

## RUJUKAN

A.T. KEARNEY, - "Commercial Business Development", Working Session With The PWC, Kuala Lumpur, May 14, 1996.

A.T. KEARNEY, - "Supporting Materials For Commercial Business Development Process", Prepared For BBMB, Kuala Lumpur, June, 1996.

ABERNATHY, WILLIAM J. and HAYES, ROBERT H., - "Managing Our Way To Economic Decline," Harvard Business Review, July - August 1980.

AHMAD ATORY HUSSAIN, - "Prinsip Pengurusan Di Sektor Awam Dan Swasta", Utusan Publications & Distributors Sdn. Bhd., 1985.

B. S. GARCHA, - "Competitiveness of American Service Sector Corporations: Perceptions of Their Top Managers", 7th World Productivity Congress, held in Kuala Lumpur, Nov 19, 1990.

BBMB, - "BPR Update", CCT Internal Circulation, Jan, 1996.

BBMB, - "Business Process Engineering in Banking ; Questions and Answers, CCT Internal Circulation, Aug, 1995.

BBMB, - "CMBD Business Plan for Financial Year 1994/1995", Action Plan Prepared By CMBD For Presentation To Board's, 1994.

CHOI, HYUNG SUP, (ed. et. al.) "Hybrid of Man And Technology", - Asian Productivity Organisation, 1989.

CROSBY P.B., - "Let's Talk Quality: 96, Questions You Have Always Wanted To Ask Phil Crosby", - Mc Graw Hill, New York, 1989.

CROSBY P.B., - "Quality Without Tears"- Mc Graw Hill Book Company, New York, Singapore, 1986.

DEMING W. EDWARDS, - "Out of The Crisis", Cambridge, MA, MIT Press, 1986.

DEMING W. EDWARDS, - "Quality, Productivity and Competitive Position", Cambridge, MA, MIT Center For Advance Engineering Study, 1982.

DORINE C. ANDREWS and SUSAN K. STALICK, - "Business Reengineering; The Survival Guide", Yourdon Press Computing Series, Yourdon Press, Prentice Hall Bldg., Eaglewood Cliffs, 1994.

IRA C. MAGAZINER and MARK PATINKIN, - "The Silent War - Inside The Global Business Battles Shaping America's Future 1989 - Samsung's Microwave Magic", in Best Of Business International, London - Autumn 1990, Vol. 2, No 4, Pages 54.

ISHAK HASHIM, - "The Quest For Excellence in A Financial Institution - The Experience of Perwira Habib Bank, 7th World Productivity Congress, Kuala Lumpur, Nov 19, 1990.

JAPAN PRODUCTIVITY CENTER, TIKYO, "IE For Productivity Facilitators - Improvement Of Production And Operations", Shibuya 3-Chome, Shibuya-ku, Tokyo, Japan, 1989.

JAPAN PRODUCTIVITY RESEARCH INSTITUTE, - "International Comparisons of Productivity Level and Trends of 11 OECD Countries", - International Productivity Journal, Spring, 1990, 67 - 87.

JOANNA NEWMAN, - "Why Solomon Wins In Japan", in Best Of Business International, London - Autumn 1990, Vol. 2, No 4, Pages 28.

JOHN K. J., - "Productivity", INTAN Productivity Program Coordination, June, 1986.

JONES, NORMAN, - "Can America Compete?" Business Week, April 1987.

JURAN J.M. and F. M. GRYNA, - "Quality Planning and Analysis", 1980.

JURAN J.M., - "Juran's Quality Control Hand Book", Mc Graw Hill International, New York, 1988.

KAORU ISHIKAWA, - "What Is Total Quality Control? Japanese Way", (Translated by David J. Lu) - Prentice-Hall of South East Asia Pte. Ltd. Singapore, 1985.

KENICHI OHMAE, - "Getting Back To Strategy - How To Win Without Competing", Harvard Business Review, Nov/Dec 1988, in Best Of Business International, London - Spring 1990, Vol. 2, No 2, Pages 62.

