

DAFTAR PUSTAKA

- Bielen, F., & Demoulin, N. (2007). Waiting time influence on the satisfaction-loyalty relationship in services. *Managing Service Quality: An International Journal*, 17(2), 174–193. <https://doi.org/10.1108/09604520710735182>
- Bisnis Logistik dan Jasa Kurir Melejit di Tengah Corona. (2020, November 16). *CNN Indonesia*. <https://www.cnnindonesia.com/ekonomi/20201116100845-92-570185/bisnis-logistik-dan-jasa-kurir-melejit-di-tengah-corona>
- Hariyanto. (2019, July 25). SD Darmono: President University Cetak Lulusan KASH (Knowledge, Attitude, Skill, dan Habit). *INDUSTRY*.
- Jacobs, F. R., & Chase, B. R. (2011). *Operations and Supply Chain Management* (5th ed.). McGraw-Hill.
- Kotler, P., & Armstrong, G. (2012). *Principles of Marketing*. Pearson Education.
- Mayr, A., Weigelt, M., Kühn, A., Grimm, S., Erll, A., Potzel, M., & Franke, J. (2018). Lean 4.0 - A conceptual conjunction of lean management and Industry 4.0. *Procedia CIRP*, 72, 622–628. <https://doi.org/10.1016/j.procir.2018.03.292>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of Marketing*, 49(4), 41. <https://doi.org/10.2307/1251430>
- Septian, E., & Kunang, Y. N. (2024). Analisis Manajemen Resiko Teknologi Informasi Institusi Kesehatan (Studi Kasus Rumah Sakit Muhammadiyah Palembang). *Jurnal RESTIKOM : Riset Teknik Informatika Dan Komputer*, 6(1), 194–202. <https://restikom.nusaputra.ac.id/issue/view/20>
- Syahibah, N., Fatika, A. R., Syahbani, D. H., & Ardiansyah, J. (2024). ANALISIS STUDI GERAK DAN WAKTU PADA AKTIVITAS OPERASIONAL SEAL BAGGING DAN PROSES LOADING PAKET DI PERUSAHAAN EKSPEDISI J&T CARGO DAERAH LIMO. *PROFISIENSI: Jurnal Program Studi Teknik Industri*, 12(2), 88–95.