

DAFTAR PUSTAKA

- AbdelAziz, K., Md Saad, N. H., & Thurasamy, R. (2023). Analysing the factors influencing customer engagement and value co-creation during COVID-19 pandemic: the case of online modest fashion SMEs in Egypt. *Journal of Islamic Marketing*, 14(1), 146–173. <https://doi.org/10.1108/JIMA-09-2020-0294>
- Abeysekara, N., Wang, H., & Kuruppuarachchi, D. (2019). Effect of supply-chain resilience on firm performance and competitive advantage: A study of the Sri Lankan apparel industry. *Business Process Management Journal*, 25(7), 1673–1695. <https://doi.org/10.1108/BPMJ-09-2018-0241>
- Agus A, Krishnan S.K, & Kadir SLSA. (2000). The structural impact of total quality management on financial performance relative to competitors through customer satisfaction : a study of Malaysian manufacturing companies. *Total Quality Management*, 11((4-6)), 808–819.
- Agus H, & Hassan Z. (2011). Enhancing Production Performance and Customer Performance Through Total Quality Management (TQM): Strategies For Competitive Advantage. *Procedia - Social and Behavioral Sciences*, 24, 1650–1662.
- Aiwu, Z., Jingyi, W., Zhenzhen, S., & Hongjun, G. (2022). Environmental taxes , technology innovation quality and firm performance in China — A test of effects based on the Porter hypothesis. *Economic Analysis and Policy*, 74, 309–325. <https://doi.org/10.1016/j.eap.2022.02.009>
- Akindele, R. . (2012). Risk management and corporate governance performance— empirical evidence from the Nigerian banking sector. *IFE Psychologia: An International Journal*, Vol. 20 No, 103-120.
- Anil, A. P., & Satish, K. P. (2016). Investigating the relationship between TQM practices and Firm ' s performance : A conceptual framework for Indian organizations. *Procedia Technology*, 24, 554–561. <https://doi.org/10.1016/j.protcy.2016.05.103>
- Atalay, M., Anafarta, N., & Sarvan, F. (2013). The Relationship between Innovation and Firm Performance: An Empirical Evidence from Turkish Automotive Supplier Industry. *Procedia - Social and Behavioral Sciences*, 75, 226–235. <https://doi.org/10.1016/j.sbspro.2013.04.026>
- Azeem, M., Ahmed, M., Haider, S., & Sajjad, M. (2021). Expanding competitive advantage through organizational culture, knowledge sharing and organizational innovation. *Technology in Society*, 66(January), 101635. <https://doi.org/10.1016/j.techsoc.2021.101635>

- Barnett, W. P., & McKendrick, D. G. (2004). Why are Some Organizations More Competitive than Others? Evidence from a Changing Global Market. *Administrative Science Quarterly*, 49(4), 535–571. <https://doi.org/10.2307/4131490>
- Barney, J. (1991). Firm Resources and Sustained Competitive Advantage. *Journal of Management*. <https://doi.org/doi:10.1177/014920639101700108>
- Bazrkar, A., Aramoon, E., Hajimohammadi, M., & Aramoon, V. (2022). Improve Organizational Performance By Implementing the Dimensions of Total Quality Management With Respect To the Mediating Role of Organizational Innovation Capability. *Studia Universitatis Vasile Goldis Arad, Economics Series*, 32(4), 38–57. <https://doi.org/10.2478/sues-2022-0018>
- Bouranta, N., Psomas, E. L., & Pantouvakis, A. (2017a). Identifying the critical determinants of TQM and their impact on company performance: Evidence from the hotel industry of Greece. *TQM Journal*, 29(1), 147–166. <https://doi.org/10.1108/TQM-11-2015-0142>
- Bouranta, N., Psomas, E. L., & Pantouvakis, A. (2017b). Identifying the critical determinants of TQM and their impact on company performance Evidence from the hotel industry of Greece. <https://doi.org/10.1108/TQM-11-2015-0142>
- Çağlıyan, V., Attar, M., & Abdul-Kareem, A. (2022). Assessing the mediating effect of sustainable competitive advantage on the relationship between organisational innovativeness and firm performance. *Competitiveness Review*, 32(4), 618–639. <https://doi.org/10.1108/CR-10-2020-0129>
- Callaert, J. (2022). Knowledge recombination , environmental turbulence and firms ' innovation quality : the evidence from Chinese pharmaceutical industry, (202006130104). <https://doi.org/10.1108/EJIM-10-2021-0517>
- Chahal, H. (2015). Examining intellectual capital and competitive advantage relationship : Role of innovation and organizational learning Effect of intellectual capital on competitive advantage and business performance : role of innovation and learning culture Hardeep Chaha, (May). <https://doi.org/10.1108/IJBM-07-2013-0069>
- Chaithanapat, P., Punnakitikashem, P., Khin Khin Oo, N. C., & Rakthin, S. (2022). Relationships among knowledge-oriented leadership, customer knowledge management, innovation quality and firm performance in SMEs. *Journal of Innovation and Knowledge*, 7(1), 100162. <https://doi.org/10.1016/j.jik.2022.100162>
- Chandra S. Mishra. (2017). *Creating and Sustaining competitive advantage* (Management). Florida: Springer Nature. <https://doi.org/DOI 10.1007/978-3->