MASLOW, A.H., - "A Theory of Human Motivation", - Psychological Review, 1943, Vol. 50, Pages 370 - 396.

MASLOW, A.H., - "Motivation And Personality", - New York: Harper, 1954.

MD. FAZIM ISMAIL, - "Creativity and Innovation; Its Relevancy in Military Management", Commandant's Paper Course 12/92, Maktab Pertahanan Angkatan Tentera, Kuala Lumpur, Aug 24, 1992.

MICHAEL HAMMER and STEVEN A. STANTON, - "The Reengineering Revolution", A handbook From Co-Author Of The New York Times Best Seller, Reengineering The Corporation, - Center For Reengineering Leadership, One Cambridge Center, Cambridge, Massachusetts, 1994.

MOHD NOOR ABD HAMID, - "Total Quality Management in Military Logistics", Commandant's Paper Course 12/92, Maktab Pertahanan Angkatan Tentera, Kuala Lumpur, Aug 24, 1992.

N.D. WIJETILLEKE, - "Work Design and Change in Technology : A case Study in the Banking Sector, 7th World Productivity Congress, Kuala Lumpur, Nov 19, 1990.

THE NEW STRAITS TIMES, "Maximising Performance", by Victor S-L-Tom, Monday, June 29, 1992.

OZEKI, KAZUO and TETSUICHI ASAKA, - "Handbook of Quality Tools, The Japanese Approach", Cambridge MA : Productivity Press, 1990.

PACIFIC AIR FORCES, - "The PACAF Quality Improvement Guide", 1st Edition, 1992.

PETER F. DRUCKER, - "Innovation and Entrepreneurship, Practice and Principles", Harper and Row, New York, 1985.

PETER F. DRUCKER, - "The New Realities ; The World According To Drucker", in Best Of Business International, London - Winter 1989-90, Vol. 2, No 1, Pages 22-23.

PORTER, L.W., - "Organisational Patterns of Managerial Job Attitudes, - New York: American Foundation For Management Research, 1964.

PORTER, MICHAEL E., - "The Competitive Advantage of Nations", Harvard Business Review, March 1990, "The Rise And Fall Of Competitive Advantage", in Best Of Business International, London - Spring 1990, Vol. 2, No 2, Pages 21 and Vol. 2, No. 4, page 54.

REMY DESSARTS, - "The Slow Birth Of Solomon's Ski", A Poor Affaires Economiques, Paris, Feb. 1990, in Best Of Business International, London - Autumn 1990, Vol. 2, No 4, Pages 29.

ROBOT SURGEON, - "Science And Technology - Robot Turns Surgeon - Imperial College, London", Financial Express, Madras, India, Sept 30, 1990.

SIMON CAULKIN, - "Management Today - Hooked On High Tech", in Best Of Business International, London, Winter 1989-1990, Vol 2, No 1, Page 55.

TAN SRI AHMAD SARJI BIN ABDUL HAMID, - "Perkhidmatan Awam Yang Berkualiti", INTAN, Kuala Lumpur, 1991.

TAYLOR F.W., - "Scientific Management", Harper nad Brothers, New York, 1911.

US FEDERAL QUALITY INSTITUTE, - "Total Quality Management; An Executive Overview", 1989.

V. RAJAMANI, - "Total Quality Management - NLC's Experience", 7th World Productivity Congress, Kuala Lumpur, Nov 19, 1990.

W. HARTOJO, - "The Role of Service Industry in Asia Pacific Region in 1990", 7th World Productivity Congress, Kuala Lumpur, Nov 19, 1990.

WEBBER, ALAN M., - "Competitiveness Not Industrial Policy", Harvard Business Review, Jan 26, 1987.

WINSTON, WALTER B., - "The State of American Management", Harvard Business Review, Jan - Feb, 1990, 78 - 93.

WORLD EXECUTIVE'S DIGEST, June.