

REFERENCES

- Assauri, S. (2008). *Manajemen Produksi dan Operasi*. Jakarta: Universitas Indonesia.
- Automotive Industry Action Group (2001). *Potential Failure Mode and Effects Analysis*. (Ed. Ketiga). Michigan: AIAG
- Bakhtiar, S. Tahir, S. dan Hasni, R.A. (2013). Analisa pengendalian kualitas dengan menggunakan metode statistical quality control (SQC). *Malikussaleh Industrial Engineering Journal*, 2(1). 29-36.
- Besterfield, D.H. (2008). *Quality Control*. United State of Amerika: Pearson.
- Charantimath, P. M. (2017). *Total Quality Management*. (Ed. 3). India: Pearson India Education Services Pvt.
- Costa J.P. Lopes I.S. dan Brito J. P. (2019). Six Sigma application for quality improvement of the pin insertion process. *Procedia Manufacturing*. 38. 1592–1599.
- Garvin, D. A. (1987). *Managing Quality*. New York: The Free Press.
- Gaspersz, V. (2001). *Total Quality Management*. Jakarta: PT Gramedia Pustaka Utama.
- Gaspersz, V. (2002). *Pedoman Implementasi Program Six Sigma Terintegrasi Dengan ISO 9001: 2000, MBNQA, dan HACCP*. Bogor: Gramedia Pustaka Utama.
- Gasperz, V. (2013). *All in One 150 Keys Performance Indicator and Balanced Scorecard, Malcom Baldrige, Lean Six Sigma Supply Chain Management*. Bogor: Tri-Al-Bros Publishing.
- Gejdoš, P. (2015). Continuous Quality Improvement by Statistical Process Control. *Procedia Economics and Finance*. 34. 565 – 572.
- George. (2002). *Lean Six Sigma for Service*. New York: MC Graw Hill.
- Handoko, T.H. (1984). *Dasar-Dasar Manajemen Peroduksi dan Operasi*. Yogyakarta: BPFE.

- Institute for Human Data Science. (2019). *The Global Use of Medicine in 2019 and Outlook to 2023*. USA.
- Khadka, K. dan Maharjan, S. (2017). *Customer satisfaction and customer loyalty*. Thesis. Centria University Date of Applied Sciences.
- Laureani, A. Brady, M. dan Antony, J. (2013). Applications of Lean Six Sigma in an Irish Hospital. *Leadership in Health Service*. 26(4). 322-337.
- Lester, A. (2017). "Quality Management," in *Project Management, Planning and Control*. (7th ed). United Kingdom: Butterworth-Heinemann, 85–98.
- Mader, D.P. (2008). Lean Six Sigma's Evolution. *Quality Progress*. 41(1). 40-48.
- Montgomery, D. C. (2009). *Introduction to Statistical Quality Control*. (Ed 6). United States: Jhon Wiley and Sons, Inc.
- Montgomery, D. C. (2009). *Statistical Quality Control: A Modern Introduction*. (Ed 7). United States: Jhon Wiley and Sons, Inc.
- Montgomery, D. C. (2012). *Statistical Quality Control*. USA: Wiley.
- Pepper, M.P.J. dan Spedding, T.A. (2010). The Evolution of Lean Six Sigma. *Int. J. of Quality and Reliability Management*. 27 (2). 138-155.
- Peraturan Kepala Badan Pengawas Obat dan Makanan Nomor HK.03.42.06.10.4556 tahun 2010.
- Peraturan Menteri Kesehatan RI No. 43/MenKes/SK/II/1988.
- Peraturan Menteri Kesehatan RI No. 1799/Menkes/Per/XII/2010.
- Prawirosentono, S. (2004). *Filosofi Baru Tentang Manajemen Mutu Terpadu Total Quality Management Abad 21 (Studi dan Kasus)*. (Ed 2). Jakarta: Bumi Aksara.
- Purnomo, Hari. (2004). *Pengantar Teknik Industri*. (Ed 2). Yogyakarta: Graha Ilmu.
- Puspitasari, N. B. dan Arif, M. 2014. *Penggunaan FMEA Dalam Mengidentifikasi Resiko Kegagalan Proses Produksi Sarung Atm (Alat Tenun Mesin): Studi Kasus Pt. Asaputex Jaya Tegal*. *Jurnal Teknik Industri*. 9(2).

Smętkowska, M. dan Mrugalska, B. (2018). Using Six Sigma DMAIC to improve the quality of the production process: a case study. *Procedia - Social and Behavioral Sciences*. 238. 590 – 596.

Sokovic, M. Pavletic, D. dan Pipan, K. K. (2010). Quality improvement methodologies - PDCA cycle, RADAR matrix, DMAIC and DFSS. *Journal of Achievements in Materials and Manufacturing Engineering*. 43(1). 476-483.

Sin, A. B. Zailani, S. Iranmanesh, M. dan Ramayah, T. (2015). Structural equation modelling on knowledge creation in Six Sigma DMAIC project and its impact on organizational performance. *International Journal of Production Economics*. 168. 105-117.

Srinivasana, K. Muthu S. Devadasan S.R. dan Sugumaran, C. (2014). Enhancing effectiveness of Shell and Tube Heat Exchanger through Six Sigma DMAIC phases. *Procedia Engineering*. 97. 2064 – 2071.

Srinivasana, K. Muthu S. Prasadc N.K. dan Satheeshd, G. (2014). Reduction of paint line defects in shock absorber through Six Sigma DMAIC phases. *Procedia Engineering*. 97. 1755 – 1764.