319-54540-0

- Das, S., & Hassan, H. M. K. (2021). Impact of sustainable supply chain management and customer relationship management on organizational performance. *International Journal of Productivity and Performance Management*. <https://doi.org/10.1108/IJPPM-08-2020-0441>
- dos Santos, G. P. P., Schmidt, S., Gonçalves, M. A., & Bohnenberger, M. C. (2022). Value co-creation and performance within Brazilian innovation environments. *Journal of Research in Marketing and Entrepreneurship*, 24(2), 292–311. <https://doi.org/10.1108/JRME-04-2021-0047>
- Duan, Y., Huang, L., Luo, X., Cheng, T. C. E., & Liu, H. (2021). Journal of Engineering and The moderating effect of absorptive capacity on the technology search and innovation quality relationship in high-tech manufacturing firms. *Journal of Engineering and Technology Management*, 62(August), 101656. <https://doi.org/10.1016/j.jengtecman.2021.101656>
- Duan, Y., Liu, H., Deng, Z., & Tao, P. (2021). The impact of cross-border r&d sourcing on the innovation quality of mncs, from the perspective of business model innovation. *Sustainability (Switzerland)*, 13(8). <https://doi.org/10.3390/su13084579>
- Duan, Y., Liu, S., MU, C., Liu, X., Cheng, E., & Liu, Y. (2022). The moderating effect of managerial discretion on cross-border knowledge search and the innovation quality of high-tech firms in a global health emergency: evidence from China. *Journal of Knowledge Management*. <https://doi.org/10.1108/JKM-11-2021-0841>
- Duan, Y., Yang, M., Huang, L., Chin, T., Fiano, F., de Nuccio, E., & Zhou, L. (2022). Unveiling the impacts of explicit vs. tacit knowledge hiding on innovation quality: The moderating role of knowledge flow within a firm. *Journal of Business Research*, 139(January 2021), 1489–1500. <https://doi.org/10.1016/j.jbusres.2021.10.068>
- Efrat, K., Hughes, P., Nemkova, E., Souchon, A. L., & Sy-Changco, J. (2018). Leveraging of Dynamic export capabilities for competitive advantage and performance consequences: Evidence from China. *Journal of Business Research*, 84(December 2017), 114–124. <https://doi.org/10.1016/j.jbusres.2017.11.018>
- Eklof JA, & Westlund A. (1998). Customer satisfaction index and its role in quality management. *Total Quality Management*, 9(4/5), 80–85.
- Ferdinand, A. (2005). *Metode Penelitian Manajemen :Pedoman Penelitian Untuk Penulisan Skripsi, Tesis dan Disertasi Ilmu Manajemen*. Semarang (ID): Universitas Diponegoro.

