Bibliography

Agus, A. and Abdullah, M. (2000), "The mediating effect of customer satisfaction on TQM practices and financial performance", *Singapore Management Review*, Vol. 22, pp. 55-73.

Angeles, R. and Nath, R. (2000), "The importance of congruence in implementing electronic data interchange systems", *Supply Chain Management: An International Journal*, Volume 5 Number 4, pp. 198-205.

Antony, J. and Banuelas, R. (2001), "A strategy for survival", *Manufacturing Engineer*, Volume 80 Number 3 pp. 119-21.

Bank, J. The Essence of Total Quality Management, Prentice-Hall, London 1992.

Bendall, T, Boulter, L. and Kelly, J. Benchmarking for Competitive Advantage, Pitman Publishing, London, 1993.

Brennan, M. (1992), "Mismanagement and QCs: how middle managers influence direct participation", *Management Decision*, Volume 30 No. 6, 1992, pp. 35-45.

Cheng, Y. and Kalleberg, A. (1996), "Employee job performance in Britain and the United States", *Sociology*, Volume 30 Number 1, pp. 115-29.

Chin, K.S. and Pun, K.F. (2002), "A proposed framework for implementing TQM in Chinese organizations", *International Journal of Quality & Reliability Management* Volume 19 Number 3 pp. 272-294.

Coakes, S. and Steed, L. (2001), SPSS: Analysis without anguish. Version 10, John Wiley and Sons Australia, Ltd.

Coulson-Thomas, C.J. (1992), "Quality: where do we go from here?", International Journal of Quality & Reliability Management, Vol. 9 No.1, pp. 28-55. Crosby, P., Let's Talk Quality: 96 Questions that you Always Wanted to ask Phil Crosby, McGraw-Hill, New York, NY, 1989.

Cummings, T. and Worley, C. (2001), *Organizational Development and Change*.

7th Edition, South-Western College Publishing.

Dale, B.G, (1999), Managing Quality, 3rd ed, Blackwell Publishers, Oxford.

David bryde, (1997), "Uderpinning modern project management with TQM principles", The TQM Magazine, Vol 9, no 3, pp231-238

Dale, B.G. and Lees, J. (1985), "Factors which influence the success of quality programmes in the United Kingdom", *International Journal of Operations* & *Production Management*, Volume 5 Number 4, pp. 43-54.

Docking, D. and R. Dowen. "Market Interpretation of ISO 9000 Registration," Journal of Financial Research, 22:2, Summer 1999, 147 – 160.

Erwin, J. (2000), "It's not difficult to change company culture", *Supervision*, Vol. 61 No. 11, pp. 6-11.

Gallie, D., Felstead, A. and Green, F. (2001), "Employer policies and organizational commitment in Britain 1992-97", *Journal of Management Studies*, 38:8 December 2001 0022-2380.

Govindarajan, V., (1998) "A Contingency Approach to Strategy Implementation at Business-Unit-Level: Integrating Administrative Mechanism with Strategy", Academy of Management Journal, 31, pp. 826-853.

Grant, Shanti and Krishnan (2003) "Examining the Association Between Quality and Productivity Performance in a Service Organization" Quality Management Journal, Vol. 10 Issue 1. pp. 321 – 332.

Ishikawa, K. (1985), What is Total Quality Control?, The Japanese way, Prentice Hall, Englewood Cliffs, NJ. 1985.

Jack A. Castle (1996). "An integrated model quality management, positioning TQM, BPR and ISO 9000, The TQM Magazine, Vol 8, No 5, pp. 7 – 13.

James T. Scarnati and Betty F. Scarnati (2002) "Empowerment: the key to quality" The TQM Magazine, Vol 14, No 2, pp. 110 – 119.

John P.T.Mo and Andy M.S.Chan (1997). "Strategy for the successful implementation of ISO 9000 in small and medium manufacturers", the TQM Magazine, Vol 9, no 2, pp. 135 – 145.

Johnston, C.G. and Daniel, M.J., Customer Satisfaction through Quality. An International Perspective, The Conference Board of Canada, Ottawa, Ontario, Canada, 1991.

Joy M.Field. "Implementing Effective Production Work Team". Quality Management Journal. Vol 8. Issue 2. April 2001

Juran, J.M. Juran on Quality by Design, free press, New York, NY, 1991.

Kanji, G.K. and Wallace, W. (2000), "Business excellence through customer satisfaction". *Total Quality Management*, Vol. 11, pp. 979-98.

Kekale, T. and Kekale, J. (1995), "A mismatch of cultures: a pitfall of implementing a total quality approach", *International Journal of Quality & Reliability Management*, Vol. 12, No. 9, 210-20.

Kreiser, P. and Marino, L. (2002), "Analyzing the historical development of the environmental uncertainty construct", *Management Decision*, 40/9 pp. 895-905.

Krell, T.C (2000), "Organizational longevity and technological change" *Journal of Organizational Change Management*, Vol. 13 No. 1, pp. 8-13.

Lee, Y.S. and Lam, K. (1997), "Managing quality at an engineering maintenance centre: from QCC to ISO 9001 and beyond", *International Journal of Quality & Reliability Management*, Volume 14 Number 2, 1997, pp. 118-137.

