

DAFTAR PUSTAKA

- Adeodu, A., Maladzhi, R., Katumba, M. G. K., & Daniyan, I. 2023. "Development of an improvement framework for warehouse processes using lean six sigma (DMAIC) approach: A case of third party logistics (3PL) services". *Heliyon*, 9, e14915.
- Ahmad, Fandi. 2019. "Six Sigma Dmaic Sebagai Metode Pengendalian Kualitas Produk Kursi Pada Ukm". *Jisi : Jurnal Integrasi Sistem Industri*, 6, 1.
- Anugrahdwi. 2023. "9 Pengertian Manajemen Operasional Dan Tujuannya". Retrieved January 9, 2025. from <https://pascasarjana.umsu.ac.id/pengertian-manajemen-operasional-dan-tujuannya/#:~:text=Manajemen%20operasional%20adalah%20suatu%20pendekatan,perancangan%2C%20dan%20pengendalian%20kegiatan%20produksi.>
- Asosiasi Logistik Indonesia (ALI) . 2024. "3 Aspek Penting Dalam Pelayanan di Industri Logistik". Retrieved January 11, 2025. From https://www.ali.web.id/web2/news_detail.php?id=2093 .
- Arifano, K. R., Ernawati, D., & Dewi, S. 2024. "Analysis Of Core Supply Chain Process Performance Based On The Lean Six Sigma Supply Chain Management Approach (Case Study: Pt Pg. Candi Baru)". *Eduvest – Journal of Universal Studies*, 4 (4), 5755-5774.
- Assarlind, M., Gremyr, I., Bäckman, K. 2012. Multi-faceted views on a *Lean Six Sigma* application. *Int J Qual & Reliability Mgmt* 29, 21–30.
- ASTM. 2019. "Standard Guide for Evaluating the Mechanical and Physical Properties of Wood-Plastic Composites. West Conshohocken, Pennsylvania." *ASTM International*. D7031-11
- Bloj, M. D, Moica, S., & Veres, C. 2020. "Lean Six Sigma in the Energy Service Sector: A Case Study". *Procedia Manufacturing*, 46, 352–358.
- Bong Choi. 2006. "Six sigma management activities and corporate competitiveness". *Total Quality Manage.* 17 (7). 893–911.
- Cherrafi, A., Elfezazi, S., Chiarini, A., Mokhlis, A., & Benhida, K. 2016. "The integration of *lean* manufacturing, *Six Sigma* and sustainability: A literature review and future research directions for developing a specific model". *Journal of Cleaner Production*. 139, 828–846. <https://doi.org/10.1016/j.jclepro.2016.08.101>

- Chopra, A., Dileep, & Chopra, A. R. 2022. “Application Of Lean Six Sigma In The Transport Sector Of The Supply Chain Of A Leading FMCG In The UAE”. *Journal Of Southwest Jiaotong University*, 57, 1.
- CNBC Indonesia. 2023. “Diam-diam 14 Perusahaan di RI Tutup dan PHK 23.367 Orang”. January 9, 2025. from <https://www.cnbcindonesia.com/news/20231204152703-4-494392/diam-diam-14-perusahaan-di-ri-tutup-dan-phk-23367-orang>.
- Digital Transformation Indonesia. 2024. “Kemajuan Sektor FMCG di Indonesia Melalui Digitalisasi”. January 10, 2025. From <https://digitaltransformation.co.id/kemajuan-sektor-fmcg-di-indonesia-melalui-digitalisasi/>
- Djaman Satori. 2007. *Profesi Keguruan*. Jakarta: Universitas Terbuka.
- Drohomeretski, E., Gouvea da Costa, S. E., Pinheiro de Lima, E., & Garbuio, P. A. D. R. 2014. “Lean Six Sigma: An Analysis Based On Operations Strategy”. *International Journal of Production Research*, 52(3), 804–824
- Erdil, N. O. dan Arani, O. M. 2018. “Quality Function Deployment: More than A Design Tool,” *International Journal of Quality and Service Sciences*. 11(2), hal. 142–166. doi:10.1108/IJQSS-02-2018-0008.
- Febriansyah., Ilmi, N., & Lawi, A. 2022. “Penerapan Metode Six Sigma dalam Menganalisis dan Menanggulangi Defect Rate pada Pengelasan Tubular”. *Jurnal Teknik Industrir (JURTI)*. Vol 1 (2), 128 – 137. ISSN: 2089-7561.
- Fernandes, A. C., Sampaio, P., Sameiro, M., & Truong, H. Q. 2017. “Supply Chain Management And Quality Management Integration”. *J International Journal of quality reliability management*.
- Garudasytrain. 2024. Mengenal Lebih Jauh Tentang *Root Cause Analysis*. Diakses pada 14 januari 2025, dari <https://www.garudasytrain.co.id/mengenal-lebih-jauh-tentang-root-cause-analysis/>
- Gaspersz, V. dan Fontana, A. 2011. *Lean Six Sigma for Manufacturing and Service Industries. Waste Elimination and Continous Cost Reduction*. Edisi Kedua. Bogor : Vinchristo Publication.
- Guo, X., Yan, C., Xie, Y., & Gao, B. 2022. “Construction And Application Of Medical Waste Management System In Operating Room Based On Six Sigma Theory”. *Asian Journal of Surgery*, 46, 2367-2369.
- HashMicro. 2024. “Pelajari Manajemen Gudang Logistik dan Panduannya secara Lengkap”. January 10, 2025. dari <https://www.hashmicro.com/id/blog/manajemen-gudang-logistik/>.

