# **Bibliography**

#### Chapter 1

- 1. Maslow, Abraham, H., (1954). Motivation and Personality, New York, Harper and Row
- 2. http://http-server.carleton.ca/~jchevali/STAKEH2.html
- 3. Crosby, Philip, B., (1979). Quality is Free, McGraw-Hill
- 4. Rollinson, D., Broadfield, A. and Edwards, D. J., (1998). Organizational behaviour and analysis, Addison Wesley Longmans. Based on Table 14.3

### **Chapter 2**

- 1. Juran, J. M., (1992). Juran on Quality by Design, Free Press
- 2. Juran, J. M., (1974). Quality Control Handbook Section 21, McGraw-Hill, Third Edition
- 3. Hoyle, David and Thompson, John, (2001). ISO 9000:2000 Auditor Questions, Transition Support
- 4. ISO Geneva, (1997). ISO/TC/176/SC2/WG15/N130 Quality Management, Principles McGraw-Hill (1995)
- Boone, Louise, E. and Kurtz, David, L., (2001). Contemporary Marketing 10th Edition, Harcourt College Publishers, pp. 11–13. Chapter 1 Customer-driven marketing
- 6. Juran, J. M. Managerial breakthrough
- 7. Deming, W. Edwards, (1982). Out of the crisis, MITC
- $8. \ \ Pyzdek, Thomas, (2001). \ The \ Complete \ Guide \ to \ Six \ Sigma, McGraw-Hill$
- 9. Liker, J. K. The Toyota Way. McGraw-Hill 2004
- 10. General Electric web site http://www.ge.com/sixsigma/sixsigstrategy. html (2005)
- 11. Deming, W. Edwards, (1982). Out of the crisis, MITC. Juran as observed by Edwards Deming
- 12. ISO/TS 16949:2002
- 13. Watson, Gregory. H, (1994). Business Systems Engineering, Wiley

### Chapter 3

- 1. Shannon, R. E., (1975). Systems Simulation, Prentice-Hall
- 2. Seddon, John, (2000). The case against ISO 9000, Oak Tree Press
- 3. Concise Oxford English Dictionary

## Chapter 4

1. Unknown, (© 1994–1999). Britannica® CD 99 Multimedia Edition, Encyclopaedia Britannica, Inc.

### Chapter 5

- 1. ISO Management systems October 2001 Edition
- 2. Department of Trade and Industry, (1982). White Paper on Quality, standards and competitiveness, HMSO
- 3. Selection and Use of the ISO 9000:2000 family of standards available from http://www.iso.ch/iso/en/iso9000-14000/iso9000/selection\_use/selection\_ use.html
- 4. International Organization of Standardization, (2000). The ISO Survey of ISO 9000 and ISO 14000 Certificates Ninth cycle 1999, ISO
- 5. Seddon, John, (2000). The case against ISO 9000, Oak Tree Press

## Chapter 6

- 1. Drucker, Peter. F., (1977). Management: Tasks, Responsibilities, Practices. Pan Business Management
- 2. Drucker, Peter. F., (1977). Management: Tasks, Responsibilities, Practices. Pan Business Management
- 3. Hammer, Michael and Champy, James, (1993). Reengineering the corporation, Harper Business
- 4. Juran, J. M., (1992). Juran on Quality by design, The Free Press
- 5. Hammer, Michael and Champy, James, (1993). Reengineering the corporation, Harper Business
- 6. Davenport, T. H., (1993). Process Innovation: Reengineering work through Information Technology, Harvard Business School Press
- 7. Total quality management BS7890:1992. Part 1 guide to management principles. BSI London.
- 8. ISO/TC 176/SC2 N544R
- 9. ISO/TC 176/SC2 N544R2 available on www.iso.org
- 10. Juran, J. M., (1992). Juran on Quality by design, The Free Press. Based on Figure 11-1

- 11. Adapted from http://www.businessballs.com and http://www.marketingteacher.com
- 12. Kaplan, Robert and Norton, David, (1992) The Balanced Scorecard–Measures that Drive Performance," Harvard Business Review
- 13. Juran, J. M., (1995). Managerial Breakthrough, Second Edition, McGraw-Hill.

## **Chapter 7**

- 1. Juran, J. M., (1995). Managerial breakthrough, Second Edition, McGraw-Hill.
- 2. Hoyle, David and Thompson, John, (2000). Converting a quality management using the process approach., Transition Support
- 3. Hunsaker, P. L. & Alessandra, A. J. (1966) The art of Managing People, Simon & Schuster