

DAFTAR PUSTAKA

- Agyei-Owusu, B., Asamoah, D., Nuerthey, D., & Acquah, I. N. (2022). Examining the relationship between dimensions of supply chain integration, operational performance and firm performance: evidence from Ghana. *Management Research Review*, 45(12), 1644–1669. <https://doi.org/10.1108/MRR-06-2021-0464>
- Ahmad, M. F., Zakuan, N., Zuraidah, R. M., & Hisyamudin, M. N. N. (2015). Mediator effect of TPM between TQM and business performance in Malaysia automotive industry. *IOP Conference Series: Materials Science and Engineering*, 83(1). <https://doi.org/10.1088/1757-899X/83/1/012015>
- Al-Sa'di, A. F., Abdallah, A. B., & Dahiyat, S. E. (2017). The mediating role of product and process innovations on the relationship between knowledge management and operational performance in manufacturing companies in Jordan. *Business Process Management Journal*, 23(2), 349–376. <https://doi.org/10.1108/BPMJ-03-2016-0047>
- Barney, J. (1991). Firm Resources and Sustained Competitive Advantage. *Journal of Management*, 17(1), 99–120.
- Cámara, S. B., Fuentes, J. M., & Marín, J. M. M. (2015). Cloud computing, Web 2.0, and operational performance: The mediating role of supply chain integration. *International Journal of Logistics Management*, 26(3), 426–458. <https://doi.org/10.1108/IJLM-07-2013-0085>
- Fikri, A. R., Ratnasari, R. T., Ahmi, A., & Kirana, K. C. (2022). Market orientation and business performance: the mediating role of total quality

- management and service innovation among Moslem fashion macro, small and medium enterprises in Indonesia. *Journal of Islamic Accounting and Business Research*, 13(8), 1234–1252. <https://doi.org/10.1108/JIABR-12-2021-0321>
- Flynn, B. B., Huo, B., & Zhao, X. (2010). The impact of supply chain integration on performance: A contingency and configuration approach. *Journal of Operations Management*, 28(1). <https://doi.org/10.1016/j.jom.2009.06.001>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *MULTIVARIATE DATA ANALYSIS EIGHTH EDITION*. www.cengage.com/highered
- Hasibuan, A., Nasrullah, H., R RHaikal, M., & Pratama, W. (2025). Penerapan Total Quality Services (TQS) untuk Meningkatkan Loyalitas Pelanggan di Industri Pariwisata. *Neraca Manajemen Ekonomi*, 19(9), 1–5. <https://doi.org/10.8734/mnmae.v1i2.359>
- Hendijani, R., & Norouzi, M. (2023). Supply chain integration and firm performance in the COVID-19 era: the mediating role of resilience and robustness. *Journal of Global Operations and Strategic Sourcing*, 16(2), 337–367. <https://doi.org/10.1108/JGOSS-03-2022-0022>
- Hendijani, R., & Saeidi Saei, R. (2024). Supply chain integration, competitive strategies and firm performance. *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-06-2023-3788>
- Kafetzopoulos, D. P., Psomas, E. L., & Gotzamani, K. D. (2015). The impact of quality management systems on the performance of manufacturing firms.

International Journal of Quality and Reliability Management, 32(4), 381–399. <https://doi.org/10.1108/IJQRM-11-2013-0186>

Khanna, H. K., Sharma, D. D., & Laroia, S. C. (2011). Identifying and ranking critical success factors for implementation of total quality management in the Indian manufacturing industry using TOPSIS. *Asian Journal on Quality*, 12(1). <https://doi.org/10.1108/15982681111140598>

Kline, R. B. (2011). *Principles and Practice of Structural Equation Modeling*.

Masa'deh, R., Muheisen, I., Obeidat, B., & Bany Mohammad, A. (2022). The Impact of Supply Chain Integration on Operational Performance: An Empirical Study. *Sustainability (Switzerland)*, 14(24). <https://doi.org/10.3390/su142416634>

Modgil, S., & Sharma, S. (2016). Total productive maintenance, total quality management and operational performance An empirical study of Indian pharmaceutical industry. *Journal of Quality in Maintenance Engineering*, 22(4), 353–377. <https://doi.org/10.1108/JQME-10-2015-0048>

Nakos, G., Dimitratos, P., & Elbanna, S. (2019). The mediating role of alliances in the international market orientation-performance relationship of smes. *International Business Review*, 28(3), 603–612. <https://doi.org/10.1016/j.ibusrev.2018.12.005>

Panigrahi, R. R., Meher, J. R., Shrivastava, A. K., Patel, G., & Jena, L. K. (2024). Operational performance entitling the knowledge of inventory management practices on business performance: a mediational study. *Global Knowledge*,

Memory and Communication, 73(6–7), 738–756.
<https://doi.org/10.1108/GKMC-07-2022-0177>

Sadikoglu, E., & Olcay, H. (2014). The Effects of Total Quality Management Practices on Performance and the Reasons of and the Barriers to TQM Practices in Turkey. *Advances in Decision Sciences*, 2014(2), 1–17.
<https://doi.org/10.1155/2014/537605>

Santi, I., Kusmantini, T., & Widjanarko, H. (2025). Pengaruh Total Quality Service dan Sistem Pengendalian Internal terhadap Kinerja Organisasi Dimediasi oleh Layanan Digital. *PESHUM: Jurnal Pendidikan, Sosial Dan Humaniora*, 4(3), 4443–4455.

