## LIST OF REFERENCES

- Anastasia. (2016). *Operations Management: Definition, Principles, Activities, Trends.* Retrieved from https://www.cleverism.com/operations-management-definition-principles-activities-trends/
- Andersson, F., Johansson, D., Karlsson, J., Lodefalk, M., & Poldahl, A. (2016). The Characteristics and Performance of Family Firms: Exploiting information on governance, kinship and ownership using total population data, Pg. 24. Retrieved from https://www.oru.se/contentassets/a7c0e96dea0d409cbfe08168157e02db/t he-characteristics-and-performance-of-family-firms.pdf
- B. Craig, J. (2018). *Integrated Family Business Governance: The Important Role of Ownership Corporate Governance News | The Family Business Consulting Group.* Retrieved from https://www.thefbcg.com/integrated-family-business-governance-the-important-role-of-ownership/
- Bonez (2015). Likert Scale: Explored and Explained. Retrieved from https://pdfs.semanticscholar.org/38a7/5a7cc366dd963113c6923ac4a73c3 286ab22.pdf
- Candito, N. (2016). *How Inefficient Processes Are Hurting Your Company*. Retrieved from https://www.entrepreneur.com/article/286084
- Chen, James.(2019, March 29). Z test. Retrieved March 03, 2019, from https://www.investopedia.com/terms/z/z-test.asp
- Chigubi, D (2016). Impact of Total Quality Management on Customer Satisfaction in the Retail Sector: Case of indigenous Supermarkets in Botswana. European Journal of Business and Management Vol.8, No.28, 2016 pp 119-131
- Debarliev, S., & Janeska-Iliev, A. (2015). Family business characteristics and differences: Some insights from the developing countries. *Research Gate*, Pg. 41. Retrieved from https://www.researchgate.net/publication/311208065\_Family\_business\_c haracteristics\_and\_differences\_Some\_insights\_from\_the\_developing\_countries
- Elan & Kusmindah(2016). PENGARUH TOTAL QUALITY MANAGEMENT TERHADAP KEPUASAN PELANGGAN PADA DEPARTEMEN BUBI (BIDANG USAHA BARANG INDUSTRI) PT. VARIA USAHA DI GRESIK. Journal of Faculty Economy. Vol 05, No 2. Pp.178-182

- Fagan, B. (2018). What is Continuous Improvement? A Simple Guide. Retrieved from https://blog.triaster.co.uk/blog/what-is-continuous-improvement
- Felix, R. (2017). Service Quality and Customer Satisfaction in Selected Banks in Rwanda. *Journal Of Business & Financial Affairs*, 06(01), Pg. 5. doi: 10.4172/2167-0234.1000246
- Fernandes, P. (2019). What It Means to Be an Entrepreneur. Retrieved from https://www.businessnewsdaily.com/7275-entrepreneurship-defined.html
- Gartenstein, D (January 28 2019). Advantages & Disadvantages of Total Quality Management Strategies. Retrieved from https://smallbusiness.chron.com/advantages-disadvantages-total-quality-management-strategies-22160.html
- Ghozali, I.(2016). Aplikasi Analisis Multivariate dengan Program IBM SPSS 23. Cetakan Ketujuh. Semarang: Universitas Diponegoro
- Hysong (2014). What is difference between theory and previous studies?. *Research gate*.
- Jeffrey, A (2018, June 25). Distinguising Between Descriptive and Causal Studies. Retrieved from https://sciencing.com/distinguishing-betweendescriptive-causal-studies-12752444.html
- Kalla (2018). Correlational Study. Retrieved from https://explorable.com/correlational-study
- Kahwaji(2016). A study of customer satisfaction dimensions and their impact on customer loyalty to online shopping sites an analytical study of online shopping sites in Arabic market. Vol 13, No. 3
- Kenton, W. (2019). *How Operations Management Works*. Retrieved from https://www.investopedia.com/terms/o/operations-management.asp
- Khadka & Maharjan (2017). CUSTOMER SATISFACTION AND CUSTOMER LOYALTY. Journal of Business Management.
- Madar(2015). Implementation of total quality management Case study: British Airways. Journal of Economics Science. Vol 8, No 1 Retrieved from http://webbut.unitbv.ro/BU2015/Series%20V/BULETIN%20I%20PDF/16\_Madar\_A.pdf
- McNeill (2018). What Is Descriptive Research?. Retrieved from https://www.gutcheckit.com/blog/what-is-descriptive-research/