- Ferdinand, A. (2014a). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Penulisan Skripsi Tesis dan Desrtasi Ilmu Manajemen*.
- Ferdinand, A. (2014b). *Structural Equation Modeling dalam Penelitian Manajemen: Aplikasi Model-Model Rumit dalam Penelitian untuk Tesis Megister dan Disertasi Doktor* (Edisi 5). Semarang (ID): Badan Penerbit Universitas Diponegoro.
- Ferdinand, A. (2014c). *Structural Equation Modeling dalam Penelitian Manajemen: Aplikasi Model-Model Rumit dalam Penelitian untuk Tesis Megister dan Disertasi Doktor* (Edisi 5). Semarang (ID): Badan Penerbit Universitas Diponegoro.
- Ferdousi, F, Baird, K., Munir, R., & Su, S. (2017). Associations between organisational factors, TQM and competitive advantage: Evidence from an emerging economy. Retrieved from <https://doi.org/10.1108/BIJ-05-2017-0110>
- Ferdousi, Farhana, Baird, K., Munir, R., & Su, S. (2018). Associations between organisational factors, TQM and competitive advantage: Evidence from an emerging economy. *Benchmarking*, 25(3), 854–873. <https://doi.org/10.1108/BIJ-05-2017-0110>
- Ferreira, J., & Coelho, A. (2020). Dynamic capabilities, innovation and branding capabilities and their impact on competitive advantage and SME's performance in Portugal: the moderating effects of entrepreneurial orientation. *International Journal of Innovation Science*, 12(3), 255–286. <https://doi.org/10.1108/IJIS-10-2018-0108>
- Ferreira, J., Coelho, A., & Moutinho, L. (2020). Dynamic capabilities, creativity and innovation capability and their impact on competitive advantage and firm performance: The moderating role of entrepreneurial orientation. *Technovation*, 92–93(December 2018), 102061. <https://doi.org/10.1016/j.technovation.2018.11.004>
- Fields, S. (2022). Strategies for Competitive Advantage in Small Construction Businesses.
- Fotopoulos CV, & Psomas L. (2010). The Structural relationship between total quality management factors and organizational performance. *TQM Journal*, 22(5), 539–552.
- Ghozali, I. (2017). *Model persamaan struktural konsep dan aplikasi dengan program amos 24*. Semarang (ID): Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam. (2017). Model persamaan struktural konsep dan aplikasi dengan program amos 24. Semarang: Badan Penerbit Universitas Diponegoro.

- Goldman H.H. (2005). The origins and development of quality initiatives in american business. *The TQM Magazine*, 17(3), 217–225.
- Graf, A., & Maas, P. (2008). Customer value from a customer perspective: A comprehensive review. *Journal Fur Betriebswirtschaft*, 58(1), 1–20. <https://doi.org/10.1007/s11301-008-0032-8>
- Grupe C, & Rose A. (2010). China, India, and the Socioeconomic Determinants of Their Competitiveness. *Journal of Economics Research International*, 1–15.
- Guo, F., Bo, Q., Tong, X., & Zhang, X. (2020). International Journal of Production Economics A paradoxical view of speed and quality on operational outcome : An empirical investigation of innovation in high-tech small and medium-sized enterprises. *International Journal of Production Economics*, 229(December 2019), 107780. <https://doi.org/10.1016/j.ijpe.2020.107780>
- Hair, J. F., Anderson, R. E., Babin, B. J., & Black, W. C. (2010). Multivariate data analysis: A global perspective, (Vol 7).
- Handoko, B. L., Aryanto, R., & So, I. G. (2015). The Impact of Enterprise Resources System and Supply Chain Practices on Competitive Advantage and Firm Performance: Case of Indonesian Companies. *Procedia Computer Science*, 72, 122–128. <https://doi.org/10.1016/j.procs.2015.12.112>
- Haner, U. E. (2002). Innovation quality - A conceptual framework. *International Journal of Production Economics*, 80(1), 31–37. [https://doi.org/10.1016/S0925-5273\(02\)00240-2](https://doi.org/10.1016/S0925-5273(02)00240-2)
- Heizer, J., Render, B., & Munson, C. (2017). *OPERATIONS MANAGEMENT- Sustainability and Supply Chain Management*. (Pearson Education, Ed.) (TWELFTH ED).
- Hoi, C. K., & Robin, A. (2010). Agency conflicts, controlling owner proximity, and firm value: An analysis of dual-class firms in the United States. *Corporate Governance: An International Review*, 18(2), 124–135. <https://doi.org/10.1111/j.1467-8683.2010.00783.x>
- Ismail AI, Rose RC, Abdullah H, & Uli J. (2010). The relationship between organizational competitive advantage and performance moderated by the age and size of firms. *Asian Academy of Management Journal*, 15(2), 157–173.
- Jegers, M., Edbrooke, D., Hibbert, C., Chalfin, D., & Burchardi, H. (2002). Definitions and methods of cost assessment: An intensivist's guide: ESICM section on health services research and outcome working group on cost effectiveness. *Intensive Care Medicine*, 28(6), 680–685. <https://doi.org/10.1007/s00134-002-1279-5>
- Johson WW. (2004). *Superior Customer value in the new economy: concepts and*

cases. Boca Raton: CRC Press.