Saravanan, R., & Rao, K. S. P. (2007). Development and Validation of an Instrument for Measuring Total Quality Service. *Service. Total Quality Management & Business Excellence*, 17(6), 733–749.
<https://doi.org/https://doi.org/10.1080/14783360600594487>

Sarwono, J. (2014). *PENGERTIAN DASAR STRUCTURAL EQUATION MODELING (SEM)*. <https://www.researchgate.net/publication/266203589>

Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach*. www.wileypluslearningspace.com

Selvam, M., Gayathri, J., Vasanth, V., Lingaraja, K., & Marxiaoli, S. (2016). Determinants of Firm Performance: A Subjective Model. *International Journal of Social Science Studies*, 4(7).
<https://doi.org/10.11114/ijsss.v4i7.1662>

- Sharma, S., & Modgil, S. (2020). TQM, SCM and operational performance: an empirical study of Indian pharmaceutical industry. *Business Process Management Journal*, 26(1), 331–370. <https://doi.org/10.1108/BPMJ-01-2018-0005>
- Sholihin, M., & Ratmono, D. (2021). Analisis SEM-PLS dengan WarpPLS 7.0 untuk Hubungan Nonlinier dalam Penelitian Sosial dan Bisnis. In *Andi Offset*.
- Suryani, T., Kurniawati, S. L., & Lestari, W. (2001). Analisis Pelayanan Mutu Total dan Pengaruhnya terhadap Kinerja Usaha Perbankan di Indonesia. *Jurnal Ekonomi Dan Bisnis Indonesia*, 16(3), 273–285.
- Talib, F., Rahman, Z., & Qureshi, M. N. (2012). Total Quality Management in Service Sector: a Literature Review. *International Journal of Business Innovation and Research*, 6(3), 259–301. <http://ssrn.com/abstract=2725112> Electronic copy available at: <https://ssrn.com/abstract=2725112> Electronic copy available at: <http://ssrn.com/abstract=2725112>
- Tortorella, G., Giglio, R., Fogliatto, F. S., & Sawhney, R. (2020). Mediating role of learning organization on the relationship between total quality management and operational performance in Brazilian manufacturers. *Journal of Manufacturing Technology Management*, 31(3), 524–541. <https://doi.org/10.1108/JMTM-05-2019-0200>
- Wong, C. Y., Boon-Itt, S., & Wong, C. W. Y. (2011). The Contingency Effects of Environmental Uncertainty on the Relationship Between Supply Chain

- Integration and Operational Performance. *Journal of Operations Management*, 29(6), 604–615. <https://doi.org/10.1016/j.jom.2011.01.003>
- Yu, W., Ramanathan, R., Wang, X., & Yang, J. (2018). Operations capability, productivity and business performance the moderating effect of environmental dynamism. *Industrial Management and Data Systems*, 118(1), 126–143. <https://doi.org/10.1108/IMDS-02-2017-0064>
- Yu, Y., Huo, B., & Zhang, Z. (2021). Impact of information technology on supply chain integration and company performance: evidence from cross-border e-commerce companies in China. *Journal of Enterprise Information Management*, 34(1), 460–489. <https://doi.org/10.1108/JEIM-03-2020-0101>
- Zein, H., & Mustofa. (2016). Hubungan Penerapan Total Quality Service (TQS) terhadap Kepuasan Pasien dalam Pelayanan BPJS Kesehatan. *Jurnal Ilmu Kesehatan Masyarakat*, 5(4), 225–234.
- Zhang, X., Li, R. Y. M., Sun, Z., Li, X., Samad, S., Comite, U., & Matak, L. M. (2022). Supply Chain Integration and Its Impact on Operating Performance: Evidence from Chinese Online Companies. *Sustainability (Switzerland)*, 14(21). <https://doi.org/10.3390/su142114330>
- Zhao, li, Huo, B., Sun, L., & Zhao, X. (2013). The impact of supply chain risk on supply chain integration and company performance: a global investigation. *Supply Chain Management: An International Journal*, 18(2). <https://doi.org/10.1108/13598541311318773>
- Aamer, A. M., Yani, L. P. E., & Priyatna, I. M. A. (2021). Data analytics in the supply chain management: Review of machine learning applications in demand

