

DAFTAR PUSTAKA

- Anderson, J. C., Rungtusanatham, M., Schroeder, R. G., & Devaraj, S. (1998). A path analytic model of a theory of quality management underlying the Deming management method: Preliminary empirical findings. *Decision Sciences*, 26(5), 637–658.
- Antony, J., Gupta, S., Sunder M, V., & Gijo, E. V. (2022). An empirical study into the emerging practices of Quality 4.0 and its impact on organisational performance. *The TQM Journal*, 34(5), 1197–1221.
- Arabelen, G., & Kaya, H. T. (2021). Assessment of logistics service quality dimensions: A qualitative approach. *Journal of Shipping and Trade*, 6(1), 1–20.
- Bravi, L., Murmura, F., & Santos, G. (2019). The ISO 9001:2015 quality management system standard: Companies' drivers, benefits and barriers to its implementation. *Quality Innovation Prosperity*, 23(2), 64–82.
- Dolgui, A., Ivanov, D., & Rozhkov, M. (2020). Does the ripple effect influence the bullwhip effect? An integrated analysis of structural and operational dynamics in the supply chain. *International Journal of Production Research*, 58(5), 1285–1301.
- Fonseca, L., Amaral, A., & Oliveira, J. (2021). Quality 4.0: The EFQM 2020 model and Industry 4.0 relationships and implications. *Sustainability*, 13(6), 3107.
- Goetsch, D. L., & Davis, S. B. (2021). *Quality management for organizational excellence: Introduction to total quality* (9th ed.). Pearson Education.
- Goldratt, E. M. (1990). *What is this thing called theory of constraints and how should it be implemented?* North River Press.
- Goldratt, E. M., & Cox, J. (2014). *The goal: A process of ongoing improvement* (30th anniversary ed.). North River Press.
- Hui, G., Al Mamun, A., Reza, M. N. H., & Wan Hussain, W. M. H. (2024). An empirical study on logistic service quality, customer satisfaction, and cross-border repurchase intention. *Heliyon*, 10(4), Article eXXXXX.
- International Organization for Standardization. (2015). *ISO 9001:2015 quality management systems—Requirements*. ISO.
- Ivanov, D., & Dolgui, A. (2021). A digital supply chain twin for managing the disruption risks and resilience in the era of Industry 4.0. *Production Planning & Control*, 32(9), 775–788.
- Lestari, P. I., Soemitra, A., & Rahma, T. I. F. (2024). Optimasi manajemen risiko dan efektivitas pengiriman kargo: Uji mediasi service quality. *Owner: Riset dan Jurnal Akuntansi*, 8(2), xx–xx.
- Mabin, V. J., & Balderstone, S. J. (2003). The performance of the theory of constraints methodology: Analysis and discussion of successful TOC applications. *International Journal of Operations & Production Management*, 23(6), 568–595.
- Malikah, N., Saputri, M. E., & Firmansyah, A. (2025). Implementasi Total Quality Management dalam meningkatkan kinerja operasional perusahaan logistik. *Jurnal Manajemen Bisnis dan Organisasi*, 9(1), 45–62.
- Maulani, C. Z., Setiawati, E., Azizah, R. N., & Handayani, V. D. (2023). Peran manajemen mutu dalam meminimalisir keterlambatan pengiriman barang pada operasional jasa logistik. *Journal of Management and Creative Business*, 1(2), xx–xx.
- Mekarisce, A. A. (2020). Teknik pemeriksaan keabsahan data pada penelitian kualitatif di bidang kesehatan masyarakat. *Jurnal Ilmiah Kesehatan Masyarakat*, 12(3), 145–151.

