
References:

Journals

- (1) Allison, Graham T. (1969), "Conceptual Models and the Cuba Missile Crisis", *American Political Science Review*, 63:1 (September), 689-718
- (2) Bommer, Michael; DeLaPorte, Renee (1992), "A Context for Envisioning the Future", *National Productivity Review* , 11:4 (Autumn), 549-552
- (3) Brandenburger, Adam M., Nalebuff, Barry J. (1995), "The Right Game: Use Gam Theory to Shape Strategy", *Harvard Business Review*, (July-August), 57-71
- (4) Braun, Ronald, Edelstein, D. Vera (1994), "Effort seeks to develop international software standards", *Quality Progress*, 27 (October), 81-85
- (5) Coallier, Francoic (1994), "How ISO 9001 fits into the software world", *IEEE Software*, 1 (January), 98-100
- (6) Currie, W L (1996), Organizational Structure and the Use of Information Technology: Preliminary Findings of a Survey in the Private and Public Sector, *International Journal of Information Management* , 16:1, 51-64
- (7) DeJesus, Edmund X (1996), "Applied Science and Technology Plus Control quality", *Byte* , 21 (September) , 82-103
- (8) Dhillon, G. & J Backhouse, J (1996), "Risk in the used of IT within organization", *Internal Journal of Information management*, 16:1, 65-74
- (9) Diaz, Michael & Sligo, Joseph (1997), "How software process improvement helped Motorola", *IEEE Software*, 14 (September/October) 75-81
- (10) Dymond, Kenneth M. (1995), A Guide To The CMM: Understanding The Capability Maturity Model For Software, Process Inc US, ISBN 0-9646008-0-3; *Library of Congress* CC Number 95-092116.
- (11) Frakes, William B.; Fox, Christopher J.(1995), "Sixteen questions about software reuse", *Communications of the ACM*; 38, (June) 75-87
- (12) Gilhooley, Ian (1987), "Emerging Technologies and Auditing: IIA's Advanced Technology Forum", *Internal Auditor*, 44:1 (February), 50-54
- (13) Grasso, Michele & Gibson, David (1996), "Electronic document management", *Chemical Engineering*, Vol: 103 , (May), p: 88-92

- (14) Griss, Martin L. & Wosser, Marty (1995), "Making reuse work at Hewlett-Packard"; *IEEE Software*, 12 (January), 105-7
- (15) Grover & Segar (1996), "The Relationship between organization characteristic & information System structure: An internal survey", *Journal of Information Management*, 16: 1, 6-25
- (16) Hatton, Les (1997), "Software failures--follies and fallacies", *IEEE Review*, 43 (March 20), 49-52
- (17) Henry, Emmanuel; Faller, Benoit (1995), "Large-scale industrial reuse to reduce cost and cycle time"; *IEEE Software*; 12 (September), 47-53
- (18) Herbsleb, James; Zubrow, David; Goldenson, Dennis; Hayes, Will, Paulk, Mark (1997), "Software quality and the capability maturity model", *Communications of the ACM*, 40:6 (June), 30-40
- (19) Holsing, Neil F & Yen, David C (1997), "Integrating computer-aided software engineering and object-oriented systems: A preliminary analysis", *International Journal of Information Management* , 17: 2 (April), 95-113
- (20) Humphrey, Watts S (1989), "Improving the Software Development Process", *Datamation*, 35:7 (April 1), 28-30, 52
- (21) Inwood, Clifford (1993), "Developers still lagging in ISO preparation", *Computing Canada* , 19 (August), 19
- (22) Inwood, Clifford (1993); "'Spicing' up process assessment standards", *Computing Canada*, 19:11, (May), 23
- (23) Jaakkola, John E; Drake, Calvin B (1991), "ASDM: The Universal Systems Development Methodology", *Journal of Systems Management*, 42:2 (February), 6-11
- (24) Kanter, Rosabeth Moss (1996); "Can giant in cyberspace?", *ASAP Supplement* (December), 247-248
- (25) Kavi, Krishna; Nahouraii, Ez (1996), Software tools assessment; *IEEE Software*, 13 (September), 23-72
- (26) King, Stephen; Galliers, Robert (1994), "Modelling the CASE process: empirical issues and future directions", *Information & Software Technology*, 36:10, 587-596
- (27) Knutson, Charles D. (1996), "Developing quality", *Byte*; 21,(September), 93-4

