

Reading List

- A Dictionary of Environment and Conservation (2007) Oxford University Press.
- American Society for Quality (2001). <http://acsi.asq.org/>.
- Boone Louis, E., and Kurtz David, L. (2001). *Contemporary marketing*. 10th Edition, Harcourt College Publishers.
- Bryson J.M. (2004) *Creating and implementing your strategic plan*. Jossey Bass.
- Bryson John (1995) *Strategic planning for public and nonprofit organizations – A guide to strengthening and sustaining organizational achievement*, Jossey Bass.
- Bryson John M. (2004) *Creating and implementing your strategic plan – A workbook for public and nonprofit*. Jossey Bass.
- Burlton Roger (2005) *In Search Of BPM Excellence: Straight From The Thought Leaders*, Meghan-Kiffer Press, Tampa, FL USA.
- Choppin Jon (1997) *Total Quality Through People*, Rushmere Wynne, England.
- Codling, Sylvia. (1998). *Benchmarking*, Gower.
- Concise Oxford English Dictionary.
- Covey Stephen R (1992) *Principled Centred Leadership*. Simon & Shuster.
- Crosby Philip B. (1979) *Quality is Free*. McGraw-Hill Inc.
- Crosby Philip B. (1986) *Quality without tears – The art of hassle-free management*. McGraw-Hill Inc.
- Davenport, T. H., (1993). *Process Innovation: Reengineering work through Information Technology*, Harvard Business School Press.
- Deming W. Edwards (1986) *Out of the crisis*, MIT Press.
- Deming W. Edwards (1994) *The New Economics for industry, government and education*. Second Edition, MIT Press.
- Deming W. Edwards (2000) *The New Economics*. MIT Press.
- Drucker, Peter F. (1977). *Management*, Harper's College Press
- Drucker, Peter F. (1977). *Management: Tasks, Responsibilities, Practices*. Pan Business Management.
- Fletcher, Shirley, (2000). *Competence-based assessment techniques*, Kogan Page.
- Hammer, Michael and Champy, James (1993). *Re-engineering the corporation*, Harper Business.
- Harmon Paul (2007) *Business Process Change: A Guide for Business Managers and BPM and Six Sigma Professionals*. 2nd edition, Morgan Kaufmann.
- Hill Nigel, Self Bill, and Ross Greg (2002). *Customer Satisfaction measurement for ISO 9000:2000*. Butterworth Heinemann.
- Hoyle David (2006) *Quality Management Essentials*, Butterworth Heinemann.
- Hoyle, David, (1996). *ISO 9000 Quality System Development Handbook*, Butterworth Heinemann.
- Hunsaker Philip L & Alessandra Anthony J (1980) *The Art of Managing People*. Simon & Shuster Inc.
- Imai, Masaaki, (1986). *KAIZEN, The key to Japanese Competitive Success*, McGraw-Hill
- International Accreditation Forum, (2001). www.iaf.nu.
- ISO Survey (December 2007) International Organization for Standardisation, Geneva.
- John Jeston and Johan Nelis (2008) *Business Process Management: Practical Guidelines to Successful Implementations*. Butterworth Heinemann.
- Joined-up working: an introduction to integrated management systems published by the Institute of Occupational Health and Safety 2006.
- Juran J.M. (1974) *Quality Control Handbook 3rd Edition*. McGraw-Hill Inc.
- Juran J.M. (1989) *Juran on Leadership for quality*. The Free Press, Division of Macmillan Inc.
- Juran J.M. (1992) *Juran on quality by design*. The Free Press, Division of Macmillan Inc.
- Juran, J. M. (1995). *Managerial Breakthrough* Second Edition, McGraw-Hill.
- Likert Rensis (1967) *The Human Organization*. McGraw-Hill.

- Lyon, D.D. (2000). *Practical CM – Best Configuration Management Practices*. Butterworth Heinemann.
- M. Porter (1985) *Competitive Advantage, Creating and Sustaining Superior Performance*, The Free Press, New York.
- McGregor Douglas (1960) *The Human Side of Enterprise*. McGraw-Hill.
- Measurement (1994–1999) *Britannica® CD 99 Multimedia Edition*®. Encyclopædia Britannica, Inc.
- Ouchi, William G. (1981). *Theory Z: How American business can meet the Japanese challenge*, Addison-Wesley.
- Peters, Tom and Waterman, Robert, (1995). *In search of excellence*, Harper Collins.
- Potential failure mode and effects analysis, Chrysler, Ford & General Motors (1995).
- Pyzdek, Thomas (2001). *The Complete Guide to Six Sigma*, McGraw-Hill.
- Redefining the Corporation Stakeholder Management and Organisational Wealth* (2002) James E. Post, Lee E. Preston, and Sybille Sachs.
- Robert Tannenbaum and Warren Schmidt (1958) How to choose a leadership pattern. *Harvard Business Review* March–April.
- Rollinson, Broadfield and Edwards, (1998). *Organizational behaviour and analysis*, Addison Wesley Longmans.
- Scenario based FMEA: Life cycle cost perspective. Kemta and Ishii, 2000 ASME Design Engineering Conference.
- Seddon John (2000) *The case against ISO 9000 Oak Second Edition*, Tree Press.
- Senge Peter M. (2006) *The Fifth Discipline, The Art and Practice of the Learning Organization*. Random House.
- Small Jack E Dr. (1997) *ISO 900 for Executives*. Lanchester Press Inc Sunnyvale, CA, USA.
- Smith, David (1997). *Reliability, Maintainability and Risk Fifth Edition*, Butterworth Heinemann.
- Vroom V H, (1964). *Work and Motivation*, New York: John Wiley.
- Watson, Gregory H., (1994). *Business Systems Engineering*, Wiley.