- Joseph F. Hair, JR, Rolph E. Anderson, R. L. T. & W. C. B. (1998). *Multivariate Data Analysis*. New Jersey: Prentice Hal, Inc.
- Kaplan, R. and Norton, D. (1996). *Strategy Maps. Translating Strategy into the Balanced Scorecard*. Boston, MA.: Harvard Business School Press.
- Karagouni, G., & Protogerou, A. (2016). Dynamic Capabilities and Value Co-Creation in Low-Tech Knowledge-Intensive Entrepreneurial Ventures. *Entrepreneurial Challenges in the 21st Century: Creating Stakeholder Value Co-Creation*, 69–93. https://doi.org/10.1057/9781137479761_5
- Kasanah, A. (2015). Penggunaan Metode Structural Equation Modeling Untuk Analisis Faktor Yang Perpustakaan Dengan Program Lisrel 8.80. *Digilib Unnes; Local Content Repository*, 42(6), 1–150.
- Kaynak, H. (2003). The relationship between total quality management practices and their effects on firm performance. *Journal of Operations Management*, 21(4), 405–435. [https://doi.org/10.1016/S0272-6963\(03\)00004-4](https://doi.org/10.1016/S0272-6963(03)00004-4)
- Kim, D. W., Trimi, S., Hong, S. G., & Lim, S. (2020). Effects of co-creation on organizational performance of small and medium manufacturers. *Journal of Business Research*, 109(March), 574–584. <https://doi.org/10.1016/j.jbusres.2019.03.055>
- Kohler, T., Fueller, J., Matzler, K., & Stieger, D. (2011). CO-creation in virtual worlds: The design of the user experience. *MIS Quarterly: Management Information Systems*, 35(3), 773–788. <https://doi.org/10.2307/23042808>
- Kotler, P. (2003). *Marketing management* (NJ: Prenti). Upper Saddle River,.
- Kurnuc, M., & Guzel, D. (2022). An Investigation of The Effect of Social Media Marketing and Innovation on Firm Performance with The Technology Acceptance Model. *Sosyoekonomi*, 30(54), 145–163. <https://doi.org/10.17233/sosyoekonomi.2022.04.07>
- Leiblein, M. J., Chen, J. S., & Posen, H. E. (2017). Resource Allocation in Strategic Factor Markets: A Realistic Real Options Approach to Generating Competitive Advantage. *Journal of Management*, 43(8), 2588–2608. <https://doi.org/10.1177/0149206316683778>
- Lusch, Robert F., and S. L. V. (2006a). Service-dominant logic: reactions, reflections and refinements. *Marketing Theory*, 6(3), 281–288.
- Lusch, Robert F., and S. L. V. (2006b). The Service-Dominant Logic of Marketing: Dialog, Debate, and Directions, *eds. 2006a*.