- forecasting. In *Operations and Supply Chain Management* (Vol. 14, Issue 1). <https://doi.org/10.31387/oscm0440281>
- Abdallah, A. B., Phan, A. C., & Matsui, Y. (2016). Investigating the effects of managerial and technological innovations on operational performance and customer satisfaction of manufacturing companies. *International Journal of Business Innovation and Research*, 10(2–3). <https://doi.org/10.1504/IJBIR.2016.074824>
- Abusaq, Z. (2023). Optimizing manufacturing firms' operational performance through supply chain integration: Moderating effect of supply chain complexity. *Uncertain Supply Chain Management*, 11(4). <https://doi.org/10.5267/j.uscm.2023.7.012>
- Agustono, B., & Junaidi. (2018). The Dutch colonial economic policy: Coffee exploitation in tapanuli residency, 1849–1928. *Kemanusiaan*, 25(2), 49–71. <https://doi.org/10.21315/kajh2018.25.2.3>
- Agyei-Owusu, B., Asamoah, D., Nuertey, D., & Acquah, I. N. (2022). Examining the relationship between dimensions of supply chain integration, operational performance and firm performance: evidence from Ghana. *Management Research Review*, 45(12), 1644–1669. <https://doi.org/10.1108/MRR-06-2021-0464>
- Ahmad, M. F., Zakuan, N., Zuraidah, R. M., & Hisyamudin, M. N. N. (2015). Mediator effect of TPM between TQM and business performance in Malaysia automotive industry. *IOP Conference Series: Materials Science and Engineering*, 83(1). <https://doi.org/10.1088/1757-899X/83/1/012015>
- Ahmatang, & Sari, N. (2022). Pengaruh orientasi kewirausahaan dan orientasi pasar terhadap kinerja usaha dimediasi keunggulan bersaing pada UMKM di pulau Sebatik. *INOVASI: Jurnal Ekonomi, Keuangan Dan Manajemen*, 18(3).
- Ahmed, A., & Ferdousi, F. (2020). TQM Components as a Source of Competitive Advantage in a Beverage Organization. *International Journal of Business Strategy and Automation*, 1(2). <https://doi.org/10.4018/ijbsa.2020040103>
- Alejandro, P. G. F., & Luis, P. A. J. (2022). The role played by supply chain strategies and supply chain integration in financial performance. An empirical study in Peru. *Revista de Metodos Cuantitativos Para La Economia y La Empresa*, 33. <https://doi.org/10.46661/revmetodoscuanteconempresa.5906>

- AlGhunaimi, H., & Awashreh, R. (2024). Employees' Perception of Human Aspects in TQM at GCC Standardization Organization. *Journal of Ecohumanism*, 3(4), 249–255. <https://doi.org/10.62754/joe.v3i4.3477>
- AL-Hakim, L. A. Y., & Hassan, S. (2012). Critical Success Factors of Knowledge Management, Innovation and Organisational Performance: An Empirical Study of the Iraqi Mobile Telecommunication Sector. *British Journal of Economics, Finance and Management Sciences*, 53(February).
- Al-Hujri, A., Alshageri, S., Vasant Keshavrao, B., & Jamkar Mahila Mahavidyalaya, K. (2025). *Enhancing Performance Through Supply Chain Integration in Manufacturing Pharmaceutical Firms in Yemen*. www.ijfmr.com
- Ali-Hassan, H., Nevo, D., & Wade, M. (2015). Linking dimensions of social media use to job performance: The role of social capital. *Journal of Strategic Information Systems*, 24(2). <https://doi.org/10.1016/j.jsis.2015.03.001>
- Al-Matari, E. M., Al-Swidi, A. K., & Fadzil, F. H. B. (2014). The Measurements of Firm Performance's Dimensions. *Asian Journal of Finance & Accounting*, 6(1). <https://doi.org/10.5296/ajfa.v6i1.4761>
- Al-Sa'di, A. F., Abdallah, A. B., & Dahiyat, S. E. (2017). The mediating role of product and process innovations on the relationship between knowledge management and operational performance in manufacturing companies in Jordan. *Business Process Management Journal*, 23(2), 349–376. <https://doi.org/10.1108/BPMJ-03-2016-0047>
- Alsmairat, M. A. K., Al-Ma'aitah, N., Al-hwameil, T., & Elrehail, H. (2024). Supply chain partnership and sustainable performance: does TQM mediate the relationship? *International Journal of Quality and Service Sciences*, 16(1). <https://doi.org/10.1108/IJQSS-07-2023-0101>
- Amalina, R. N., Triningsih, & Roz, K. (2024). The Effect of Total Quality Management and Supply Chain Management on Operational Performance (Study on UKM Sanan Tempe Chips Malang City). *Jamanika (Jurnal Manajemen Bisnis Dan Kewirausahaan)*, 4(01), 44–51. <https://doi.org/10.22219/jamanika.v4i01.32535>

