

## DAFTAR PUSTAKA

- ACCENTURE, 2011, *Operational Excellence - Finding the Right Formula for High Performance*, Accenture Business Consultant
- Alvesson, M., 2002, *Understanding Organizational Culture* (London : SAGE Publications Ltd.) hal.3.
- Al-Khalifa, K. N. & Aspinwall, E. M., 2001, *Using the competing values framework to investigate the culture of Qatar industries*, Total Quality Management, Abingdon, Vol. 12, No. 4, 417-428
- Asif et al., 2009, *Why quality management programs fail*, *International Journal of Quality & Reliability Management*, v.26, no 8, hal.778 - 794.
- Baird et al., 2011, *The relationships between organizational culture, total quality management practices and operational performance*. *International Journal of Operations and Production Management*, v.31, no 7
- Businessdictionary, 2013, Operational Excellence Definition, <http://www.businessdictionary.com/definition/operational-excellence.html>, diakses 21 Mei 2013.
- Calori, R., Sarnin, P., 1991, *Corporate culture and economic performance: A French study*. *Organisation Studies*, Vol, 12, No. 1, 49–74.
- Cameron, K., 2004, *A Process for Changing Organizational Culture*. Michigan : University of Michigan Business School
- Cameron, K. S., dan Quinn, R. E., 2006, *Diagnosing and Changing Organizational Culture: Based on the Competing Values Framework*, Revised Edition, San Fransisco : Joh Wiley & Sons, Inc.
- Cheng, C. W. M.; Liu, A. M. M. 2007. *The relationship of organizational culture and the implementation of total quality management in construction firms*, *Surveying and Build Environment* 18(1): 7–16.
- Clegg, S., 1999, *Modern Organizations: Studies in the Postmodern World*, London: SAGE Publications Ltd., hal.43.

- Corbett, L.M., Rastrick, K.N., 2000, *Quality performance and organizational culture: A New Zealand study*, International Journal of Quality & Reliability Management Vol. 17 No. 1, hal. 14–26.
- Dellana, S. A. & Hauser, R. D., 1999, *Towards defining the quality culture*, Engineering Management Journal, Vol. 11, No. 2.
- Duhita Dharwadkar, 2011, *On the road To operational Excellence An Operational Excellence model for Managed service providers*. Alcatel-Lucent Managed Solutions
- DUPONT, 2005, *Delivering Operational Excellence to the Global Market - A DuPont Integrated Systems Approach*, E. I. du Pont de Nemours and Company
- Ela Oney-Yazici, Heyecan Giritli, Gulfer Topcu-Oraz, Emrah Acar, (2007) "*Organizational culture: the case of Turkish construction industry*", Engineering, Construction and Architectural Management, Vol. 14 Iss: 6, pp.519 – 531
- Gambi, L. d. N., Gerolamo, M. C., Carpinetti, L. C. R., 2013. *A Theoretical Model of the Relationship between Organizational Culture and Quality Management Techniques*, Procedia - Social and Behavioral Sciences, Volume 81, 28 June 2013, Pages 334–339. (<http://dx.doi.org/10.1016/j.sbspro.2013.06.438> diakses online 30 July 2013)
- Grunig, L. A. dkk, 2002, *Excellent Public Relations and Effective Organizations: A Study of Communication Management in Three Countries*, New Jersey : Lawrence Erlbaum Associates, Inc., Publishers, hal. 282.
- Haberberg, A., dan Rieple, A., 2008, *Strategic Management : Theory and Application*, New York : Oxford University Press.
- Hidayat, S. F., 2012. *Budaya Organisasi Menurut Kerangka Persaingan Nilai (Competing Values Framework) di Rumah Sakit Islam Sari Asih Ar-Rahmah*, Tesis, Fakultas Kesehatan Masyarakat, Program Magister Kajian Administrasi Rumah Sakit, Universitas Indonesia
- Hofstede, G. H., 2004, *Culture's Consequences: Comparing Values, Behaviors, Institutions, and Organizations across Nations*, 2nd Edition (Thousand Oaks: Sage Publications, Inc.
- Irani et al, 2004, *Total quality management and corporate culture: constructs of organisational excellence*, Technovation, v.24, hal. 643-650.

- Kekale, T and Kekale, J., 1995. A mismatch of cultures: a pitfall of implementing a total quality approach, *International Journal of Quality & Reliability Management*, 12(9), 210-20
- Kekale, T. 1999. The Effects of Organizational Culture on Successes and Failures Implementation of Some Total Quality Management Approach. *Bristol Business School Teaching and Research Review*, 1(1): 1-15.
- Keyton, J., 2005, *Communication and Organizational Culture : A Key to Understanding Work Experiences*, Thousand Oaks : Sage Publications, Inc.
- Klein, R.G.L., Bigley, G.A., Roberts, K.H., 1995. *Organisational culture in high reliability organisations*. *Human Relations Vol*, 48, No. 7, hal. 771–793
- Kujala, J. & Ullrank, P. 2004. Total Quality Management as a Cultural Phenomenon – a conceptual model and empirical illustration. Dissertation for the degree of Doctor of Technology, Helsinki University of Technology (Espoo, Finland) (<http://www.asq.org>, diakses 02 Maret 2013).
- Kull, T. J., & Wacker, J. G., 2010, *Quality management effectiveness in Asia: The influence of culture*, *Journal of Operations Management*, v.28, hal. 223 239.
- Kumar, M., & Sankaran, S., 2007, *Indian culture and the culture for TQM: A comparison*. *The TQM Magazine*, 19, 176–188.
- Lewis, D., 1996. *The organizational culture saga—from OD to TQM: A critical review of the literature*. Part 2—applications. *Leadership & Organization Development Journal Vol. 17 No. 2*, hal. 9–16.
- Mauil, R., Brown, P., Cliffe, R., 2001. *Organisational culture and quality improvement*. *International Journal of Operations & Production Management Vol. 21, no. 3*, hal. 302–326.
- Murphy, K. R. dan Saal, F. E., 1990, *Psychology in Organizations: Integrating Science and Practice*, New Jersey : Lawrence Erlbaum Associates, Inc. hal.181.
- Murahartawaty, 2013, *Analisis Pengaruh Budaya Organisasi Terhadap Efektifitas Implementasi Sistem Informasi*, Seminar Nasional Aplikasi Teknologi Informasi (SNATI) 2013, Yogyakarta

