

DAFTAR PUSTAKA

Buku

- Gaspersz, V. (2002). *ISO 9001:2000 and continual quality improvement* (2nd ed.). Jakarta: PT. Gramedia Pustaka Utama.
- Hoyle, D. (2009). *ISO 9000: Quality Systems Handbook. Biomedical Instrumentation & Technology* (9th ed., Vol. 42). Elsevier B.V. [https://doi.org/10.2345/0899-8205\(2008\)42\[23:IQSH\]2.0.CO;2](https://doi.org/10.2345/0899-8205(2008)42[23:IQSH]2.0.CO;2)
- Juran, J. M., & Godfrey, A. B. (1998). *Juran's Quality Control Handbook*. McGrawHill. <https://doi.org/10.1108/09684879310045286>
- Komputer, W. (2010). *Mudah Belajar Statistik SPSS*. Yogyakarta: ANDI OFFSET.
- Kotler, Philip & Kevin Lane, K. (2009). Manajemen Pemasaran. Jakarta: Erlangga.
- Muhidin, Sambas, M. A. & A. S. (2011). *Dasar-dasar Metode Statistika untuk Penelitian*. Bandung: CV. Pustaka Setia.
- Nasution, N. (2005). *Manajemen Mutu Terpadu (Total Quality Management)*. Ghalia Indonesia.
- Somantri, A., & Muhidid, S. (2014). *Aplikasi Statistika dalam penulisan*. Bandung: Pustaka Setia.
- Sudarya, Y. (2007). Service Quality Satisfaction dalam Layanan Pendidikan: Kajian Teoretis.
- Sugiyono. (2007). *metode penelitian pendidikan*. Bandung: Alfabeta.
- Sya'ban, A. (2005). Teknik analisis data penulisan Aplikasi program SPSS dan Teknik Menghitungnya. In *Pelatihan Metode Penulisan*. Jakarta Utara: UHAMKA.
- Taniredja, T., & mustafidah, H. (2012). *Penulisan Kuantitatif (Sebuah Pengantar)*. Bandung: Alfabeta.
- Tjiptono, F & Gregorius, C. (2011). *Service, Quality & Satisfaction*. Yogyakarta: CV Andi Offset.

Tjiptono, F. & A. D. (2003). *TQM Total Quality Management*. Yogyakarta: Andi Offset.

Wijaya, T. (2011). *Manajemen Kualitas Jasa*. Jakarta: PT. Indeks.

Zazin, N. (2011). *Gerakan Menata Mutu Pendidikan (Teori dan Aplikasi)*. Jogjakarta: Ar-Ruzz Media. Penulisan. Bandung: CV. Pustaka Setia.

Jurnal

Agyapong, G. K. . (2011). The Effect of Service Quality on Customer Satisfaction in the Utility Industry – A Case of Vodafone (Ghana). *International Journal of Business and Management*, 6(5), 203–210. <https://doi.org/10.5539/ijbm.v6n5p203>

Akbar, M. M., & Parvez, N. (2009). Impact of Service Quality, Trust, and Customer Satisfaction on Customer Loyalty. *ABAC Journal*, 29(1), 24–38.

Ariani, E. S. (2015). 9001 : 2008 Sebagai Upaya Peningkatan Mutu Layanan Sdit Bias Assalam.

Aryani, D. W. I. (2010). Pengaruh Kualitas Layanan terhadap Kepuasan Pelanggan dalam Membentuk Loyalitas Pelanggan, 17, 114–126.

Cahyani, N. (2015). *Pengaruh Citra Perusahaan, Relationship Marketing Dan Kualitas Pelayanan Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan (Studi Pada Bank Rakyat Indonesia (BRI) Kantor Cabang Wonosari)*. PhD Proposal. <https://doi.org/10.1017/CBO9781107415324.004>

Dib, H., & Alnazer, M. (2013). The Impact of Service Quality on Student Satisfaction and Behavioral Consequences in Higher Education Services. *TI Journals International Journal of Economy, Management and Social Sciences*, 2(June), 285–290.

Dick, G. (2013). Usage of Quality Tools, 7595(272), 1–16.

Djumlani, A., Si, M., Pembimbing, D., Bapak, I., Iskandar, E., Sos, S., ... Pembimbing, D. (2014). Mutu Pelayanan Dan Kepuasan Pelanggan Di Dinas, 2(4), 3119–3130.

El-Morsy, Gutub, S., Alshehri, A., & Shafeek. (2014). Implementation of Quality Management System by Utilizing ISO 9001:2008 Model in the Emerging Faculties, 11(8), 81–84.

Franka, P. (2002). The Impact of the Quality Management System of Slovenian Companies. *Managing Global Transitions*, 5, 45–61.