- Asgari, A., Abdul Hamid, A. B., & Aleebrahim, N. (2017). Supply Chain Integration: A Review and Bibliometric Analysis. *International Journal of Economics & Management Sciences*, 06(05). <https://doi.org/10.4172/2162-6359.1000447>
- Ashraf, H. A., Ishaq, M. I., & Muhammad Khan, M. (2021). EFQM enablers and business performance relationship: Examining mediating role of organizational learning culture in Pakistani textile sector. *Research Journal of Textile and Apparel*, 25(4), 431–443. <https://doi.org/10.1108/RJTA-01-2021-0004>
- Assensoh-Kodua, A. (2019). The resource-based view: A tool of key competency for competitive advantage. *Problems and Perspectives in Management*, 17(3). [https://doi.org/10.21511/ppm.17\(3\).2019.12](https://doi.org/10.21511/ppm.17(3).2019.12)
- Awad, H. a H., & Nassar, M. O. (2010). A Broader view of the Supply Chain Integration Challenges. *International Journal of Innovation, Management and Technology*, 1(1).
- Awad, H. A. H., & Nassar, M. O. (2010). Supply chain integration: Definition and challenges. *Proceedings of the International MultiConference of Engineers and Computer Scientists 2010, IMECS 2010*.
- Aydiner, A. S., Tatoglu, E., Bayraktar, E., Zaim, S., & Delen, D. (2019). Business analytics and firm performance: The mediating role of business process performance. *Journal of Business Research*, 96, 228–237. <https://doi.org/10.1016/j.jbusres.2018.11.028>
- Barney, J. (1991). Firm Resources and Sustained Competitive Advantage. *Journal of Management*, 17, 99.
- Barone, A. (2023). What Is Total Quality Management (TQM) and Why Is It Important? In *Investopedia*.
- Butt, A. S., Sohal, A., & Prajogo, D. (2019). Personal Relationships And Loyalty In Supply Chain. *The Journal of Developing Areas*, 53(3). <https://doi.org/10.1353/jda.2019.0050>
- Bytyçi, I., Qerimi, A., & Qerimi, F. (2023). THE IMPACT OF TOTAL QUALITY MANAGEMENT ON OPERATIONAL PERFORMANCE. *Journal of Governance and Regulation*, 12(1), 171–184. <https://doi.org/10.22495/jgrv12i1art16>

- Cámara, S. B., Fuentes, J. M., & Marín, J. M. M. (2015). Cloud computing, Web 2.0, and operational performance: The mediating role of supply chain integration. *International Journal of Logistics Management*, 26(3), 426–458. <https://doi.org/10.1108/IJLM-07-2013-0085>
- Cao, M., & Zhang, Q. (2011). Supply chain collaboration: Impact on collaborative advantage and firm performance. *Journal of Operations Management*, 29(3). <https://doi.org/10.1016/j.jom.2010.12.008>
- Chiarini, A. (2020). Industry 4.0, quality management and TQM world. A systematic literature review and a proposed agenda for further research. *TQM Journal*, 32(4). <https://doi.org/10.1108/TQM-04-2020-0082>
- Chopra, S., & Meindl, P. (2019). Supply Chain Management Strategy, Planning, and Operations. Supply Chain Management Strategy, Planning, and Operations. In *Kemampuan Koneksi Matematis (Tinjauan Terhadap Pendekatan Pembelajaran Savi)* (Vol. 53, Issue 9).
- Chung, C., & Austria, K. (2010). Social Media Gratification and Attitude toward Social Media Marketing Messages: A Study of the Effect of Social Media Marketing Messages on Online Shopping Value. *Proceedings of the Northeast Business & Economics Association*.
- De Castro Oliveira, R., & Gonzalez, I. V. D. P. (2022). The impact of supply chain integration on the operational process performance: An empirical study under the perspective of Resource Orchestration Theory. *Brazilian Business Review*, 19(3). <https://doi.org/10.15728/bbr.2022.19.3.1>
- Dewi ANGGADINI, S., Surtikanti, S., Saepudin, A., & Subhan SALEH, D. (2021). Business Performance and Implementation of Total Quality Management: A Case Study in Indonesia*. *Journal of Asian Finance*, 8(5).
- Donate, M. J., Ruiz-Monterrubio, E., Sánchez de Pablo, J. D., & Peña, I. (2020). Total quality management and high-performance work systems for social capital development: Effects on company innovation capabilities. *Journal of Intellectual Capital*, 21(1), 87–114. <https://doi.org/10.1108/JIC-07-2018-0116>
- Fadhiela ND, K., & Safrika, S. (2023). Dampak Supply Chain dalam Menghubungkan Inovasi dan Kinerja Bisnis Kedai Kopi di Kabupaten Aceh Barat. *JIA (Jurnal*

Ilmiah Agribisnis) : Jurnal Agribisnis Dan Ilmu Sosial Ekonomi Pertanian, 8(5).
<https://doi.org/10.37149/jia.v8i5.827>

- Fadjarajani, S., Rosali, E. S., Patimah, S., Liriwati, F. Y., Nasrullah, Sriekaningsih, A., Daengs, A., Pinem, R. J., Harini, H., Sudirman, A., Ramlah, Falimu, & Safriadi. (2020). METODOLOGI PENELITIAN Pendekatan Multidisipliner. In A. Rahmat (Ed.), *Ana Sriekaningsih SE., MM. Dr. Ir. Achmad Daengs GS*. Ideas Publishing. www.ideaspublishing.co.id
- Fantazy, K. A., Kumar, V., & Kumar, U. (2021). An empirical study of the relationships among strategic purchasing, supply chain capabilities and performance: SEM approach. *Journal of the Academy of Business and Emerging Markets*, 1(1).
- Fikri, A. R., Ratnasari, R. T., Ahmi, A., & Kirana, K. C. (2022). Market orientation and business performance: the mediating role of total quality management and service innovation among Moslem fashion macro, small and medium enterprises in Indonesia. *Journal of Islamic Accounting and Business Research*, 13(8), 1234–1252. <https://doi.org/10.1108/JIABR-12-2021-0321>
- Flynn, B. B., Huo, B., & Zhao, X. (2010). The impact of supply chain integration on performance: A contingency and configuration approach. *Journal of Operations Management*, 28(1). <https://doi.org/10.1016/j.jom.2009.06.001>
- Ganbold, O., Matsui, Y., & Rotaru, K. (2021). Effect of information technology-enabled supply chain integration on firm's operational performance. *Journal of Enterprise Information Management*, 34(3). <https://doi.org/10.1108/JEIM-10-2019-0332>
- Ghozali, I., & Latan, H. (2015). *Partial least squares konsep, teknik dan aplikasi menggunakan program SmartPLS 3.0 untuk penelitian empiris* (2nd ed.). Badan Penerbit Universitas Diponegoro.
- Goetsch, D. L., & Davis, S. B. (2016). Quality Management for Organizational Excellence: Introduction to Total Quality. *Pearson*. <https://doi.org/British Library Cataloguing- In Publication data>
- Gunawan, K. Y., Siagian, H., & Tarigan, Z. J. H. (2024). The impact of supply chain integration on operational performance with supply chain capability. *Uncertain Supply Chain Management*, 12(2). <https://doi.org/10.5267/j.uscm.2023.12.010>

- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *MULTIVARIATE DATA ANALYSIS EIGHTH EDITION*. www.cengage.com/highered
- Handoyo, S., Suharman, H., Ghani, E. K., & Soedarsono, S. (2023). A business strategy, operational efficiency, ownership structure, and manufacturing performance: The moderating role of market uncertainty and competition intensity and its implication on open innovation. In *Journal of Open Innovation: Technology, Market, and Complexity* (Vol. 9, Issue 2). <https://doi.org/10.1016/j.joitmc.2023.100039>
- Hendijani, R., & Norouzi, M. (2023). Supply chain integration and firm performance in the COVID-19 era: the mediating role of resilience and robustness. *Journal of Global Operations and Strategic Sourcing*, 16(2), 337–367. <https://doi.org/10.1108/JGOSS-03-2022-0022>
- Hendijani, R., & Saeidi Saei, R. (2024). Supply chain integration, competitive strategies and firm performance. *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-06-2023-3788>
- Iba, Z., & Wardhana, A. (2023). *Populasi dan Sampel* (Pradana Mahir, Ed.). EUREKA MEDIA AKSARA. <https://www.researchgate.net/publication/382060682>
- Jensen, J. A., Wakefield, L., & Walkup, B. (2023). Sponsorship and the Resource-Based View of the Firm: Effects on the Acquisition of Resources, Demand, the Recruitment of Human Capital, and Organizational Performance. *Journal of Sport Management*, 37(2). <https://doi.org/10.1123/jsm.2021-0292>
- Kafetzopoulos, D. P., Psomas, E. L., & Gotzamani, K. D. (2015). The impact of quality management systems on the performance of manufacturing firms. *International Journal of Quality and Reliability Management*, 32(4), 381–399. <https://doi.org/10.1108/IJQRM-11-2013-0186>
- Kamble, S. S., Gunasekaran, A., Subramanian, N., Ghadge, A., Belhadi, A., & Venkatesh, M. (2023). Blockchain technology's impact on supply chain integration and sustainable supply chain performance: evidence from the automotive industry. *Annals of Operations Research*, 327(1). <https://doi.org/10.1007/s10479-021-04129-6>

- Kebede Adem, M., & Viridi, S. S. (2021). The effect of TQM practices on operational performance: an empirical analysis of ISO 9001: 2008 certified manufacturing organizations in Ethiopia. *TQM Journal*, 33(2), 407–440. <https://doi.org/10.1108/TQM-03-2019-0076>
- Khan, R. A., Mirza, A., & Khushnood, M. (2020). THE ROLE OF TOTAL QUALITY MANAGEMENT PRACTICES ON OPERATIONAL PERFORMANCE OF THE SERVICE INDUSTRY. *International Journal for Quality Research*, 14(2). <https://doi.org/10.24874/ijqr14.02-07>
- Khanna, H. K., Sharma, D. D., & Laroia, S. C. (2011). Identifying and ranking critical success factors for implementation of total quality management in the Indian manufacturing industry using TOPSIS. *Asian Journal on Quality*, 12(1). <https://doi.org/10.1108/15982681111140598>
- Khanuja, A., & Jain, R. K. (2020). Supply chain integration: a review of enablers, dimensions and performance. In *Benchmarking* (Vol. 27, Issue 1). <https://doi.org/10.1108/BIJ-07-2018-0217>
- Khanuja, A., & Jain, R. K. (2022). The mediating effect of supply chain flexibility on the relationship between supply chain integration and supply chain performance. *Journal of Enterprise Information Management*, 35(6). <https://doi.org/10.1108/JEIM-11-2020-0449>
- Kim, Y. H., & Schoenherr, T. (2018). The Effects of Supply Chain Integration on the Cost Efficiency of Contract Manufacturing. *Journal of Supply Chain Management*, 54(3). <https://doi.org/10.1111/jscm.12168>
- kirugumi, john ndungu. (2015). ROLE OF TOTAL QUALITY MANAGEMENT IN KENYAN COFFEE HOUSE REVENUE GENERATION. *Archives of Business Research*, 3(2). <https://doi.org/10.14738/abr.32.1020>
- Kline, R. B. (2011). *Principles and Practice of Structural Equation Modeling*.
- Komakech, R. A., Ombati, T. O., Kikwatha, R. W., & Wainaina, M. G. (2025). Resource-based view theory and its applications in supply chain management: A systematic literature review. *Management Science Letters*, 15(4), 261–272. <https://doi.org/10.5267/j.msl.2024.6.004>

