

DAFTAR PUSTAKA

- Afriyanni, A., & Rusdi, H. (2023). Evaluasi Model CIPP Pelaksanaan Kebijakan Isolasi Mandiri: Perspektif Pasien Isolasi Mandiri di Kota Pekanbaru. *Jurnal Pembangunan Nagari*, 8(1), 70–81.
- Ariani, D. W. (2020). *Manajemen Kualitas* (2nd ed.). Penerbit Universitas Terbuka.
- Arjun M, & D. Anitha Kumari. (2025). Analyzing the Importance of Freight Forwarding Documentation in Facilitating Smooth Customs Processes. *International Advanced Research Journal in Science, Engineering and Technology*, 12(5), 1099–1105. <https://doi.org/10.17148/IARJSET.2025.125188>
- Azhari, A. Z., & Waluyowati, N. P. (2023). Analisis Implementasi Sistem Manajemen Mutu Berdasarkan ISO 9001:2015. *Jurnal Kewirausahaan Dan Inovasi*, 2(3), 677–690. <https://doi.org/10.21776/jki.2023.02.3.05>
- Bakhtiar, A., Nugraha, A., Suliantoro, H., & Pujotomo, D. (2023). The effect of quality management system (ISO 9001) on operational performance of various organizations in Indonesia. *Cogent Business and Management*, 10(2). <https://doi.org/10.1080/23311975.2023.2203304>
- Bander, A. M., Roweina, D., Maramis, D. R. S., & Langi, C. A. J. (2024). *Penerapan Quality Management System ISO 9001:2015 Terhadap Kinerja SDM Pada PT. Pelindo Terminal Petikemas TPK Bitung*.
- Bouchetara, M., Amrani, A. F. Z., & Bedaida, I. E. (2022). The Implementation of a Quality Management System in Accordance with ISO 9001:2015 Standard: A Case Study. *International Journal of Economics and Business Administration*, 10(1), 261–286. <https://doi.org/10.35808/ijeba/762>
- Fathoni, N., Zulfikar, I., Noeryanto, & Liku, J. E. A. (2023). Implementasi Sistem Manajemen Mutu ISO 9001:2015 dalam Meningkatkan Pemahaman Dokumentasi di Fakultas Vokasi Universitas Balikpapan. *IDENTIFIKASI: Jurnal Keselamatan, Kesehatan Kerja Dan Lindungan Lingkungan*, 9(2), 837–851.
- Halawa, S., & Ndraha, A. B. (2023). Analisis Pengoptimalan Kepemimpinan Partisipatif untuk Meningkatkan Kualitas Pelayanan Pajak pada Kantor Pelayanan, Penyuluhan dan Konsultasi Perpajakan (KP2KP) Gunungsitoli. *Jurnal Ilmiah Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi*, 10(3), 1882–1898.
- Institute of International Container Lessors. (2016). *Guide for Container Equipment Inspection: Sixth Edition (IICL-6)*.

