

DAFTAR PUSTAKA

- Chandler, F. 2004. *Using Root Cause Analysis to Understand Failures and Accident*. Washington DC.
- Chase, R.B., Jacobs, F.R., and Aquilano, N.J., 2006. *Operation management*, 11th edition, McGraw-Hill/Irwin, a business unit of The McGraw-Hill Companies, Inc., 1221 Avenue of the Americans, New York, NY, 10020..
- Gasperz, Vincent. 2007. *Lean Six sigma for Manufacturing and Service Industries*. Jakarta: PT Gramedia Pustaka Utama.
- Hines, P. Taylor, D. 2000. *Going Lean: A Guide to Implementation*. Lean Enterprises Research Centre, Cardiff Business School. The Lean Process Programme.
- Jucan,G. 2005. *Root Cause Analysis for IT incidents Investigation*. diakses pada 30 April 2015. <<http://www.docstoc.com/docs/16171902/Root-Cause-Analysis>> .
- Vinodh, S. Arvind, K.R and Somanaathan, M. 2010. *Aplication of Value Stream Mapping in Indian Camshaft Manufacturing Organisation*. Journal of Manufacturing Technology Management Vol. 21 No. 7., Departemen of Production Engineering, National institute of Technology, Tiruchipalli, India.
- Schullin, ME. 2005. *Integrating Value Stream and Simulation (thesis)*. Brigham Young University.

Womack, J.P., Jones, D.T., and Roos, D. 1990. *The machine That Changed The world*. Mackmillan Publishing Company. New York.