- Kunz, P. (2021). The Effects of Total Quality Management Practices on Firm's Performance. *EUROPEAN RESEARCH STUDIES JOURNAL*, XXIV(Issue 2). <https://doi.org/10.35808/ersj/2149>
- Kurniawan, P., Hartati, W., Qodriah, S. L., & Badawi, B. (2020). From knowledge sharing to quality performance: The role of absorptive capacity, ambidexterity and innovation capability in creative industry. *Management Science Letters*, 10(2). <https://doi.org/10.5267/j.msl.2019.8.027>
- Lakshmanan, R., Nyamekye, P., Virolainen, V. M., & Piili, H. (2023). The convergence of lean management and additive manufacturing: Case of manufacturing industries. In *Cleaner Engineering and Technology* (Vol. 13). <https://doi.org/10.1016/j.clet.2023.100620>
- Liu, H. C., Liu, R., Gu, X., & Yang, M. (2023). From total quality management to Quality 4.0: A systematic literature review and future research agenda. In *Frontiers of Engineering Management* (Vol. 10, Issue 2). <https://doi.org/10.1007/s42524-022-0243-z>
- Manori P. Kovilage, Saman T.W.S. Yapa, & Champa Hewagamage. (2022). A Comprehensive Definition for 'Operational Excellence.' *Vidyodaya Journal of Management*, 8(II). <https://doi.org/10.31357/vjm.v8iii.6089>
- Masa'deh, R., Muheisen, I., Obeidat, B., & Bany Mohammad, A. (2022). The Impact of Supply Chain Integration on Operational Performance: An Empirical Study. *Sustainability (Switzerland)*, 14(24). <https://doi.org/10.3390/su142416634>
- Mehregan, E., Sanaei, S., Manna, M., Bozorgkhoh, H., & Heidari, S. (2023). The Role of SCM practices in Competitive Advantage and Firm Performance: A Mediating Role of Supply Chain Innovation and TQM. *Tehnicki Glasnik*, 17(4). <https://doi.org/10.31803/TG-20221223200658>
- Michael, C. K. (2023). Supply Chain Integration, Competitive Advantage, Environmental Dynamism and Performance of Large-Scale Manufacturing Firms in Kenya. *Journal of Service Science and Management*, 16(03). <https://doi.org/10.4236/jssm.2023.163018>
- Ming, F. (2023). Exploring the Impact of Total Quality Management (TQM) on Employee Satisfaction and Performance in Manufacturing Industries. *Journal of*

- Digitainability, Realism & Mastery (DREAM)*, 2(02).
<https://doi.org/10.56982/dream.v2i02.88>
- Modgil, S., & Sharma, S. (2016). Total productive maintenance, total quality management and operational performance An empirical study of Indian pharmaceutical industry. *Journal of Quality in Maintenance Engineering*, 22(4), 353–377. <https://doi.org/10.1108/JQME-10-2015-0048>
- Muntaka, A. S., Haruna, A., & Kofi Mensah, H. (2017). Supply Chain Integration and Flexibility and Its Impact on Business Performance. *International Journal of Business and Management*, 12(4). <https://doi.org/10.5539/ijbm.v12n4p130>
- Nabass, E. H., & Abdallah, A. B. (2019). Agile manufacturing and business performance: The indirect effects of operational performance dimensions. *Business Process Management Journal*, 25(4). <https://doi.org/10.1108/BPMJ-07-2017-0202>
- Nakos, G., Dimitratos, P., & Elbanna, S. (2019). The mediating role of alliances in the international market orientation-performance relationship of smes. *International Business Review*, 28(3), 603–612. <https://doi.org/10.1016/j.ibusrev.2018.12.005>
- Näslund, D., & Hulthen, H. (2012). Supply chain management integration: A critical analysis. In *Benchmarking* (Vol. 19, Issue 4). <https://doi.org/10.1108/14635771211257963>
- Nawanir, G., Teong, L. K., & Othman, S. N. (2013). Impact of lean practices on operations performance and business performance: Some evidence from Indonesian manufacturing companies. *Journal of Manufacturing Technology Management*, 24(7). <https://doi.org/10.1108/JMTM-03-2012-0027>
- Nawelwa, J., Sichinsambwe, C., & Mwanza, B. G. (2015). An analysis of total quality management (TQM) practices in Zambian secondary schools a survey of Lusaka district. In *TQM Journal* (Vol. 27, Issue 6). <https://doi.org/10.1108/TQM-06-2015-0080>
- Ng, C., Min, C. Y., & Daud, D. (2019). A Study on the Impact of Supplier Performance towards Achieving Retailer Satisfaction. *E3S Web of Conferences*, 136. <https://doi.org/10.1051/e3sconf/201913604089>

