

DAFTAR PUSTAKA

- Arianto, B. (2014). *Triangulasi Metoda Penelitian Kualitatif*. Borneo Novelty Publishing
- Astutik, P., & Susyanti, J. (2024). Penerapan Business Process Management Dalam Analisis Proses Bisnis Pada PT Sumber Alfaria Trijaya Tbk. *Jurnal Ilmiah Multidisiplin*, 1(6), 217–227. <https://doi.org/10.62017/merdeka>
- Azhari, K. H., Budiman, T., Haroen, R., & Yasin, V. (2021). Analisis dan Rancangan Manajemen Proses Bisnis untuk Layanan Pelanggan di PT. PGAS Telekomunikasi Nusantara. *Journal of Information System, Informatics and Computing*, 5(1), 48. <https://doi.org/10.52362/jisicom.v5i1.381>
- Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77–101. <https://doi.org/10.1191/1478088706qp063oa>
- Brocke, J. vom. (2015). *Handbook on Business Process Management 1*. Springer.
- Fernández, A. D. R., Fernández, D. R., & García, Y. S. (2020). Business Process Management for optimizing clinical processes: A systematic literature review. *Health Informatics Journal*, 26(2), 1305–1320. <https://doi.org/10.1177/1460458219877092>
- Dumas, M., Rosa, M. L., Mendling, J., & Reijers, H. A. (2013). *Fundamentals of Business Process Management*. Springer.
- Gawande, A. (2010). *The Checklist Manifesto*. Metropolitan Books of Henry Holt and Company LLC.
- Hartini, E. D., Setiawan, N. Y., & Rachmadi, A. (2022). Analisis Proses Bisnis Produksi pada PT Segar Murni Utama (MOJOTRAS) Mojokerto dengan Metode Quality Evaluation Framework (QEF). *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, 6(9). <http://j-ptiik.ub.ac.id>
- Hodijah, A. (2014). Penerapan Business Process Management pada Arsitektur Sistem Berorientasi Service (SOA). *TEDC*, 8(1).

- Izzaty, N., Lufika, R. D., & Amalia, F. (2024). Optimalisasi Proses Bisnis Badan Usaha Milik Desa (BUMD) Menggunakan Business Process Management: Studi Kasus Pada Penjualan Ikan di Banda Aceh. *Jurnal Penelitian dan Aplikasi Sistem dan Teknik Industri*, 18(1): 1-10.
- Jeston, J., & Nelis, J. (2006). *Business Process Management: Practical Guidelines to Successful Implementations*. Elsevier.
- Kato, T., Wang, J. J., & Tsai, N. Y. (2022). Elements of standard operating procedures and flexibility issues in emergency management: A Japan-Taiwan comparison. *International Journal of Disaster Risk Reduction*, 71. <https://doi.org/10.1016/j.ijdr.2022.102813>
- Kohlbacher, M., & Gruenwald, S. (2011). Process orientation: conceptualization and measurement. *Business Process Management Journal*, 17(2), 267-283. <https://doi.org/10.1108/14637151111122347>
- Koniyo, M. H., Dai, R. H., & Tomu, I. I. (2024). Pemodelan Proses Bisnis Menggunakan BPMN di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bone Bolango. *Digital Transformation Technology*, 4(1), 126-137. <https://doi.org/10.47709/digitech.v4i1.3726>
- Mendling, J., Reijers, H. A., & Van Der Aalst, W. M. P. (2009). Seven Process Modeling Guidelines (7PMG). *Elsevier*.
- Molnár, B., Pisoni, G., Kherbouche, M., & Zghal, Y. (2023). Blockchain-Based Business Process Management (BPM) for Finance: The Case of Credit and Claim Requests. *Smart Cities*, 6(3), 1254–1278. <https://doi.org/10.3390/smartcities6030061>
- Object Management Group. (2013). *Business Process Model and Notation (BPMN)*. OMG.
- Rolon, M. L., Acevedo, M. M., Sinclair, P., Macarisin, D., LaBorde, L. F., & Kovac, J. (2025). Impact of Improved Sanitation Standard Operating Procedures on Microbial

- Populations at Three Tree Fruit Packing Facilities. *Journal of Food Protection*, 88(1).
<https://doi.org/10.1016/j.jfp.2024.100436>
- Tomaskova, H., Maresova, P., Penhaker, M., Augustynek, M., Klimova, B., Fadeyi, O., & Kuca, K. (2019). The Business Process Model and Notation of Open Innovation: The Process of Developing Medical Instrument. *Journal of Open Innovation: Technology, Market, and Complexity*, 5(4). <https://doi.org/10.3390/joitmc5040101>
- Wasilah, & Karnila, S. (2018). *Pemodelan Proses Bisnis*. Darmajaya (DJ) Press.
- Weske, M. (2007). *Business Process Management*. Springer.
- White, S. A. (2004). *Introduction to BPMN*. IBM Corporation
- Putra, Y. W., Kristina, H. J., & Saryatmo, M. A. (2024). Penerapan Lean Six Sigma pada Upaya Peningkatan Kualitas dan Efisiensi Proses pada Produksi Embossed Signage. *Jurnal Mitra Teknik Industri*, 3(3), 222-232
- Wijaya, L. A., Saryatmo, M. A., & Kosasih, W. (2023). Penerapan Metode Six Sigma pada Perbaikan Mutu Produksi Permen. *Jurnal Mitra Teknik Industri*, 2(3), 229-240.
- Yin, R. K. (2018). *Case Study Research and Applications: Design and Methods*. Sage Publications.
- Arianto, B. (2014). *Triangulasi Metoda Penelitian Kualitatif*.
- Astutik, P., & Susyanti, J. (2024). Penerapan Business Process Management Dalam Analisis Proses Bisnis Pada PT Sumber Alfaria Trijaya Tbk. *Jurnal Ilmiah Multidisiplin*, 1(6), 217–227. <https://doi.org/10.62017/merdeka>
- Azhari, K. H., Budiman, T., Haroen, R., & Yasin, V. (2021). ANALISIS DAN RANCANGAN MANAJEMEN PROSES BISNIS UNTUK LAYANAN PELANGGAN DI PT. PGAS TELEKOMUNIKASI NUSANTARA. *Journal of*

Information System, Informatics and Computing, 5(1), 48.

