

DAFTAR PUSTAKA

- Carlson, C. S., 2014. *Understanding and Applying the Fundamentals of FMEA*. Tucson, Arizona USA: ReliaSoft Corporation
- Diomidis. H. Stamatis, 1995. *Failure Mode and Effect Analysis : FMEA from Theory to Executoion*. New York : ASQC Quality Press.
- Djohanputro, Bramantyo, 2008. Risiko korporat terintegrasi [Integrated corporate risk]. Jakarta: PPM.
- H. Treasury, 2004. Management of Risk - Principles and Concepts, London.
- Mandiri Bank, 2020. *Web Content Article*. [Online] Available at: <https://www.bankmandiri.co.id/en/search?keywords=ISO&searchCategory=0>
- McCuaig, B., 2008. Fundamentals of GRC: Mastering Risk Assessment.
- McDermott, R.E. Mikulak, R.J. dan Beauregard, M.R., 2009. The Basic of FMEA, 2nd Ed, Newyork, Taylor and Francis Group.
- Otoritas Jasa Keuangan, 2019. Penyelenggaraan Layanan Perbankan Digital oleh Bank Umum. Retrieved from: <https://www.ojk.go.id/regulasi/Pages/Penyelenggaraan-Layanan-Perbankan-Digital-oleh-Bank-Umum.aspx> accesed 08th August 2019.
- Rejda, E., G., 2003. Principles of risk management and insurance. New York: Pearson Education Inc.
- Siahaan, H., 2007. *Manajemen risiko: konsep, kasus & implementasi*. Jakarta: PT. Elex Media Komputindo.
- Sumajouw, M. D. J., Sompie, B. F., & Lokobal, A., 2014. MANAJEMEN RISIKO PADA PERUSAHAAN JASA PELAKSANA KONSTRUKSI DI PROPINSI PAPUA (Study Kasus di Kabupaten Sarmi). Jurnal Ilmiah Media Engineering.
- Susanto, A. and M., 2018. The Importance of Risk Management in an Organizations. International Journal Of Scientific & Technology Research, 7(11)
- Sutrisno, A. & Lee, T. -R., 2011. Service Reability Assessment Using Failure Mode and Effect Analysis (FMEA): Survey and Opportunity Roadmap. International Journal of Engineering, Science and Technology, III (7), pp. 25-38.
- Talumewo, F., 2013. Pertanggungjawaban Bank Terhadap Nasabah Yang Menjadi Korban Kejahatan Informasi Dan Transaksi Elektronik (ITE). Jurnal Lex Crime, Vol.II, (No.1), pp. 132-147.
- Wenk, D., 2005. Risk Management and Business Continuity. Overview and Perspective Journal of the Chartered Insurance Institute, 3(3), 234-246.
- Williams, C.A. dan Heins, R.M., 1985, Risk management and insurance, New York: McGraw-Hill.

Williams, C.A., Michael L. Smith, dan Peter C. Young, 1995. Risk Management and Insurance, Irwin/Mc.Graw-Hill, Boston ISBN 0070706301