- Nguyen, T. V., Nguyen, N. C., & Bosch, O. J. H. (2015). DEVELOPING CAUSAL LOOP DIAGRAMS FOR COFFEE SUPPLY CHAIN: SUPPORTING TO ENHANCE THE COMPETITIVE ADVANTAGES OF A VIETNAMESE COFFEE. *Proceedings of the 59th Annual Meeting of the ISSS - 2015 Berlin, Germany, 1(1)*.
- Panigrahi, R. R., Meher, J. R., Shrivastava, A. K., Patel, G., & Jena, L. K. (2024). Operational performance entitling the knowledge of inventory management practices on business performance: a mediational study. *Global Knowledge, Memory and Communication, 73(6-7)*, 738-756. <https://doi.org/10.1108/GKMC-07-2022-0177>
- Paniterce, D. M., & Ylagan, A. (2022). Service quality and customer satisfaction of local coffee shops in Camarines Sur. *International Journal of Research Studies in Management, 10(5)*. <https://doi.org/10.5861/ijrsm.2022.52>
- Prajogo, D. I., & McDermott, C. M. (2011). The relationship between multidimensional organizational culture and performance. *International Journal of Operations and Production Management, 31(7)*. <https://doi.org/10.1108/01443571111144823>
- Punnavanam, Dr. N., & Rinju, P. N. (2024). INVESTMENT DECISIONS AMONG THE STOCK MARKET INVESTORS AND AWARENESS ON OPERATIONAL PERFORMANCE OF PRIVATIZED COMPANIES. *International Journal of Research in Commerce and Management Studies, 06(03)*, 01-07. <https://doi.org/10.38193/ijrcms.2024.6301>
- Rashid, M. M., Biswas, M. A. S., & Ahmed, S. (2019). Reducing screen printing lead time by implementing TQM: A quality control circle approach. *Proceedings of the International Conference on Industrial Engineering and Operations Management, 2019(MAR)*.
- Reggie, J. B., Louise, R., & Mario Luis, S. (2022). Perceived Service Quality and its Relationship with Customer Satisfaction in Coffee Shops. *International Journal of Management and Commerce Innovations, 9(2)*.

- Sadikoglu, E., & Olcay, H. (2014). The effects of total quality management practices on performance and the reasons of and the barriers to TQM practices in turkey. *Advances in Decision Sciences*, 2014. <https://doi.org/10.1155/2014/537605>
- Sarwono, J. (2014). *PENGERTIAN DASAR STRUCTURAL EQUATION MODELING (SEM)*. <https://www.researchgate.net/publication/266203589>
- Saunila, M. (2017). Understanding innovation performance measurement in SMEs. *Measuring Business Excellence*, 21(1). <https://doi.org/10.1108/MBE-01-2016-0005>
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach*. www.wileypluslearningspace.com
- Selvam, M., Gayathri, J., Vasanth, V., Lingaraja, K., & Marxiaoli, S. (2016). Determinants of Firm Performance: A Subjective Model. *International Journal of Social Science Studies*, 4(7). <https://doi.org/10.11114/ijsss.v4i7.1662>
- Senol, A., Bakhsh, A. A., & Elshennawy, A. K. (2021). Review of supply chain metrics to support performance excellence. *Journal of Management and Engineering Integration*, 14(1). <https://doi.org/10.62704/10057/24772>
- Setiabudi, K. J., Siagian, H., & Tarigan, Z. J. H. (2021). The Effect of Transformational Leadership on Firm Performance through ERP Systems and Supply Chain Integration in the Food and Beverage Industry. *Petra International Journal of Business Studies*, 4(1), 65–73. <https://doi.org/10.9744/ijbs.4.1.65-73>
- Sharma, S., & Modgil, S. (2020). TQM, SCM and operational performance: an empirical study of Indian pharmaceutical industry. *Business Process Management Journal*, 26(1), 331–370. <https://doi.org/10.1108/BPMJ-01-2018-0005>
- Shen, X., Xu, Q., Liu, Q., & Leibercht, M. (2023). The relationship between supply chain resilience, supply chain integration, and supply chain performance: A MASEM analysis. *Journal of Intelligent and Fuzzy Systems*, 45(2). <https://doi.org/10.3233/JIFS-220649>
- Sholihin, M., & Ratmono, D. (2021). Analisis SEM-PLS dengan WarpPLS 7.0 untuk Hubungan Nonlinier dalam Penelitian Sosial dan Bisnis. In *Andi Offset*.

