

## DAFTAR PUSTAKA

- Authors, F. (2016). Model of the Port Performance Metrics in Ports by Integration Six Sigma and System Dynamics.
- Authors, F. (2013). Improving the service operations of container terminals.  
<https://doi.org/10.1108/IJLM-05-2013-0057>
- Bastian, E., Ratnasari, V., Achmadi, F., Kualitas, A., Bongkar, L., & Terminal, P. T. (n.d.). ANALISIS KUALITAS LAYANAN BONGKAR MUAT DI PT TERMINAL. 39–48.
- Ciocoiu, C. N. (2016). APPLICATION OF FISHBONE DIAGRAM TO DETERMINE THE RISK OF AN EVENT WITH. (January 2010).
- Ha, M., Yang, Z., Siu, J., & Lam, L. (2019). Port performance in container transport logistics : A multi-stakeholder perspective. *Transport Policy*, 73(August 2018), 25–40. <https://doi.org/10.1016/j.tranpol.2018.09.021>
- Ha, M., Yang, Z., Notteboom, T., Ng, A. K. Y., & Heo, M. (2017). Revisiting port performance measurement : A hybrid multi- stakeholder framework for the modelling of port performance indicators. *Transportation Research Part E*, 103, 1–16. <https://doi.org/10.1016/j.tre.2017.04.008>
- Kane, R. (2012). How to Use the Fishbone Tool for Root Cause Analysis. Qapi.
- Kim, K. H., & Park, Y. (2004). A crane scheduling method for port container terminals. 156, 752–768. [https://doi.org/10.1016/S0377-2217\(03\)00133-4](https://doi.org/10.1016/S0377-2217(03)00133-4)
- Ng, W. C., & Mak, K. L. (2005). Yard crane scheduling in port container terminals. 29, 263–276. <https://doi.org/10.1016/j.apm.2004.09.009>
- Prabowo, A., Wicaksono, A., & Anwar, R. (2016). Analisis Kinerja Terminal Nilam Dalam Melayani Komoditi Curah Cair Di Pelabuhan Tanjung Perak. 120–130 *The ASEAN Journal of Shipping and Logistics*. (2017). 0.  
<https://doi.org/10.1016/j.ajsl.2017.06.004>

Xie, Y., & Song, D. (2018). Optimal planning for container prestaging , discharging , and loading processes at seaport rail terminals with uncertainty. *Transportation Research Part E*, 119(March), 88–109.  
<https://doi.org/10.1016/j.tre.2018.09.008>