

DAFTAR PUSTAKA

- Bati, Nico Ciri. 2019. "Pengendalian Persediaan Darah Dengan Metode Continuous Review System Pada Palang Merah Indonesia (PMI) Kota Pekanbaru." 1(1): 1–6.
- Blake, John T., Matthew Hardy, Gilles Delage, and Geneviève Myhal. 2013. "Déjà-vu All over Again: Using Simulation to Evaluate the Impact of Shorter Shelf Life for Red Blood Cells at Héma-Québec." *Transfusion* 53(7): 1544–58.
- Civelek, Ismail, Itir Karaesmen, and Alan Scheller-Wolf. 2015. "Blood Platelet Inventory Management with Protection Levels." *European Journal of Operational Research* 243(3): 826–38. <http://dx.doi.org/10.1016/j.ejor.2015.01.023>.
- Diabat, Ali, Armin Jabbarzadeh, and Amir Khosrojerdi. 2019. "A Perishable Product Supply Chain Network Design Problem with Reliability and Disruption Considerations." *International Journal of Production Economics* 212: 125–38. <https://doi.org/10.1016/j.ijpe.2018.09.018>.
- Duan, Qinglin, and T. Warren Liao. 2014. "Optimization of Blood Supply Chain with Shortened Shelf Lives and ABO Compatibility." *International Journal of Production Economics* 153: 113–29. <http://dx.doi.org/10.1016/j.ijpe.2014.02.012>.
- Effendi, Arief. 2013. "Customer Relationship Management Pada Perusahaan Mohan Semarang." *Rancang Bangun e-CRM pada Pasar Murah Solo* 1: 3–4.
- Farida, Titin. 2016. "Pengaruh Customer Relationship Management Dan Kualitas Layanan Terhadap Kepuasan Dan Loyalitas Investor PT Danareksa Medan." *Jurnal Ilmiah Manajemen dan Bisnis* 17(01): 101–23.
- Fattima, Eliza Techa, Riyan Wahyudo, Gigih Setiawan, and Chicy Widya Morfi. 2016. "Kegiatan Donor Darah Di Pengadilan Negeri Tanjung Karang 2016."
- Febriyan, H, and L Sulistyowati. 2014. "Pengaruh Customer Relationship Management (Crm) Terhadap Customer Trust Dan Customer Loyalty Pada Bank Bri Cabang." *Jurnal Tepak Manajemen Bisnis* VI(3): 51–60. <http://ejournal.unri.ac.id/index.php/JTMB/article/view/2485>.
- Gunpinar, Serkan, and Grisselle Centeno. 2015. "Stochastic Integer Programming Models for Reducing Wastages and Shortages of Blood Products at Hospitals." *Computers and Operations Research* 54: 129–41. <http://dx.doi.org/10.1016/j.cor.2014.08.017>.
- Holland, Heinrich, and Heinrich Holland. 2016. "14 Customer Relationship Management." *Dialogmarketing* 2(1): 283–313.
- Katsaliaki, Korina, Navonil Mustafee, and Sameer Kumar. 2014. "A Game-Based

- Approach towards Facilitating Decision Making for Perishable Products: An Example of Blood Supply Chain.” *Expert Systems with Applications* 41(9): 4043–59. <http://dx.doi.org/10.1016/j.eswa.2013.12.038>.
- Munandar, Dadang. “Vol-71-Artikel-9.” 7(1): 137–48.
- Najmah, SKM, MPH. 2016. “Pengaruh Donor Darah Terhadap Perubahan Tanda-Tanda Vital.” *Keperawatan Sriwijaya* 3(2355): 156.
- Osorio, Andres F., Sally C. Brailsford, and Honora K. Smith. 2018. “Whole Blood or Apheresis Donations? A Multi-Objective Stochastic Optimization Approach.” *European Journal of Operational Research* 266(1): 193–204. <http://dx.doi.org/10.1016/j.ejor.2017.09.005>.
- Pirabán, A., W. J. Guerrero, and N. Labadie. 2019. “Survey on Blood Supply Chain Management: Models and Methods.” *Computers and Operations Research* 112.
- Profita, Anggriani. 2017. “Optimasi Manajemen Persediaan Darah Menggunakan Simulasi Monte Carlo.” *Journal of Industrial Engineering Management* 2(1): 16.
- Saputra, Matin Aziz, and Bambang Setiawan. 2014. “Customer Relationship Management Untuk Pengelolaan Donor Darah.” *Jurnal Teknik ITS* 3(2): 198–203. <http://ejurnal.its.ac.id/index.php/teknik/article/view/8203>.
- Silva Filho, Oscar S. et al. 2013. “Demand Forecasting for Blood Components Distribution of a Blood Supply Chain.” *IFAC Proceedings Volumes (IFAC-PapersOnline)* 6(PART 1): 565–71.
- Suherman, Yanni. 2017. “Sistem Aplikasi Bank Darah Pada Palang Merah Indonesia Payakumbuh.” *Jurnal Sains dan Informatika* 3(1): 22.
- Sunarto, Sunarto. 2015. “Pengaruh Kualitas Produk Terhadap Keputusan Pembelian Pada Toko Kerajinan Kulit Kartika Magetan.” *EQUILIBRIUM: Jurnal Ilmiah Ekonomi dan Pembelajarannya* 3(2): 191–205.
- Zahiri, B., S. A. Torabi, M. Mousazadeh, and S. A. Mansouri. 2013. “Blood Collection Management: Methodology and Application.” *Applied Mathematical Modelling* 39(23–24): 7680–96.
- Zahraee, Seyed Mojib, Jafri Mohd Rohani, Alireza Firouzi, and Ataollah Shahpanah. 2015. “Efficiency Improvement of Blood Supply Chain System Using Taguchi Method and Dynamic Simulation.” *Procedia Manufacturing* 2: 1–5.