khusus Oven 4 inch Hidup*, viewed 25 March 2021, <https://www.tokopedia.com/sumbermj-1/roda-trolley-anti-panas-khusus-oven-4-inch-hidup?whid=0>
- Tokopedia. (2021d). *Baut Mur Stainless M14 x 50 mm/BM sus 304 m14 x 50 kunci 22*, viewed 25 March 2021, <https://www.tokopedia.com/jayasentos164/baut-mur-stainless-m14-x-50mm-bm-sus-304-m14-x-50-kunci-22?src=topads>
- Tokopedia. (2021e). *Plat Lubang Stainless/ Perforated besi ukuran 0.8 mm lubang 6 mm, 1 x 2 meter sampai lubang 12 mm*, viewed 25 March 2021, <https://www.tokopedia.com/berkahmandiriputra/plat-lubang-perforated-besi-ukuran-0-8mm-lubang-6mm-1x2-mtr-lubang-12-mm?whid=0>
- Tontini, G. (2007). Integrating the Kano model and QFD for designing new products. *Total Quality Management and Business Excellence*, 18(6), 599–612. <https://doi.org/10.1080/14783360701349351>
- Ulrich, K. T., Eppinger, S. D. (2015). *Product Design and Development, Sixth Edition*. McGraw-Hill Education. New York
- Vaishnavi, V. K., Kuechler W. (2007). *Design Science Research Methods and Patterns: Innovating Information and Communication Technology*. New York: Auerbach Publications.
- Vargas, Ricardo Viana. (2010). *Using the Analytic Hierarchy Process (AHP) to Select and Prioritize Projects in a Portfolio*. PMI Global Congress 2010 – North America
- Varzakas, Theo & Tzia, Constantina. (2015). *Handbook of food processing: Food Safety, quality and manufacturing processes*. Boca Raton. CRC Press
- Walker, C. E. (2016). Oven Technologies. *Encyclopedia of Food Grains: Second Edition*, 3(2016), 325-334. <https://doi.org/10.1016/B978-0-12-394437->

5.00159-5

- Waters, D. (2008). *Quantitative Methods for Business, Fourth Edition*. Pearson Education. England
- Wax, Dustin M. (2008). *7 Essential Guidelines for Functional Design*, viewed 10 November 2020, <https://www.smashingmagazine.com/2008/08/7-essential-guidelines-for-functional-design/>
- Wayne Combustion. (2018). *HSG 400 Gas Power Burners*, viewed 15 February 2021, <https://waynecombustion.com/products/hsg400>
- WebstaurantStore. (n.d.). *Regency 5" High-Heat Caster Without Brake for Storage Racks*, viewed 15 February 2021, <https://www.webstaurantstore.com/regency-5-high-heat-caster-without-brake-for-sheet-pan-racks/600CASTNBRAL.html>
- Witell, L., & Löfgren, M. (2007). Classification of quality attributes. *Journal of Service Theory and Practice*, 17(1), 54-73. <https://doi.org/10.1108/09604520710720674>
- Wu, X., Hong, Z., Li, Y., Zhou, F., Niu, Y., & Xue, C. (2020). A function combined baby stroller design method developed by fusing Kano, QFD and FAST methodologies. *International Journal of Industrial Ergonomics*, 75(2020). <https://doi.org/10.1016/j.ergon.2019.102867>
- Yusli, D. R. (2017). *Perancangan Alat Pengering Bahan Baku untuk Pupuk Organik Granul dengan Pendekatan Metode Quality Function Deployment dan Model Function Analysis System Technique*. Tugas Akhir. Universitas Andalas, Padang