- Lusch, R. F., & Nambisan, S. (2015). Service innovation: A service-dominant logic perspective. *MIS Quarterly: Management Information Systems*, 39(1), 155–175. <https://doi.org/10.25300/MISQ/2015/39.1.07>
- Lusch, R. F., Vargo, S. L., & O'Brien, M. (2007). Competing through service: Insights from service-dominant logic. *Journal of Retailing*, 83(1), 5–18. <https://doi.org/10.1016/j.jretai.2006.10.002>
- Masulis, R. W., Wang, C., & Xie, F. (2009). Agency problems at dual-class companies. *Journal of Finance*, 64(4), 1697–1727. <https://doi.org/10.1111/j.1540-6261.2009.01477.x>
- Maury, B., & Pajuste, A. (2011). Private Benefits of Control and Dual-Class Share Unifications. *Managerial and Decision Economics*, 32(6), 355–369. <https://doi.org/10.1002/mde.1538>
- Mehra S, & Ranganathan S. (2008). Implementing total quality management with a focus on enhancing customer satisfaction. *International Journal of Quality and Reliability Management*, 25(9), 913–927.
- Mohammed, A. S. A., Tibek, S. R. H., & Endot, I. (2013). The Principles of Total Quality Management System in World Islamic Call Society. *Procedia - Social and Behavioral Sciences*, 102(Ifee 2012), 325–334. <https://doi.org/10.1016/j.sbspro.2013.10.747>
- Nam, K., Kim, Y., Yim, M., & Nam, L. (2009). A study on the relationships among supply chain risk components, commitment, trust, and business performance. *Asia Pacific Journal of Information Systems*, 19(4), 179–200.
- Narkuniene, J., & Ulbinaite, A. (2018). Comparative analysis of company performance evaluation methods [Published in ENTREPRENEURSHIP AND SUSTAINABILITY ISSUES], 1. [https://doi.org/10.9770/jesi.2018.6.1\(10\)CITATIONS](https://doi.org/10.9770/jesi.2018.6.1(10)CITATIONS)
- Nguyen, V. C., & Chau, N. T. (2017). Research framework for the impact of total quality management on competitive advantage: The mediating role of innovation performance. *Review of International Business and Strategy*, 27(3), 335–351. <https://doi.org/10.1108/RIBS-02-2017-0016>
- Oakland, J. (2011). Leadership and policy deployment: The backbone of TQM. *Total Quality Management and Business Excellence*, 22(5), 517–534. <https://doi.org/10.1080/14783363.2011.579407>
- Oakland, S. (1993). *Total Quality Management-The Route to improving performance*. (Vol. Second Edi). Oxford : Butterworh-Henemann.
- Ofori, D., & Appiah-Nimo, C. (2021). Relationship Management, Competitive Advantage and Performance of Hotels: A Resource-Based View. *Journal of*

African Business, 00(00), 1–19.
<https://doi.org/10.1080/15228916.2021.1924573>

- Panuwatwanich, K., & Tung, T. (2017). Influence of Total Quality Management on Performance of Vietnamese Construction Firms. *Procedia Engineering*, 182, 548–555. <https://doi.org/10.1016/j.proeng.2017.03.151>
- Pereira-moliner, J., Pertusa-ortega, E. M., Tarí, J. J., López-gamero, M. D., & Molina-azorín, J. F. (2014). Organizational design , quality management and competitive advantage in hotels. <https://doi.org/10.1108/IJCHM-10-2014-0545>
- Pinkse, J., & Kolk, A. (2010). Challenges and trade-offs in corporate innovation for climate change. *Business Strategy and the Environment*, 19(4), 261–272. <https://doi.org/10.1002/bse.677>
- Pitts, Robert A., and D. L. (2006). *Strategic Management : Building and Sustaining Competitive Advantage*. Thomson Higher Education.
- Porter, M. E. (1990). FLAWS IN PORTER ' S COMPETITIVE DIAMOND ? Planning Review, September, 28–33.
- Porter, M. E. (1996). What is strategy? Harvard Business Review, 74(6), 61–78.
- Porter ME. (1990). *Competitive advantage of nations*. (The Free Press, Ed.). New York.
- Porter, Michael. E. (1998). *Competitive Advantage : Creating and Sustaining Superior Performance*. The Free Press.
- Porter, Michael E. (1985). *Competitive Advantage: Creating and Sustaining Superior Performance*. Free Press: N. Y. *New York, NY*.
- Porter, Michael E, & Strategy, C. (1980). Techniques for analyzing industries and competitors. *Competitive Strategy*. New York: Free.
- Qingliang, M., Yi, H., Xiaojun, C., & Qiaoyi, C. (2021). Value co-creation mechanisms of multi-agent participation in crowdsourcing innovation: A grounded theory study. *Journal of Intelligent and Fuzzy Systems*, 41(4), 4995–5006. <https://doi.org/10.3233/JIFS-189986>
- Rahman, N. A. A., & Ramli, A. (2014). Entrepreneurship Management, Competitive Advantage and Firm Performances in the Craft Industry: Concepts and Framework. *Procedia - Social and Behavioral Sciences*, 145, 129–137. <https://doi.org/10.1016/j.sbspro.2014.06.019>
- Rahman, S. U., & Bullock, P. (2005). Soft TQM, hard TQM, and organisational performance relationships: An empirical investigation. *Omega*, 33(1), 73–83.

