

BIBLIOGRAPHY

1. *Bankers Journal Malaysia, August 1993*
2. Peter A Gelpe and Henke C. Van Maaren, 1992.
3. Robert W. Bone, 1993. *The electronic communications at Bergen Brunswig.*
4. Anthony L. Craig - *EDI Forum, 1992.*
5. Ned C. Hill and Hsiaoping Ma, 1993.
6. Ralph Buffkin - *CIBA - GEIGY, 1992.*
7. Bruce W. McConnell, 1992.
8. Amstead, B.J., P.F. Oswald, and M.L. Bregman. *Manufacturing process*, 7th ed. New York : John Wiley & Sons, 1977.
9. Anderson R. (1986) Management Information system and computers, an introduction, Macmillan : Hong Kong.
10. Bylinsky, Gene. "The Race to the Automatic Factory." *Fortune*, February 21, 1983, pp. 52-60.
11. Barr A. and Feigenbaum E.A. (1981) The handbook of artificial intelligence vol.1, William Kaufmann : Los Altos, C.A.

12. Bell P.C. (1985) "Emerging technology to improve managerial productivity", *Business Quarterly*, vol 50, no 4, p.76.
13. Benjamin R.I. Rockart J.F., Scott Morton M.S. and Wyman J. (1984). "Information technology : a strategic opportunity", *Sloan Mgmt.Rev.*, *Spring Issue*, pp.3-10.
14. Collier, David A. *Service Management : The Automation of Services*. Va.: Reston Publishing Company, 1985.
15. Collier, David A. "The Service Sector Revolution : The Automation of Services." *Long Range Planning*, vol.16, no.6 (December 1983), pp.11-13.
16. Child J. (1987) "Information Technology, organisation and response to strategic changes", *California Mgmt.Rev.*, vol 30, no 1, pp.33-35.
17. Cooper R.D. and Zmud R.W. (1990) "information technology implementation : a technological diffusion approach" *J.of Mgmt.Sci.*, vol 36, no 2, pp.123-137.
18. Cyert R.M. (1985) "The plight of manufacturing : what can be done ?", *Issues in Science and Technology*, vol 1, pp.87-100.

19. Faulhaber, Gerald, Eli Noam, and Roberta Tasley. *Services in Transition : The Impact of Information Technology on the Service Sector*. Cambridge ,Mass.:Ballinger,1986.
20. "Flexible Manufacturing System." *Modern Materials Handling*, September 7, 1982.
21. Gerwin, Donald. "Do's and Don'ts of Computerised Manufacturing." *Harvard Business Review* (March - April , 1982), pp.107-116.
22. Goetsch D.L. (1990) Advanced manufacturing technology, Delmar : New York.
23. Hyer, Nancy, and Urban Wemmerlov. "Group Technology and Productivity ." *Harvard Business Review* (July-August 1984), pp.140-149.
24. Hammer M. (1990) "Reengineering work : don't automate, obliterate", HBR, Jul-Aug issue, pp. 78-86.
25. Hopper M.D. (1990) "Rattling SABRE : new ways to compete on information ", HBR, May - Jun issue, pp.118-119.
26. "IBM's Automated Factory - A Giant Step forward." *Modern Materials Handling*, March 1985.
27. Ives B. and Learmonth G.P. (1984) "The information

system as a competitive weapon", *Commun.ACM*, vol 27, no 12, pp.1193-1201.

28. Jaikumar, Jay. "The Boundaries of Business : The Impact of Technology." *Harvard Business Review* (September - October 1991), pp.100-101.
29. Jaikumar, Ramachandran. "Postindustrial Manufacturing". *Harvard Business Review* (November - December 1986), pp69-76
30. Keen P.G.W. and Scott Morton M.S. (1978) Decision support systems, an organizational perspective, Addison Wesley : Wokingham.
31. King W.R. and Srinivasan A. (1983) "Decision support system : Planning development and implementation", *Application of Mgmt. Sci.*, vol 1, pp.68-70.
32. Mertes, Louis H. "Doing Your Office Over - Electronically." *Harvard Business Review* (March - April 1981), pp.127 -135.
33. Magaziner I.C. and Hout T.M. (1980) Japanese industrial policy. Policy studies institute, pp. 10-11.

34. McCosh A (1984)"The organization, it's aim
,and using information technology to achieve
them", *Int. J. Mgmt. Sci.* vol 12, no 3, pp.225-231.
35. McFarlan F.W. (1984)"Informational technology changes
the way you compare", *HBR*, May - Jun issue, p.98.
36. Minsky M. (1975)"A framework for representing knowl-
edge", in Winston P. (ed), The psychology of computer
vision. McGraw - Hill: New York.
37. Poppel, Harvey L. "Who Needs The Office Of The Fu-
ture?"
Harvard Business Review(November - December 1982),
pp.146-155.
38. Porter M.E. (1980)Competitive strategy, Free Press :
New York.
39. Porter M.E. (1980)Competitive advantage, Free Press :
New York.
40. Seligman, Daniel. "Life Will BE Different When Were
All On-Line." *Fortune*, February 4, 1985, pp.68-72.
41. Senker P. (1984)"Implication of CAD/CAM for manage-
ment" *Int. J. Mgmt. Sci.*, vol 12, no 3, pp.225-231.

42. Shank J.K. and Govindarajan V.(1992)"Strategic cost analysis of technological investments",Sloan Mgmt. Rev.,Fall issue,pp.39-51.