- Snongtaweepon, T., Siribensanont, C., Kongsong, W., & Channuwong, S. (2020). Total Quality Management in Modern Organizations by Using Participation and Teamwork 1. *Journal of Arts Management*, 4(3).
- Soltanmohammadi, A., Andalib Ardakani, D., Dion, P. A., & Hettiarachchi, B. D. (2021). Employing total quality practices in sustainable supply chain management. *Sustainable Production and Consumption*, 28, 953–968. <https://doi.org/10.1016/J.SPC.2021.07.013>
- Sugiyono. (2013). *METODE PENELITIAN KUANTITATIF* (19th ed.). ALFABETA, CV.
- Talib, F., Rahman, Z., & Qureshi, M. N. (2013). An empirical investigation of relationship between total quality management practices and quality performance in Indian service companies. *International Journal of Quality and Reliability Management*, 30(3). <https://doi.org/10.1108/02656711311299845>
- Taufik, A., Santoso, S., Fahmi, M. I., Restuanto, F., & Yamin, S. (2022). The Role of Service and Product Quality on Customer Loyalty. *Journal of Consumer Sciences*, 7(1). <https://doi.org/10.29244/jcs.7.1.68-82>
- Tortorella, G., Giglio, R., Fogliatto, F. S., & Sawhney, R. (2020). Mediating role of learning organization on the relationship between total quality management and operational performance in Brazilian manufacturers. *Journal of Manufacturing Technology Management*, 31(3), 524–541. <https://doi.org/10.1108/JMTM-05-2019-0200>
- Tortorella, G. L., & Fogliatto, F. S. (2014). Method for assessing human resources management practices and organisational learning factors in a company under lean manufacturing implementation. *International Journal of Production Research*, 52(15). <https://doi.org/10.1080/00207543.2014.881577>
- Vafaei-Zadeh, A., Ramayah, T., Hanifah, H., Kurnia, S., & Mahmud, I. (2020). Supply chain information integration and its impact on the operational performance of manufacturing firms in Malaysia. *Information and Management*, 57(8). <https://doi.org/10.1016/j.im.2020.103386>
- Wassan, A. N., Memon, M. S., Mari, S. I., & Kalwar, M. A. (2022). Impact of Total Quality Management (TQM) practices on Sustainability and Organisational

- Performance. *Journal of Applied Research in Technology & Engineering*, 3(2).
<https://doi.org/10.4995/jarte.2022.17408>
- Yeniyurt, S., Wu, F., Kim, D., & Cavusgil, S. T. (2019). Information technology resources, innovativeness, and supply chain capabilities as drivers of business performance: A retrospective and future research directions. *Industrial Marketing Management*, 79. <https://doi.org/10.1016/j.indmarman.2019.03.008>
- Yu, W., Ramanathan, R., Wang, X., & Yang, J. (2018). Operations capability, productivity and business performance the moderating effect of environmental dynamism. *Industrial Management and Data Systems*, 118(1), 126–143. <https://doi.org/10.1108/IMDS-02-2017-0064>
- Yu, Y., Huo, B., & Zhang, Z. (2021). Impact of information technology on supply chain integration and company performance: evidence from cross-border e-commerce companies in China. *Journal of Enterprise Information Management*, 34(1), 460–489. <https://doi.org/10.1108/JEIM-03-2020-0101>
- Zaidan, H. J., Sulaiman, Z., Ai Chin, T., Hasbullah, N. N., & EL-Ghorra, M. H. (2022). Advancing Competitive Intelligence as a Correlation of Competitive Advantage in Iraqi Banking Industry. *International Journal of Academic Research in Business and Social Sciences*, 12(2). <https://doi.org/10.6007/ijarbss/v12-i2/12299>
- Zainal, M. I., Kurnia, W. I., Arifin, K., & Siman, S. (2021). ANALYSIS ON THE TOTAL QUALITY MANAGEMENT (TQM) PRACTICES TOWARDS BUSINESS PERFORMANCE; A CASE STUDY. *Jurnal Aplikasi Bisnis Dan Manajemen*. <https://doi.org/10.17358/jabm.7.2.306>
- Zainurossalamia, S. Z. A., Martiyanti, D., Achmad, G. N., Lesmana, D., & Yudaruddin, R. (2022). “Impact of operational activities on customer satisfaction in cafes and restaurants: A mediating role of infrastructural elements.” *Innovative Marketing*, 18(4). [https://doi.org/10.21511/im.18\(4\).2022.02](https://doi.org/10.21511/im.18(4).2022.02)
- ZEHİR, C., & KURT, A. (2016). The Relationship between Cost Leadership Strategy, Total Quality Management Applications and Financial Performance. *Doğuş Üniversitesi Dergisi*, 1(17). <https://doi.org/10.31671/dogus.2018.45>
- Zhang, X., & Bartol, K. M. (2010). Linking empowering leadership and employee creativity: the influence of psychological empowerment, intrinsic motivation, and

creative process engagement. *Academy of Management Journal*, 53(1).
<https://doi.org/10.5465/amj.2010.48037118>

Zhang, X., Li, R. Y. M., Sun, Z., Li, X., Samad, S., Comite, U., & Matic, L. M. (2022). Supply Chain Integration and Its Impact on Operating Performance: Evidence from Chinese Online Companies. *Sustainability (Switzerland)*, 14(21).
<https://doi.org/10.3390/su142114330>

Zhang, Y., Zhao, X., & Huo, B. (2019). The impacts of intra-organizational structural elements on supply chain integration. *Industrial Management and Data Systems*, 119(5). <https://doi.org/10.1108/IMDS-08-2018-0353>

Zhao, li, Huo, B., Sun, L., & Zhao, X. (2013). The impact of supply chain risk on supply chain integration and company performance: a global investigation. *Supply Chain Management: An International Journal*, 18(2).
<https://doi.org/10.1108/13598541311318773>

Zulkiffli, S. N. 'Atikah, & Perera, N. (2012). A Literature Analysis on Business Performance for SMEs: Subjective or Objective Measures? *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.1867874>