- (28) *Malaysian Standards, MS ISO 9001: Quality System – Model for Quality Assurance In Design, Development, Production, installation and servicing*; (1994), SIRIM, Malaysia: Sirim
- (29) Mattison, Rob & Sipolt, Michael J. (1995), "An object lesson in management", *Datamation*, 41 (July), 51
- (30) McGlynn, Elizabeth A (1997); "Six challenges in measuring the quality of health care"; *Health Affairs* (HAF), 16:3 (May/June), 7-21
- (31) McSharry, Maureen (1996), "Applied Science and Technology Plus; SEW panelists ask, is process enough?", *IEEE Software*, 13 (March), 115
- (32) Moad, Jeff; (1994), Information technology outlook: IS rises to the competitiveness challenge, *Datamation*, 40 (January), 16-24
- (33) Paulk, Mark C. (1994), "A Comparison of ISO 9001 and the Capability Maturity Model for Software", Technical Report, CMM/SE-94-TR-12,ESC-TR-94-12; July, Software Engineering Institute (SEI), Carnegie Mellon University, Pittsburgh, Pennsylvania 15213. (Study sponsored by U.S Functions of Defense).
- (34) Paulk, Mark C. (1995), "How ISO 9001 compares with the CMM", *IEEE Software*, 12 (January),74-83
- (35) Poon, Peter T. (1997), "Future of Software Engineering Standards, Jet Propulsion Laboratory, California Institute of Technology", *International Software Engineering Standards Symposium (ISESS '97)*
- (36) Rijsenbrij, D B B & Baucer A H (1993), "A quality system for a software house", *Journal of Systems & Software*, 23:3, (December), 211-224
- (37) Simmons, Pamela (1996), "Quality outcomes: determining business value", *IEEE Software*, 13 (January),25-32
- (38) Williamson, Mickey (1996),"The science of software development", *CIO*, 9:13 (April), 62-68
- (39) Wilson, Paul F(1996), "A Darwinian Future is looming ...", *Quality Progress*, 29: 7 (July), 45-48
- (40) Younis, Talib (1997), "Does quality have its limits?", *Total Quality Management*, 8: 4 (August), 115-129
- (41) Yourdon, Edward (1996), "When good enough is best", *Byte*, 21, (September), 85-86

Books

- (42) Beedan, William O., Ingram, Thomas N., & Laforge, Raymond W. (1996), *Marketing: Principles & Perspectives*, Chicago: Irwin
- (43) Creech, Bill. (1994), *The Five Pillars of TQM*, New York: Truman Talley Books.
- (44) Gatewood, Robert D., Robert Taylor and O.C. Ferrell. (1995), *Management: Comprehension, Analysis, and Application*, Chicago: Austen Press.
- (45) Hammer, Micheal & Champy, James (1993), *Re-engineering the Corporation*, New York: Harper Collins
- (46) Heizer, Jay & Render, Barry (1996), *Production and Operations Management: Strategic and Tactical Decisions*. (Fourth ed.), New Jersey: Prentice Hall.
- (47) McConnell, Steve (1996), *Rapid Development*, US: Microsoft Press
- (48) Morton A. Hirschberg, (1994) "*Rapid Application Development: A Brief Overview*"
- (49) Peters, Tom (1993), *Liberation Management*, London: Pan Books, p105
- (50) Pressman, Roger S. (1986), *Software Engineering*, New York: McGraw-Hill Book Company
- (51) Ralph M. Stair (1996), *Principles of Information Systems – A Managerial Approach*, 2nd Edition, Danvers: Byd & Fraser Publishing Company.
- (52) Reynolds, Larry. (1994), *Beyond Total Quality Management*, Great Britain, Sheldon Press
- (53) William E. Cole, John W. Mogob (1995), *Total Quality Management Classing Paradigms In the Global Market*, Blackwell Publisher

Reading Materials

- (54) Anonymous (1996); "Most likely to succeed", *Insurance & Technology*, 21:12 (December), 20-21
- (55) Arthur, Lowell Jay (1993), "*Improving Software Quality: An Insider's Guide to TQM*", New York: John Wiley & Sons Inc.
- (56) Bennis, W. & Mische, M. (1995), "*The 21st Century Organization*", San Francisco, Jossey-Bass Publishers.
- (57) Dakin, Karl J (1996), "Are developers morally challenged?", *IEEE Software*, 13 (July), 20+
- (58) Don Reynolds, Jr (1994), *How to sharpen your competitive Edge*, Illinois, Small Business Sourcebooks
- (59) Inman, Mark Lee (1983), *Organization & Management*, London: Financial Training Publication Limited
- (60) Leach, Ronald F. (1996), "*Software Reuse: Methods, Models and Costs*", New York: McGraw - Hill Book Co.
- (61) Oakland, John S. (1996), *Total Quality Management*, (Second ed.) Britain: Butterworth-Heinemann.
- (62) Sellappan, P. (1996), *A guide to the Information Age: Information Technology in Business*, Malaysia: Federal Publications Sdn. Bhd.
- (63) Stoner, James A. F., Edward Freeman & Daniel Gilbert. (1995), *Management*. (Sixth ed.), New Jersey: Prentice Hall
- (64) Yeoh sek Chew, Lee Ng Chai, (1996), *ISO 9002 IN Malaysian Contraction Industry - Guide And Implementation*, McGraw - Hill Book Co.