- Nguyen, T. V., Nguyen, N. H., & Le, T. T. (2022). Supply chain quality management and firm performance: The mediating role of supply chain integration. *International Journal of Production Economics*, 247, 108424.
- Nthusi, J. K., Mutua, J. M., & Waweru, G. G. (2024). Impact of supply chain quality assurance on performance of manufacturing firms in Kenya. *International Journal of Supply Chain Management*, 13(1), 45–58.
- Oakland, J. S. (2014). *Total quality management and operational excellence: Text with cases* (4th ed.). Routledge.
- Prasetyo, H., & Sutopo, W. (2021). Penerapan manajemen kualitas dalam meningkatkan kinerja logistik perusahaan manufaktur. *Jurnal Teknik Industri*, 22(1), 34–46.
- Ivanov, D., & Dolgui, A. (2021). A digital supply chain twin for managing the disruption risks and resilience in the era of Industry 4.0. *Production Planning & Control*, 32(9), 775–788.
- Lestari, P. I., Soemitra, A., & Rahma, T. I. F. (2024). Optimasi manajemen risiko dan efektivitas pengiriman kargo: Uji mediasi service quality. *Owner: Riset dan Jurnal Akuntansi*, 8(2), xx–xx.
- Mabin, V. J., & Balderstone, S. J. (2003). The performance of the theory of constraints methodology: Analysis and discussion of successful TOC applications. *International Journal of Operations & Production Management*, 23(6), 568–595.
- Malikah, N., Saputri, M. E., & Firmansyah, A. (2025). Implementasi Total Quality Management dalam meningkatkan kinerja operasional perusahaan logistik. *Jurnal Manajemen Bisnis dan Organisasi*, 9(1), 45–62.
- Maulani, C. Z., Setiawati, E., Azizah, R. N., & Handayani, V. D. (2023). Peran manajemen mutu dalam meminimalisir keterlambatan pengiriman barang pada operasional jasa logistik. *Journal of Management and Creative Business*, 1(2), xx–xx.
- Mekarisce, A. A. (2020). Teknik pemeriksaan keabsahan data pada penelitian kualitatif di bidang kesehatan masyarakat. *Jurnal Ilmiah Kesehatan Masyarakat*, 12(3), 145–151.
- Nguyen, T. V., Nguyen, N. H., & Le, T. T. (2022). Supply chain quality management and firm performance: The mediating role of supply chain integration. *International Journal of Production Economics*, 247, 108424.
- Nthusi, J. K., Mutua, J. M., & Waweru, G. G. (2024). Impact of supply chain quality assurance on performance of manufacturing firms in Kenya. *International Journal of Supply Chain Management*, 13(1), 45–58.
- Oakland, J. S. (2014). *Total quality management and operational excellence: Text with cases* (4th ed.). Routledge.
- Prasetyo, H., & Sutopo, W. (2021). Penerapan manajemen kualitas dalam meningkatkan kinerja logistik perusahaan manufaktur. *Jurnal Teknik Industri*, 22(1), 34–46.

- Putra, A., & Rahman, A. (2022). Pengaruh manajemen kualitas terhadap kinerja logistik pada perusahaan distribusi di Indonesia. *Jurnal Ilmu Manajemen dan Bisnis*, 13(2), 201–215.
- Sari, D. P. (2023). Analisis kualitas layanan logistik terhadap kepuasan pelanggan pada perusahaan jasa pengiriman. *Jurnal Administrasi Bisnis Terapan*, 6(1), 55–67.
- Sreedharan, V. R., Trehan, R., & Ghosh, M. (2022). Holistic understanding of TQM frameworks for operations management: A systematic review. *Total Quality Management & Business Excellence*, 33(13–14), 1413–1436.
- Sugiyono. (2024). *Metode penelitian kualitatif* (Edisi terbaru). Alfabeta.
- Talib, F. (2020). An overview of total quality management: Understanding the fundamentals in service organisation. *International Journal of Advanced Quality*, 40(1), 1–18.
- Wulandari, S., Pradipta, R. A., & Kusumawati, N. (2023). Implementasi Quality Assurance dalam distribusi logistik: Studi kasus pada perusahaan farmasi. *Jurnal Logistik Indonesia*, 7(2), 134–15