

DAFTAR PUSTAKA

- Afiyanti, Yati. 2008 Focus Group Discussion Sebagai Metode Pengumpulan Data Penelitian Kualitatif. *Jurnal Keperawatan Indonesia*, Vol. 12, No. 1. hal 58-62.
- Brocke, J.V., & Rosemann, M. *Handbook on Business Process Management 1*. Berlin: Springer.
- Berman, P.K. *Successful Business Process Management*. New York: AMA.
- Chong, Sandy. 2007. Business Process Management For Smes: An Exploratory Study Of Implementation Factors For The Australian Wine Industry. *Journal of Information Systems and Small Business*, Vol. 1, No. 1-2, pp. 41-58.
- Cook, S. 1995. *Process Improvement: A Handbook for Managers*. Gower Publishing, Aldershot.
- Davenport, T.H. 1993. *Process Innovation: Reengineering Work through Information Technology*, Harvard Business School Press, Boston, MA.
- Davenport, T.H & Short, J.E. 1990. The New Industrial Engineering: Information Technology and Business Process Redesign. *Sloan Management Review*, pp. 11-27.
- Dumas, M., La Rosa, M., Mendling, J. & Reijers, H.A. 2013. *Fundamentals of Business Process Management*. Berlin : Springer.
- Emzir. 2012. *Metodologi Penelitian Kualitatif: Analisis Data*. Jakarta: Rajagrafindo Persada.

- Firdaus, Rachmat dan Maya, Ariyanti. 2009. *Manajemen Perkreditan Bank Umum: Teori, Masalah, Kebijakan dan Aplikasi Lengkap dengan Analisis Kredit*. Bandung: Alfabeta.
- Hammer, M. 2007. "The Process Audit." *Harvard Business Review* 85(4): 111-123.
- Hammer, Michael and Champy, James (1993),. *Reengineering the Corporation: A Manifesto for Business Revolution*. Harper Business
- Handoko, T. Hani. 2004. *Manajemen*. Edisi 3. Yogyakarta : BPFE.
- Harrington, H.J., Esseling, K.C. & Nimwegen, V. 1997. *Business Process Improvement Workbook: Documentation, Analysis, Design, and Management of Business Process Improvement*, McGraw-Hill, New York, NY.
- Harrington, H.J. 1991. *Business Process Improvement: The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness*, McGraw-Hill, New York, NY.
- Indriantoro, Nur dan Bambang Supomo. 1999. *Metodologi Penelitian Bisnis Untuk Akuntansi dan Manajemen*. BPFE Yogyakarta.
- Islam, S., Ahmed, M.D. 2012. Business Process Improvement Of Credit Card Department: Case Study Of A Multinational Bank. *Business Process Management Journal*. Vol.18 No. 2, 2012, pp. 284-303.
- Janson, Marius & Wyrca, Stnislow. 1996. *Information Technology as an Enabler of Business Processes Designing During Macroeconomic Transformation*.

Department of Information Systems, University of Missouri-St. Louis, USA.

Kasmir. S.E., M.M. 2008. *Bank dan Lembaga Keuangan Lainnya*. Jakarta: PT. Raja Grafindo Persada.

Kettinger, William J., Teng, James T.C., & Guha, Subashish. 1997. Business Process Change: a Study of Methodologies, Techniques, and Tools. *MIS Quarterly*: Mar 1997; 21; 1 ABI/Inform Global pg.55.

Liker, Jeffrey K. 2004. *The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer*. McGraw-Hill.

Meran, R., Alexander, J., Roenpage, O., & Staudter, C. 2013. *Six Sigma + Lean Toolset, Mindset for succesful Implementation Of Improvement Projects*. Berlin : Springer.

Moleong. 2005. *Metodologi Kualitatif Edisi Revisi*. Bandung: PT Remaja Rosdakarya.

Rahmat, Pupu Saeful. 2009. Penelitian Kualitatif. *Equilibrium*, Vol.5, No.9, Januari – Juni 2009: 1- 8.

Sharp, Alec. 2012. *Disabled by Enablers, Punished by Rewards*. A Practitioner's Perspective. BP Trends.

Sharp, A. and Mc Dermott, P. 2001. *Development, Workflow Modeling: Tools for Process Improvement and Application*. Artech House. Boston, MA.

Sharp, A. and Mc Dermott, P. 2009. *Workflow Modeling: Tools for Process Improvement and Application Second Edition*. Artech House. Boston, MA.

- Sokovic, M., Jovanovic, J., Krivkokapic, Z., & Vujovic, A. 2009. Basic Quality Tools in Continuous Improvement Process. *Journal of Mechanical Engineering* p 55.
- Sugiyono. 2012. *Metode Penelitian Kuantitatif, Kualitatif dan R & D*. Bandung : Alfabeta.
- Tennant, G. 2002. *Design for Six Sigma: Launching New Products and Services Without Failure*. Gower Publishing. Burlington, VT.
- Undang-Undang Nomor 10 tahun 1998 tentang Perubahan Undang-undang Nomor 7 tahun 1992 tentang Perbankan, Pasal 1, 3, 5 & 6.
- Weske, Mathias. 2007. *Business Process Management: Concept, Languages, Architectures*. Berlin: Springer.
- Yin, R., K. 2009. *Case Study Research : Design and Methods (4th Ed)*. Thousand Oaks, CA : Sage.
- Yong Ma, Jae., Wan Kim, Byeong., Seong Leem, Choon, & Moon, Hyungjoon. 2012. An Integrated Method for Business Process Improvement. *International Journal of Innovative Computing, Information & Control*. Vol 8, No. 7B.
- Zaheer, Arshad., Rehman, Kashif Ur & Khan, M Aslam. 2010. Development and Testing of a Business Process Orientation Model to Improve Employee and Organizational Performance. *African Journal of Business Management*. Vol. 4, pp. 149-161.