<https://doi.org/10.1016/j.omega.2004.03.008>

- Ramadani, V., Hisrich, R. D., Abazi-Alili, H., Dana, L. P., Panthi, L., & Abazi-Bexheti, L. (2019). Product innovation and firm performance in transition economies: A multi-stage estimation approach. *Technological Forecasting and Social Change*, *140*(December 2018), 271–280. <https://doi.org/10.1016/j.techfore.2018.12.010>
- Ranjan, K. R., & Read, S. (2016). Value co-creation: concept and measurement. *Journal of the Academy of Marketing Science*, *44*(3), 290–315. <https://doi.org/10.1007/s11747-014-0397-2>
- Riaz, H., Iqbal Ahmad Khan, K., Ullah, F., Bilal Tahir, M., Alqurashi, M., & Alsulami, B. T. (2023). Key factors for implementation of total quality management in construction Sector: A system dynamics approach. *Ain Shams Engineering Journal*, *14*(3), 101903. <https://doi.org/10.1016/j.asej.2022.101903>
- Ricciardi, F., Zardini, A., & Rossignoli, C. (2016). Organizational dynamism and adaptive business model innovation: The triple paradox configuration. *Journal of Business Research*, *69*(11), 5487–5493. <https://doi.org/10.1016/j.jbusres.2016.04.154>
- Sachitra, V. (2016). Review of Competitive Advantage Measurements: Reference on Agribusiness Sector. *Journal of Scientific Research and Reports*, *12*(6), 1–11. <https://doi.org/10.9734/jsrr/2016/30850>
- Sadikoglu, E., & Zehir, C. (2010). Investigating the effects of innovation and employee performance on the relationship between total quality management practices and firm performance: An empirical study of Turkish firms. *International Journal of Production Economics*, *127*(1), 13–26. <https://doi.org/10.1016/j.ijpe.2010.02.013>
- Sahoo, S. (2019). Quality management , innovation capability and firm performance Empirical insights from Indian manufacturing SMEs, *31*(6), 1003–1027. <https://doi.org/10.1108/TQM-04-2019-0092>
- Samsir, S. (2017). The effect of leadership orientation on innovation and its relationship with competitive advantages of small and medium enterprises in Indonesia, (2002). <https://doi.org/10.1108/IJLMA-01-2017-0005>
- Santos-Vijande, M. L., López-Sánchez, J. Á., & Trespalacios, J. A. (2012). How organizational learning affects a firm's flexibility, competitive strategy, and performance. *Journal of Business Research*, *65*(8), 1079–1089.
- Schreiber, J. B., Stage, F. K., King, J., Nora, A., & Barlow, E. A. (2006). Reporting structural equation modeling and confirmatory factor analysis results: A

review. *Journal of Educational Research*, 99(6), 323–338.
<https://doi.org/10.3200/JOER.99.6.323-338>

Sekaran, U. (2017). *Metode Penelitian Untuk Bisnis Pendekatan Pengembangan Keahlian*. Jakarta: Salemba Empat.

Seyedeh Khadijeh Taghizadeh, Syed Abidur Rahman, & Md. Mosharref Hossain. (2018). Knowledge from customer , for customer or about customer : which triggers innovation capability the most? <https://doi.org/10.1108/JKM-12-2016-0548>

Sharma, S. (2020). TQM , SCM and operational performance : an empirical study of Indian pharmaceutical industry, 26(1), 331–370.
<https://doi.org/10.1108/BPMJ-01-2018-0005>

Shlomo Maital and D.V.R Seshadri. (2007). *Innovation Management : Strategies, concepts and tools for growth and profit*. (Mohan Cooperative Industrial Area, Ed.), *News.Ge*. London: Response Books.

Snongtaweepon, T., & Siribensanont, C. (2020). Total Quality Management in Modern Organizations by Using Participation and Teamwork. *Journal of Arts Management*, 4(3), 818–829. Retrieved from <https://so02.tci-thaijo.org/index.php/jam/article/view/243921>

Sofyan Yamin. (2014). *Rahasia olah data Lisrel* (Seri Buku). Jakarta: Mitra Wacana Media,.

Stevenson J. (1993). *Production/Operations Management* (irwin home, Vol. Fourth Edi). Boston.