<https://doi.org/10.52362/jisicom.v5i1.381>

- Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77–101. <https://doi.org/10.1191/1478088706qp063oa>
- Brocke, J. vom. (2015). *Handbook on parallel and distributed processing*. Springer.
- De Ramón Fernández, A., Ruiz Fernández, D., & Sabuco García, Y. (2020). Business Process Management for optimizing clinical processes: A systematic literature review. *Health Informatics Journal*, 26(2), 1305–1320. <https://doi.org/10.1177/1460458219877092>
- Dumas, M., La Rosa, M., Mendling, J., & Reijers, H. A. (2013). Fundamentals of Business Process Management. In *Fundamentals of Business Process Management*. Springer Berlin Heidelberg. <https://doi.org/10.1007/978-3-642-33143-5>
- Gawande, A. (2010). *The Checklist Manifesto*.
- Hartini, E. D., Setiawan, N. Y., & Rachmadi, A. (2022). Analisis Proses Bisnis Produksi pada PT Segar Murni Utama (MOJOTRAS) Mojokerto dengan Metode Quality Evaluation Framework (QEF) (Vol. 6, Issue 9). <http://j-ptiik.ub.ac.id>
- Hodijah, A. (2014). PENERAPAN BUSINESS PROCESS MANAGEMENT PADA ARSITEKTUR SISTEM BERORIENTASI SERVICE (SOA) (Vol. 8, Issue 1).
- Izzaty, N., Dara Lufika, R., & Fella Amalia, D. (2024). Optimalisasi Proses Bisnis Badan Usaha Milik Desa (BUMD) Menggunakan Business Process Management: Studi Kasus Pada Penjualan Ikan di Banda Aceh. *XVIII*(1), 1–10.
- Jeston, J., & Nelis, J. (2006). *Business Process Management: Practical Guidelines to Successful Implementations* (1st ed.). Elsevier.
- Kato, T., Wang, J. J., & Tsai, N. Y. (2022). Elements of standard operating procedures and flexibility issues in emergency management: A Japan-Taiwan comparison.

- International Journal of Disaster Risk Reduction*, 71.
<https://doi.org/10.1016/j.ijdrr.2022.102813>
- Kohlbacher, M., & Gruenwald, S. (2011). Process orientation: Conceptualization and measurement. In *Business Process Management Journal* (Vol. 17, Issue 2, pp. 267–283). <https://doi.org/10.1108/14637151111122347>
- Koniyo, Moh. H., Dai, R. H., & Tomu, I. Is. (2024). Pemodelan Proses Bisnis Menggunakan BPMN di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bone Bolango. *Digital Transformation Technology*, 4(1), 126–137.
<https://doi.org/10.47709/digitech.v4i1.3726>
- Mendling, J., Reijers, H. A., & Van Der Aalst, W. M. P. (2009). *Seven Process Modeling Guidelines (7PMG)*.
- Molnár, B., Pisoni, G., Kherbouche, M., & Zghal, Y. (2023). Blockchain-Based Business Process Management (BPM) for Finance: The Case of Credit and Claim Requests. *Smart Cities*, 6(3), 1254–1278. <https://doi.org/10.3390/smartcities6030061>
- Object Management Group. (2013). *Business Process Model and Notation (BPMN)*.
- Rolon, M. L., Mendez Acevedo, M., Sinclair, P., Macarisin, D., LaBorde, L. F., & Kovac, J. (2025). Impact of Improved Sanitation Standard Operating Procedures on Microbial Populations at Three Tree Fruit Packing Facilities. *Journal of Food Protection*, 88(1).
<https://doi.org/10.1016/j.jfp.2024.100436>
- Tomaskova, H., Maresova, P., Penhaker, M., Augustynek, M., Klimova, B., Fadeyi, O., & Kuca, K. (2019). The business process model and notation of open innovation: The process of developing medical instrument. *Journal of Open Innovation: Technology, Market, and Complexity*, 5(4). <https://doi.org/10.3390/joitmc5040101>
- Wasilah, & Karnila, S. (2018). *Pemodelan Proses Bisnis*.
- Weske, M. (2007). *Business Process Management*.

- White, S. A. (2004). *Introduction to BPMN*.
- Widhiasmara Putra, Y., Kristina, H. J., & Saryatmo, M. A. (2024). *Penerapan Lean Six Sigma pada Upaya Peningkatan Kualitas dan Efisiensi Proses pada Produksi Embossed Signage*.
- Wijaya, L. A., Saryatmo, M. A., & Kosasih, W. (2023). PENERAPAN METODE SIX SIGMA PADA PERBAIKAN MUTU PRODUKSI PERMEN. In *Jurnal Mitra Teknik Industri* (Vol. 2, Issue 3).
- Yin, R. K. (2018). *Case Study Research and Applications: Design and Methods (6th ed.)*.