

- Sunarto. (2023). Pengaruh kredit bermasalah terhadap tingkat profitabilitas dan likuiditas pada industri perbankan yang terdaftar di Bursa Efek Indonesia. *Jurnal Ekonomi, Manajemen Dan Akuntansi (JEKMA)* , 2(April), 14–21. <https://journal.binainternusa.org/index.php/ecomas>
- Ummah, M. S. (2019). Operations & Process Management - Principles & Practice for Strategic Impact 5th Edition. In *Sustainability (Switzerland)* (Vol. 11, Issue 1). <http://scioteca.caf.com/bitstream/handle/123456789/1091/RED2017-Eng-8ene.pdf?sequence=12&isAllowed=y%0Ahttp://dx.doi.org/10.1016/j.regsciurbe>
co.2008.06.005%0Ahttps://www.researchgate.net/publication/305320484_Sistem_Pembetungan_Terpusat_Strategi_Melestari
- Wahyuni, Triwulandari, & Fitriana. (2023). Peningkatan Kualitas Pelayanan Bank BJB KCP Fatmawati Menggunakan Metode Service Quality, Six Sigma dan Quality Function Deployment. *Jurnal Teknik Industri*, 13(3), 211–222. <https://doi.org/10.25105/jti.v13i3.19142>
- Warinah, W., & Nusraningrum, D. (2019). Application of Six Sigma (Dmaic) Method to Reduce Defect Amount in Assembly Process A Case Study PT. XYZ. *International Humanities and Applied Science Journal*, 2(3), 59. <https://doi.org/10.22441/ihaj.2019.v2i3.06>
- Wassan, R. K., Hulio, Z. H., Gopang, M. A., Sarwar, U., Akbar, A., & Kaka, S. (2022). Practical Application of Six Sigma Methodology To Reduce Defects in a Pakistani Manufacturing Company. *Journal of Applied Engineering Science*, 20(2), 552–561. <https://doi.org/10.5937/jaes0-34558>