Sugiyono. (2015). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.

Sugiyono. (2018). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Jakarta: Alfabeta.

Susanto, B. (2016). Total Quality Management, Sistem Pengukuran Kinerja, Penghargaan dan Komitmen Organisasi Terhadap Kinerja Karyawan. *Jurnal Bisnis Ekonomi*, 14(1), 76–83.

Tabassum, M., Raziq, M. M., Rice, J. L., Borini, F. M., & Wajid, A. (2023). Co-creating organizational performance and project success through customer participation, requirement risk and knowledge integration: a multi-study evidence. *Benchmarking*. <https://doi.org/10.1108/BIJ-10-2022-0632>

Tali, D., Uzir, M. U. H., Maimako, L. N., Eneizan, B., Latiff, A. S. A., & Wahab, S. A. (2021). The impact of innovation competitive advantage on product quality for sustainable growth among SMES: An empirical analysis.

International Journal of Business Science and Applied Management, 16(3), 39–62.

- Talib, F., Rahman, Z., & Qureshi, M. N. (2011). A study of total quality management and supply chain management practices. *International Journal of Productivity and Performance Management*, 60(3), 268–288. <https://doi.org/10.1108/17410401111111998>
- Thatte AA. (2007). Competitive advantage of a firm through supply chain responsiveness and SCM practices. In The University of Toledo (Ed.), *Doctoral dissertation*.
- Un, C. A., Cuervo-Cazurra, A., & Asakawa, K. (2010). R&D collaborations and product innovation. *Journal of Product Innovation Management*, 27(5), 673–689. <https://doi.org/10.1111/j.1540-5885.2010.00744.x>
- Vargo, S. L., Lusch, R. F., Archpru Akaka, M., & He, Y. (2010). Service-Dominant Logic Review of Marketing Research. *Service-Dominant Logic Review of Marketing Research*, 125–167.
- Vargo, Stephen L., and R. F. L. (2004). Evolving to a New Dominant Logic for Marketing.” *Journal of Marketing*. *Journal of Marketing*, 68((1)), 1–17.
- Vargo, Stephen L., and R. F. L. (2016). Service Dominant LOGic What It Is, What It Is Not, What It Might Be, (January), 43–56.
- Vargo, S. L., & Lusch, R. F. (2014). Evolving to a new dominant logic for marketing. *The Service-Dominant Logic of Marketing: Dialog, Debate, and Directions*, (January 2004), 3–28.
- Wang, L. L., & Gao, Y. (2021). Competition network as a source of competitive advantage: The dynamic capability perspective and evidence from China. *Long Range Planning*, 54(2), 102052. <https://doi.org/10.1016/j.lrp.2020.102052>
- Wang, Z., & Wang, N. (2012). Knowledge sharing, innovation and firm performance. *Expert Systems with Applications*, 39(10), 8899–8908. <https://doi.org/10.1016/j.eswa.2012.02.017>
- Wolff, J. A., & Pett, T. L. (2006). Small-firm performance: Modeling the role of product and process improvements. *Journal of Small Business Management*, 44(2), 268–284. <https://doi.org/10.1111/j.1540-627X.2006.00167.x>
- Wu, Shwu ing, & Chiao Ling Lin. (2011). The influence of innovation strategy and organizational innovation on innovation quality and performance. *International Journal of Organizational Innovation*, 3(4).
- Zacharia, Z. G., Nix, N. W., & Lusch, R. F. (2011). Capabilities that enhance

outcomes of an episodic supply chain collaboration. *Journal of Operations Management*, 29(6), 591–603. <https://doi.org/10.1016/j.jom.2011.02.001>

Zairi M. (2013). The TQM legacy-guru's contributions and theoretical impact. *The TQM Journal*, 25(6), 659–676.

Zhang, D., Rong, Z., & Ji, Q. (2019). Green innovation and firm performance: Evidence from listed companies in China. *Resources, Conservation and Recycling*, 144(January), 48–55. <https://doi.org/10.1016/j.resconrec.2019.01.023>

Zhang, Q., Vonderembse, M. A., & Lim, J. S. (2003). Logistics flexibility: Defining and analyzing relationships among competence, capability, and customer satisfaction. *Proceedings - Annual Meeting of the Decision Sciences Institute*, 21, 1587–1592.