Lewis, G and Harvey, B (2001), "Perceived environmental uncertainty: The extension of Miller's scale to the natural environment", *Journal of Management Studies*, Volume 38 Number 2.

Laurence J. O'Toole, Jr. "Public Management, personnel stability and organization performance. Empirical Study of Governance, Management and Performance. February 2002.

Lee, Kie Sun & Elaine Palmer, "An Empirical Examination of ISO 9000-registered Companies in New Zealand," *Total Quality Management*, 10 (6), 1999, 887–899.

Lindsay, W.M, Petrick, J.A, (1997), *Total Quality and Organization Development*, St Lucie Press, Delray Beach, FL.

Miflora M. Gatchalian, (1997), "People empowerment: the key to TQM success", The TQM Magazine, Vol 9, no 6, pp. 429 – 433.

Molatra, Y. (2000), "Knowledge asset in global econmy" Journal of Global Information Journal. Vol 8 pp. 5-15

Mullins, D. and Schmele, J.A. (1993), "Reconsideration of the quality circle process as a contemporary management strategy", *Health Care Supervisor*, Volume 12 Number 1, pp. 14-22.

Nonaka I. And Konno N. (1998) "The concept of BA": Building a foundation of knowledge creation. California Management Review Vol 40 (3) pp. 40 – 54

Oakland, J.S and Beardmore, D. "Best practice customer service", Total Quality Management, Vol. 6 No. 2, 1995, pp. 135-148.

Oakland, J.S. and Porter, L. " Cases in Total Quality Management, Butterworth-Heinemann, Oxford, 1994

Paul Tosey and Graham Robinson (2002), "When change is no longer enough: what do we mean by "transformation" in organizational change work", The TQM Magazine, Vol 14, No 2, pp. 100 – 109.

Politis, J.D. (2001), "The relationship of various leadership styles to knowledge management", *Leadership and Organization Development Journal*, Volume 22 Number 8 2001 pp. 354-364.

Powell, T.C. (1995), "Total quality management as competitive advantage: a review and empirical study", *Strategic Management Journal*, Vol. 13, No. 2, 119-34.

Pfeifer. T and Wunderlich. M (1997), "Establishing quality system in research institutes: a progress report", The TQM Magazine, Vol9, No 3, pp.221 – 227.

Robbins, S.P, (2001), "Organizational Behavior" 9th Edition, Prentice Hall International, Inc., pp.494-495.

Porter, L.J and Parker, A.J. " Total quality management – the critical success factors", Total Quality Management, Vol. 4 No 1, 1993, pp. 13-22

Ramirez, C. and Loney, T. "Baldrige Award winners identify the essential activities of a successful quality process", Quality digest, January 1993, pp.38-40

Reeves, C. A. and Bednar, D.A. "What prevents TQM implementation in health care organizations?" Quality Press, April 1993, pp.41-44

Richard D. T. "A strategic Business Board Game" Total Management Journal, 1999, pp 21-22

Roger, R.K, Gustafson, L.T, MeMarie, S.M, Mullane, J.V, (1994), "Reframing the organization: why implementing total quality management is easier said than done", *Academy of Management Review*, Vol. 19, No. 3, 565-84.

Simmons, Bret L. & Margaret A. White, "The Relationship Between ISO 9000 and Business Performance: Does Registration Really Matter?" *Journal of Managerial Issues*, 11 (3), 1999,330–343.

Sinclair, J. and Collins, D. (1994), "Towards a quality culture?", International Journal of Quality & Reliability Management, Vol. 11, No. 5, pp. 19-29.

Stanislav Karapetrovic and Walter Willborn, (1997), "Creating zero – defect students", The TQM Magazine, vol 9, no 4, pp. 287 – 291.

Stamatis, D.H. (1994), "Total quality management and project management".\, Project Management Journal, Vol. XXV No3, pp 48-54.

Sun, Hongyi, "Diffusion and Contribution of Total Quality Management: An Empirical Study in Norway," *Total Quality Management*, 10 (6), 1999, 901–914.

Tiagarajan.T and Zairi.M (1997), A review of total quality management in practice: understanding the fundamentals through examples of best practice applications – Part 1, The TQM Magazine. Vol 9, no 4, pp. 270 – 286

Tiagarajan.T and Zairi.M (1997), A review of total quality management in practice: understanding the fundamentals through examples of best practice applications – Part 2, The TQM Magazine. Vol 9, no 5, pp. 344 – 356

Titman, C.R. and Callum, W.S., "Recognition and reward". In oakland, J.S. (ed), Total Quality Management; Proceedings of the 4th International Conference on Total Quality Management, Warwick, IFS Ltd, Bedford, 1991.

Uma Sekaran (2000). Research Methods For Business.

3rd Edition, John Wiley & Sons, Inc.

Walker, T. (1992), "Creating total quality improvement that lasts", *National Productivity Review*, Volume 11 Number 4, 1992, pp. 473-8.

Zikmund, W. (2000). *Business Research Methods*. 6th Edition, The Dryden Press Harcourt College Publishers.