- Heizer, J., Render, B., & Munson, C. 2017. *Operations Management*. Sustainability and Supply Chain Management.
- Huang, Y., Loveday, C. & Vincent, A. 2024. "Potential Use Of Six Sigma Metrics In The Quality Control Review Of Hospital Glucose Meters". *Heliyon*, 10, e36651.
- Investopedia. 2024. "Lean Six Sigma: Definition, Principles, and Benefits". Retrieved January 9, 2025. from <https://www.investopedia.com/terms/l/lean-six-sigma.asp#citation-14>.
- James P. Spradley. 2007. *Metode Etnografi*. Yogyakarta: Tiara Wacana,. Edisi II
- Juran, J.M. dan Frank M. Gryna .1995. *Quality Planning and Analysis*. Third Edition, McGraw, New York.
- Kolawole, O. A., Mishra, J. L., & Hussain, Z. 2021. "Addressing Food Waste And Loss In The Nigerian Food Supply Chain: Use Of Lean Six Sigma And Double-Loop Learning". *Industrial Marketing Management*, 91, 235–249.
- Kregel, I., Stemann, D., Koch, J. & Coners, A. 2021. "Process Mining for Six Sigma: Utilising Digital Traces". *Computers & Industrial Engineering*, 153, 107083.
- Kumar, S. Anil, dan N. Suresh. 2009. *Operation Management*. New Age International (P) Ltd., Publisher, New Delhi.
- Kurnia, T. E., & Sugiyanto. 2021. "Analisis Peningkatan Efektivitas Pada Perusahaan Kargo Dengan Metode Six Sigma DMAIC dan FMEA". *Jurnal Asimetrik: Jurnal Ilmiah Rekayasa Dan Inovasi*, 3, 1.
- Mardesci, R. S. 2018. "Root Cause Analysis (RCA) sebagai metode penyelesaian masalah pada industri manufaktur." *Jurnal Teknik Industri*, 20(1), 48-56.
- Mariani. 2022. "Manajemen Operasi Pada Proses Produksi Perusahaan". *OPTIMAL : Jurnal Ekonomi dan Manajemen*. Vol 2, 95-108.
- Melton, T. 2005. "The benefits of lean manufacturing: what lean thinking has to offer the process industries". *Chemical Engineering Research and Design*, 83(6), 662–673.
- Menon, R. R. & V, R., 2021. "Using ANP and QFD methodologies to analyze eco-efficiency requirements in an electronic supply chain". *Cleaner Engineering and Technology*. 5(4), p. 100350.
- Mitra, Anupam. 2020. "Vendor management techniques using Lean Six Sigma in Carl Zeiss India". *Materials Today: Proceedings*, 2214-7853.
- Molla, M., Warren, D. C., Stewart, S. L., Stocking, J., Johl, H., & Sinigayan, V. 2018. "A Lean Six Sigma Quality Improvement Project Improves Timeliness of Discharge