- International Organization for Standardization. (2015). *ISO 9001:2015: Quality Management Systems -- Requirements* (5th ed., Number ISO 9001:2015(E)).
- Jakovlev, S., Eglynas, T., Jankunas, V., Jusis, M., & Voznak, M. (2025). Analysis of Damage to Shipping Container Sides During Port Handling Operations. *Journal of Marine Science and Engineering*, 13(5), 982. <https://doi.org/10.3390/jmse13050982>
- Jamaluddin, J., Idris, M., & Sulistiono, A. (2024). Analisis Faktor Penghambat dan Optimalisasi Penataan Peti Kemas di Terminal Petikemas Makassar. *Jurnal Patria Bahari*, 4(2), 18–23.
- Karya, M. A., Sholihah, Q., Haryono, B. S., Administrasi, F. I., & Brawijaya, U. (2023). Implementasi Sistem Manajemen Mutu ISO 9001:2015 Pada Perguruan Tinggi Swasta. *Jurnal Manajemen Pendidikan Dasar, Menengah Dan Tinggi [JMP-DMT]*, 4(4), 484–496. <https://doi.org/10.30596/jmp-dmt.v4i4.16568>
- Kovalyov, M. Y., Lukashevich, M. N., & Pesch, E. (2023). Cost Minimizing Planning of Container Inspection and Repair in Multiple Facilities. *OR Spectrum*, 45, 181–204. <https://doi.org/10.1007/s00291-022-00699-4>
- Kumar, A., & Kalaiyarasan, B. (2025). Engineering and Technology Impact Factor 8.066|□Peer-reviewed & Refereed journal|□Vol. *IARJSET International Advanced Research Journal in Science*, 12(5). <https://doi.org/10.17148/IARJSET.2025.12546>
- Kumar, B. A., & B. Kalaiyarasan. (2025). A Study on Import Documentation Process in D.N. Shipping and Logistics. *International Advanced Research Journal in Science, Engineering and Technology*, 12(5), 286–292. <https://doi.org/10.17148/IARJSET.2025.12546>
- Londa, Y. L., Wijaya, W. A., Sagala, R., & Tunjung, I. W. (2024). Total Quality Management. *Jurnal Ilmiah Multidisiplin Terpadu*, 8(8), 16–27.
- López-Figueroa, J. C., Lagarda-Leyva, E. A., Fornés-Rivera, R. D., & Bueno-Solano, A. (2024). Updating a Quality Management System for a Mexican Industrial Organization: Case Study. *Businesses*, 4(1), 39–52. <https://doi.org/10.3390/businesses4010003>
- Martinez, J. B. (2025). Maintaining ISO 9001:2015 in Higher Education Institutions in Cordillera Administrative Region, Philippines. *Indonesian Journal of Education Research*, 6(3), 340–353. <https://doi.org/10.37251/ijoe.v6i3.1739>

- Muhammad, A., & Kumari, D. A. (2025). ANALYZING THE IMPORTANCE OF FREIGHT FORWARDING DOCUMENTATION IN FACILITATING SMOOTH CUSTOMS PROCESSES. *IARJSET*, 12(5). <https://doi.org/10.17148/iarjset.2025.125188>
- Phuong, T. N. T., Cho, G. S., & Chatterjee, I. (2025). Automating Container Damage Detection with the YOLO-NAS Deep Learning Model. *Science Progress*, 108(1), 1–21. <https://doi.org/10.1177/00368504251314084>
- Pradita, R. L. E., & Fauziah, L. (2023). Operational Management of Repair Containers to Minimize Goods Damage During the Shipping Process. *Asian Journal of Logistics Management*, 2(1), 16–25. <https://doi.org/10.14710/ajlm.2023.18894>
- Ratunsee, A. B., Said, M. H., Azima, A. M., & Sumali, B. (2024). Identification of Container Damage During Loading and Unloading on Full Geared Container Deck Vessels: USG Method. *Dinasti International Journal of Management Science*, 5(6), 1439–1447. <https://doi.org/10.38035/dijms.v5i6>
- Rikardo, D., Octavitri, Y., & Fajrin, M. N. A. (2025). Identifikasi Kerusakan Kontainer pada Saat Pengiriman Menggunakan Kapal MV Ifama Mas. *Journal Marine Inside*, 7(1), 97–102. <https://doi.org/10.62391/ejmi.v7i1.128>
- Robbins, S. P., & Coulter, M. A. (2021). *Management* (15th ed.). Pearson.
- Singh, M. P., & Totakura, B. R. (2025). Enhancing Container Vessel Safety: Insights from Industry Professionals. *International Journal of Transport Development and Integration*, 9(2), 423–440. <https://doi.org/10.18280/ijtdi.090218>
- Stufflebeam, D. L., & Coryn, C. L. S. (2014). *Evaluation Theory, Models, and Applications* (2nd ed., Number 50). Jossey-Bass.
- Sugiyono. (2022). *Metode Penelitian Kualitatif: Untuk Penelitian yang Bersifat Eksploratif, Enterpretif, Interaktif dan Konstruktif*. Alfabeta.