- Giuliano, R. (2012). The Ability of ISO 9001 Certified Quality Management System to Detect Cases of Workplace Harassment, 3(12), 237–248.
- Hayan, M. A. (2010). The impact of service quality on students' satisfaction in higher education Institutes of Punjab. *Journal of Management Research*, 2(2), 1–11. <https://doi.org/10.5296/jmr.v2i2.418>
- Hermanto. (2016). Pengaruh Penerapan Iso 9001:2008 Terhadap Kepuasan Pelanggan (Pasien) Pada Balai Pengobatan Pt. Kertas Leces (PERSERO) di Probolinggo, 4, 30–39.
- Ijaz, a, Irfan, S. M., Shahbaz, S., Awan, M., & Sabir, M. (2011). An Empirical Model of student satisfaction: Case of Pakistani Public Sector Business Schools. *Journal Pf Quality and Technology Management*, VII(ii), 91–116.
- International Standard ISO 9001. (2008). Quality management systems- Requirements. *World Wide Web Internet And Web Information Systems*, 2008, 26.
- ISO. (2007). International Workshop Agreement IWA 2 Quality management systems — Guidelines for the application of, 2007.
- Kaziliūnas, A. (2010). the Implementation of Quality Management Systems in Service Organizations. *Public Policy and Administration*, 2603(34), 71–82.
- Khan, S., & Afzaal, N. (2014). A Case Study: Implementation of Quality Management System ISO 9001 : 2008 in Education Institute , Karachi, 19(1), 84–87.
- Kumar, D. A. & Balakrishnan, V. (2011). A study on ISO 9001 quality management system (QMS) certifications – reasons behind the failure of ISO certified organizations. *Journal of Research in International Business and Management*, 1(August), 147–154.
- Kundi, G. M., Khan, M. S., Scholer, M. P., Qureshi, Q. A., Khan, Y., & Akhtar, R. (2014). Impact of Service Quality on Customer Satisfaction in Higher Education Institutions. *Industrial Engineering Letters*, 4(3), 1–6. <https://doi.org/10.1007/s40622-014-0028-2>
- Michlaska-Cwiek. (2009). The quality Management System in Education- implementation and Certification. *Journal of Achievements in Materials and Manufacturing Engineering*, 37(2), 743–750.
- Noviana Irmawati, M. Akhyar, R. (2008). Implementasi Sistem Manajemen Mutu Iso 9001:2008 Di Smk Pgri 1 Surakarta. *Jurusan Pendidikan Teknik Kejuruan Fakultas Keguruan Dan Ilmu Pendidikan Universitas Sebelas Maret*, (v), 1–15.

- Putro, Shandy Widjoyo. Samuel, Hatane. Karina, R. B. (2012). Pengaruh Kualitas Layanan dan Kualitas Produk terhadap Kepuasan Pelanggan dan Loyalitas Konsumen Restoran Happy Garden Surabaya. *Jurnal Manajemen Pemasaran*, 2(1), 1–9.
- Qolby, Y. (2014). Mutu Pelayanan Dan Kepuasan Pelanggan Di Dinas, 2(4), 3119–3130.
- Ratanavaraha, V., Jomnonkwo, S., Khampirat, B., Watthanaklang, D., & Iamtrakul, P. (2016). The complex relationship between school policy, service quality, satisfaction, and loyalty for educational tour bus services: A multilevel modeling approach. *Transport Policy*, 45, 116–126. <https://doi.org/10.1016/j.tranpol.2015.09.012>
- Rukaria, K. (2014). ISO Quality Management System Certification And Customer Satisfaction In Kenyan Aviation Industry By Solomon Kirimi Rukaria A Research Project Presented In Partial Fulfillment Of The Award Of Masters Degree In Business Administration , School Of Business , (October).
- Santosa , Widhiawati, dan D. (2013). Penerapan Standar Sistem Manajemen Mutu (ISO) 9001 : 2008 Pada Kontraktor PT . Tunas Jaya Sanur, 2(1), 1–6.
- Sudarya, Y. (2007). Service Quality Satisfaction dalam Layanan Pendidikan: Kajian Teoretis.
- Trisno Musanto. (2004). Faktor-Faktor Kepuasan Pelanggan Dan Loyalitas Pelanggan: Studi Kasus Pada CV. Sarana Media Advertising Surabaya. *Jurnal Manajemen Dan Kewirausahaan*, 6, pp.123-136. <https://doi.org/10.9744/jmk.6.2.pp. 123-136>
- Villanueva, C. C. (EMIS C., Rosa, M. J., Sarrico, C. S., Amaral, A., & Hassan, M. E. (2013). Implementing Quality Management Systems in Higher Education Institutions. *Innovative Journal of Business and Management*, 4(2), 27–30. <https://doi.org/10.5772/33922>
- Yanova, N. (2015). Assessment of Satisfaction with the Quality of Education: Customer Satisfaction Index. *Procedia - Social and Behavioral Sciences*, 182, 566–573. <https://doi.org/10.1016/j.sbspro.2015.04.782>

Tesis/Disertasi

- Detha, Rintiansyah Putri, S. (2012). Kepuasan Warga Sekolah Terhadap Implementasi Sistem Manajemen Mutu Dalam Hal Pelayanan di SMK N 2 Yogyakarta.

Febriani, B. (2013). *Pengaruh Efektivitas Implementasi Sistem Manajemen Mutu ISO 9001:2008 terhadap*

Kepuasan Peserta Pendidikan dan Pelatihan di PPPPTK dan PLB Bandung.
Universitas Pendidikan Indonesia.

Putu, N., Diyanthini, D., Seminari, N. K., Ekonomi, F., Udayana, U., Ekonomi, F., ... Panjer, P. (2015). Kualitas Pelayanan Terhadap Kepuasan. *Doctoral Dissertation*, 2850–2868.