

Daftar Pustaka

- Bizagi. (2020). *Bizagi Modeler User Guide*. <https://www.bizagi.com>
Diakses pada 22 juli 2025
- Dumas, M., La Rosa, M., Mendling, J., & Reijers, H. (2018).
Fundamentals of business process management. Springer.
- Gupta, A., & Singh, R. (2021). Business process optimization: A review
of techniques and applications. *International Journal of Business
Process Integration and Management*, 12(1), 1-15.
<https://doi.org/10.1504/IJBPM.2021.10030045>
- Harmon, P. (2019). *Business process change: A business process
management guide for managers and process professionals* (4th
ed.). Morgan Kaufmann.
- Heizer, J., Render, B., & Munson, C. (2020). *Operations management*
(13th ed.). Pearson.
- Rahmawati, D., Rokhmawati, R. I., & Perdanakusuma, A. R. (2017).
*Analisis dan Pemodelan Proses Bisnis Bidang Pelayanan
Perizinan Menggunakan Business Process Model and Notation
(BPMN) (Studi Pada Dinas Penanaman Modal dan Pelayanan
Terpadu Satu Pintu Pemerintah Kota Malang)*. *Jurnal
Pengembangan Teknologi Informasi dan Ilmu Komputer*, 1(11),
1337-1347.
- Reijers, H. A., & Mendling, J. (2018). *Modelling with BPMN: Examples,
tips, and best practices*. MIT Press.
- Rohmadianto, Z., & Nuryana, I. K. D. (2024). *Analisis Proses Bisnis dan
Manajemen Supply CV. Adem Teknik Menggunakan Metode
Business Process Modelling Notation (BPMN)*. *Journal of
Emerging Information Systems and Business Intelligence*, 5(3),
166-173.
- Setiawan, A., Prabowo, H., & Rahardjo, B. (2022). Implementasi BPMN
untuk meningkatkan efisiensi proses bisnis di perusahaan
jasa. *Jurnal Sistem Informasi*, 18(2), 123-135.
<https://doi.org/10.21609/jsi.v18i2.123>
- vom Brocke, J., & Rosemann, M. (Eds.). (2015). *Handbook on business
process management 1: Introduction, methods, and information
systems* (2nd ed.). Springer.
- Weske, M. (2019). *Business Process Management: Concepts, Languages,
Architectures* (3rd ed.). Springer. <https://doi.org/10.1007/978-3-662-59432-2>
- Yanuarti, E., Aknuranda, I., & Setiawan, N. Y. (2018). Analisis proses
bisnis dengan menggunakan Business Process Model and

Notation (Studi Kasus: Perum Perhutani Unit II Jawa Timur).
*Jurnal Pengembangan Teknologi Informasi dan Ilmu
Komputer*, *3*(1), 852–858. Retrieved from [https://j-
ptiik.ub.ac.id/index.php/j-ptiik/article/view/4239](https://j-ptiik.ub.ac.id/index.php/j-ptiik/article/view/4239)