- Naor, M. et al., 2008, *The role of culture as driver of quality management and performance infrastructure versus core quality practices*. Decision Sciences, v. 39, no. 4, hal. 671-702.
- Paris, J. F. Jr., 2011, *The Operational Excellence Manifesto*, XONITEK Group of Companies, <http://www.xonitek.com/press-room/company-news/the-operational-excellence-manifesto/>, diakses 21 Mei 2013.
- Parncharoen, C., Girardi, A. & Entrekun, L. 2005. *The Impact of Cultural Values on the Successful Implementation of Total Quality Management: A Comparison between the Australian and Thai Models*. Total Quality Management, 5(1): 597– 609.
- Pfister, J. A., 2009, *Managing Organizational Culture for Effective Internal Control : From Practice to Theory*, Heidelberg : Springer.
- Prajogo, D. I., & McDermott, C. M., 2005, *The relationship between total quality management practices and organizational culture*, International Journal of Operation and Production Management.
- Program Pascasarjana Universitas Hasanuddin. 2011, Pedoman Penulisan Tesis dan disertasi Edisi 4, Makassar
- Rad, A. M. M., 2006, *The impact of organizational culture on the successful implementation of total quality management*. The TQM Magazine. v. 18, no. 6, hal. 606-625.
- Rahman, S., & Sohal, A. (2002). *A review and classification of total quality management research in Australia and an agenda for future research*. International Journal of Quality & Reliability Management.
- Reeves, C., Bednar, D., 1994. *Defining quality: Alternatives and implications*. Academy of Management Review 19 (3), 419–445
- Sarros, J. C., Gray, J., Densten, I. L., & Cooper, B., 2005, *The organizational culture profile revisited and revised: An Australian perspective*. Australian Journal of Management, 30, 159–182.
- Schein, E. H., 2004, *Organizational Culture and Leadership*, 3rd Edition, San Fransisco : John Wiley & Sons, Inc., hal. 17.
- Schultz, M., 1994, *On Studying Organizational Cultures : Diagnosis and Understanding*, Berlin : Walter de Gruyter & Co.
- Shao, Z., Feng, Y., dan Liu, L., 2012. *The mediating effect of organizational culture and knowledge sharing on transformational leadership and Enterprise Resource Planning systems success: An empirical study in China*, Computers in Human Behavior.

- SHINGO, 2012, *The Shingo Prize For Operational Excellence*, Shingo Prize and Jon M. Huntsman School of Business, Utah State University, Old Main Hill, Logan
- SHINGO, 2012, *The Shingo Prize For Operational Excellence - Model & Application Guidelines*, SHINGO PRIZE ORGANIZATION
- Sinclair, J., Arthur, A., 1994. *Inhospitable cultures and continuous improvement*. International Journal of Contemporary Hospitality Management 6 (12), 30–36.
- Sohal, A. S., & Terziovski, M., 2000, *TQM in Australian manufacturing: Factors critical to success*. International Journal of Quality & Reliability Management, 17, 158–168.
- Stuart, S. 2007. *Global Industrial Practice – Leadership in Operational Excellence*. StuartSpencer Management Consultancy Services
- ValeIndonesia, 2013, *PT Vale Indonesia Annual Report 2012*. PT VALE, Sorowako
- ValeIndonesia.co, 2013, *Profile PT. Vale Indonesia Tbk*, [http://www.valeindonesia.co.id/profilevale\\_id.html](http://www.valeindonesia.co.id/profilevale_id.html), diakses 23 Juni 2013.
- Wikipedia, 2013, *Operational Excellence Definition*, [http://en.wikipedia.org/wiki/Operational\\_excellence](http://en.wikipedia.org/wiki/Operational_excellence), diakses 21 Mei 2013.
- Wu, S. J, Zhang, D., & Schroeder, R. G., 2011, *Customization of quality practices: the impact of quality culture*. International Journal of Quality & Reliability Management, v. 28, no. 3, hal. 263-279.
- Zeitz, G., Johannesson, R., Ritchie Jr., J.E., 1997. An employee survey measuring total quality management practices and culture. Group and Organization Management 22, 414–444.
- Zu, X., Fredendall, L.D., Douglas, T.J., 2008. The evolving theory of quality management: the role of Six Sigma. Journal of Operations Management 26 (5), 630–650.
- Zu, X., Robbins, T. L., & Fredendall, L. D., 2010, *Mapping the critical links between organizational culture and TQM/Six Sigma practices*, International Journal of Production Economics, v. 123, hal. 86-106.