- from the Hospital”. *The Joint Commission Journal on Quality and Patient Safety* , 1–12, 1553-7250.
- Natarus, M. E., Shaw, A., Studer, A., Williams, C., Dominiguez, C., Mangual, H., . . . Ida, J. B. 2025. “Optimization of a Sterile Processing Department Using Lean Six Sigma Methodology, Staffing Enhancement, and Capital Investment”. *The Joint Commission Journal on Quality and Patient Safety*, 51, 33–45.
- NS Dedhia. 2005. “Dasar-dasar enam sigma”. *Total Qual. Manag. Bus. Excell.* 16 (5) (2005) 567–574, <https://doi.org/10.1080/14783360500077468>
- Nurwulan, N. R. 2021. “Peningkatan Efisiensi di Industri Jasa Penerbangan dengan Lean Six Sigma: Kajian Literatur”. *Jurnal IKRA-ITH Ekonomika*, 4, 1.
- Oliveira, D., Teixeira, L., & Alvelos, H. 2024. “Integration of Process Modeling and Six Sigma for defect reduction: A case study in a wind blade factory”. *Procedia Computer Science*, 232, 3151–3160.
- P, Tyagi. 2014. “Supply chain integration and logistics management among BRICS: a literature review”. *American Journal of Engineering Research (AJER)*. e-ISSN.
- Pemerintah Provinsi Jambi. 2024. “9 Pengertian Manajemen Operasional Menurut Para Ahli”. Retrieved January 9, 2025. from <https://pasla.jambiprov.go.id/9-pengertian-manajemen-operasional-menurut-para-ahli/>.
- Pereira, M. T, Bento, M. I., Ferreira, L. P., Sá, J. C., Silva, F. J. G., & Baptista, A. 2019. “Using Six Sigma to analyse Customer Satisfaction at the product design and development stage”. *Procedia Manufacturing*, 38, 1608–1614.
- PQM Consultants. 2025. “Mengenal 7 QC Tools: Alat Utama dalam Pengendalian Kualitas”. Diakses pada 10 Januari 2025, dari <https://pqm.co.id/mengenal-7-qc-tools/>.
- Prasetyo, W. E., & Ambarwati, R. 2022. “Analysis of Supply Chain Management System Using *Lean Six Sigma* with Performance Indicator Measurement Control”. *Computers & Industrial Engineering*, 23 (2), 108-118.
- Purba, Veronika H., & Siswono, S. 2022. “Analisis Kepuasan Pelanggan dan Loyalitas Pelanggan Dengan Penerapan Customer Relationship Management (CRM) Pada Vizta Gym Medan”. *Syntax Literate; Jurnal Ilmiah Indonesia*. 7(9), 15623–15642.
- Purnomo, M. D. & Astuningsih, S. E. 2021. “Implementasi Manajemen Operasional Pada Cv. Hanafi Mulya Dalam Prespektif Ekonomi Syariah”. *Jurnal Manajemen Dan Bisnis Indonesia*, 07(01), 59-67.

- Qoyyum, S., Ullah, F., Al-Turjman, F., & Mojtahedi, M. 2021. "Managing smart cities through six sigma DMADICV method: A review-based conceptual framework". *Sustainable Cities and Society*, 72, 103022.
- Safuan, S. et al., 2024. "Manajemen Kualitas dalam Meningkatkan Efisiensi dan Proses Bisnis Perusahaan". *Jurnal Syntax Admiration*, 5(10). 3899-3999.
- Satpute, S. et al., 2021. "Mini-review: Rehabilitation engineering: Research priorities and trends". *Neuroscience Letters*, 764(24), p. 136207.
- Schroeder, Roger G. 2007. *Operations Management: Contemporary Concepts and Cases*. 3rd ed., Singapore: McGraw Hill.
- Sedarmayanti. 2016. *Sumber Daya Manusia dan Produktivitas Kerja*. Bandung: Mandar Maju.
- Shannon, N., Trubetskaya, A., Iqbal, J., & McDermott, O. 2023. "A Total Productive Maintenance & Reliability Framework For An Active Pharmaceutical Ingredient Plant Utilising Design For Lean Six Sigma". *Heliyon*, 9, e20516.
- Six Sigma. 2018. "Critical To Quality (CTQ) is in the Six Sigma DNA". Retrieved Mei 22, 2025. From https://www-6sigma-us.translate.google.com/six-sigma-articles/critical-quality-six-sigma-dna/?_x_tr_sl=en&_x_tr_tl=id&_x_tr_hl=id&_x_tr_pto=tc
- Stevenson, William J. 2005. *Operations Management*. International edition. McGraw-Hill Education (Asia).
- Syaifullah, I. 2022. "Implementasi Fungsi Manajemen Operasional Pada Jasa Distribusi Di PT. Herbatama Indo Perkasa Cabang Jember". *Skripsi Universitas Islam Negeri Kiai Haji Achmad Siddiq Jember Fakultas Ekonomi Dan Bisnis Islam Program Studi Ekonomi Syariah*.
- Top Brand Award. 2025. "Komparasi Produk minuman Berfermentasi". Retrieved January 9, 2025. From https://www.topbrand-award.com/komparasi_brand/
- Vincent Gaspersz. 2005. *Total Quality Managemen*, Jakarta: Gramedia.
- Widiwati, I. T. B., Liman, S. D., & Nurprihatin, F. 2024. "The Implementation Of Lean Six Sigma Approach To Minimize Waste At A Food Manufacturing Industry". *Journal of Engineering Research*, 2307-1877.
- Wulandari, Z., Taufik, E., & Syarif, M. 2017. "Kajian Kualitas Produk Susu Pasteurisasi Hasil Penerapan Rantai Pendingin". *Jurnal Ilmu Produksi dan Teknologi Hasil Peternakan*, 5(3), 94-100.
- Yakult Indonesia Persada. 2025. "Tentang Yakult". Retrieved January 9, 2025. From <https://yakult.co.id/produk>.

Yuniar, V. R., Zabina, K. A., Zakiah, M. N., & Wulansari, A. 2024. “Peran Key Performance Indicators (KPI) dalam Meningkatkan Kualitas Pelayanan Rumah Sakit: Literature Review”. *Jatilima : Jurnal Multimedia Dan Teknologi Informasi*. 6(2), 2721-1800.