- Merih, A. (2016). TOTAL QUALITY MANAGEMENT The way to achieve quality excellence. TOTAL QUALITY MANAGEMENT, Pg. 4.
- Mourougan & Sethuraman (2017). Hypothesis Development and Testing. Retrieved from https://www.researchgate.net/publication/316840425\_Hypothesis\_Devel opment\_and\_Testing
- Murphy (2016). Population definitions for comparative surveys in education. Retrieved from https://research.acer.edu.au/cgi/viewcontent.cgi?article=1022&context=a r\_misc
- Millard, M. (2018). 6 Principles of the Continuous Improvement Model. Retrieved from https://blog.kainexus.com/continuous-improvement/6-principles-of-the-continuous-improvement-model
- Nassar, Shorun & Yahaya (2015). TOTAL QUALITY MANAGEMENT AND CUSTOMERS SATISFACTION IN SELECTED SERVICE INDUSTRIES IN ILORIN, NIGERIA. *Journal of Sustainable development*.
- Ngo (2015). MEASURING CUSTOMER SATISFACTION: A LITERATURE REVIEW. Retrieved from https://www.researchgate.net/publication/318827962\_MEASURING\_C USTOMER SATISFACTION A LITERATURE REVIEW
- Ogbe, A. A. (2016). TOTAL QUALITY MANAGEMENT AND CUSTOMER SATISFACTION AT DAHABSHIIL COMPANY, KAMPALA, UGANDA. *JOURNAL OF SOCIOLOGY AND DEVELOPMENT STUDIES*. Vol 1, No 1, pp.84-100
- Pahuja, A., & Sanjeev, R. (2015). Introduction To Entrepreneurship, Pg. 9, Pg.10
- Sahu (2016). Research Methodology: Latest Edition. Retrieved from https://books.google.com.sg/books?id=The2DQAAQBAJ&printsec=fron tcover#v=onepage&q&f=false
- Sandikoglu & Olcay (2014). The Effect of Total Quality Management Practices on Performance and the Reasons of and the Barriers to TQM Practices in Turkey
- Sekaran, U., & Bougie, R.(2016). Research Mehods for Business: A Skill Building Approach (7<sup>TH</sup> Edition)

- Sheikholeslam & Emamian (2015). TQM and Customer Satisfaction towards Business Excellence. *International Journal of Learning Management Systems*. Vol 4, No. 1, pp.35-42
- Solutions (2017). https://www.statisticssolutions.com/what-is-the-difference-between-population-and-sample/. Retrieved from https://www.statisticssolutions.com/what-is-the-difference-between-population-and-sample/
- Sugiyono (2017). Metode Penelitian Bisnis Pendekatan Kuantitatif, Kualitatif dan R &D. Bandung : PT . Alfabeta
- SurveyMethods (February 08, 2017). *Benefits and Weaknesses of Customer Satisfaction Surveys*. Retrieved from https://surveymethods.com/blog/benefits-and-weaknesses-of-customer-satisfaction-surveys/
- Surbhi(2017). Difference Between Qualitative and Quantitative ResearchRetrieved from https://keydifferences.com/difference-between-qualitative-and-quantitative-research.html
- Surbhi(2016). Difference between census and sampling. Retrieved from https://keydifferences.com/difference-between-census-and-sampling.html
- Suwarjeni(2015). Statistik untuk Bisnis dan Ekonomi. Yogyakarta : Pustaka Baru Press
- Together, P. (2018). *Importance of Effective Operations Management (OM)*. Retrieved from https://www.planettogether.com/blog/importance-of-effective-operations-management
- Williamson (2016). Operationalizing Variables. Retrieved from https://www.sltinfo.com/operationalizing-variables/
- Wilkins, B. (2017). What is Continuous Improvement and Why is it Important?. Retrieved from https://www.eonsolutions.io/blog/what-is-continuous-improvement-and-why-is-it-important
- Yahaya, K. A (2015). TOTAL QUALITY MANAGEMENT AND CUSTOMERS SATISFACTION IN SELECTED SERVICE INDUSTRIES IN ILORIN, NIGERIA. International Journal of Sustainable Development (Volume 17, No.6, 2015) pp 146-162
- Zahra, I. (2017). An Analysis into the Definition of a 'Family Business' in the Family Business Act, Pg. 10. Retrieved from https://economy.gov.mt/en/familybusinessact/Family%20Business/Documents/Family%20Business%20Term%20Paper