

REFERENCES

Author	Book	Publisher	Library Number	Year
Goetsch, D.L. and Davis, S.B.	Quality Management: Introduction to Total Quality Management for Production, Processing, and Services	Prentice Hall	HD62.15 G64 2000	2000
Goetsch, D. L. and Davis, S. B	Introduction to Total Quality: Quality Management for Production, Processing and Services	Prentice Hall	HD62.15 G64 1997	1997
Akao, Y.	Quality Function Deployment; Integrating Customer Requirements Into Product Design	Productivity Press Inc	---	1990
Altshuller, G.	And suddenly the inventor appeared: TRIZ, the theory of inventive problem solving	Technical Innovation Center, Inc.	T212 A47 1996	1996
Brassard, M., Ritter, D.S.	The Memory Jogger II	GOAL/QPC	---	1994
Covey, S.R.	The 7 Habits of Highly Effective People	Simon & Schuster	BF637 S8 C68	1989
Crosby, P.B.	Quality is Free	McGraw-Hill	---	1979
Crosby, P.B.	Quality Without Tears	McGraw-Hill	TS156.6 C764	1984
Deming, W. E.	Out of the Crisis	MIT Center for Advanced Engineering Studies	HD70 U5 D45 (Reserve)	1986
Feigenbaum, A. V.	Total Quality Control, 3rd Edition	McGraw-Hill	---	1983
Goetsch, D.L., Davis, S.	Introduction to Total Quality: Quality, Productivity, Competitiveness	Merill	---	1994
Goldratt, E.M.	It's not luck	North River Press	PR9510.9 G64 I8	1994
Goldratt, E.M., Cox, J.	The goal: a process of ongoing improvement	North River Press	PR9510.9 G64 G6 1992	1992
Goldratt, E.M., Fox, R.E.	The Race	North River Press	HD40 G65	1986
Herrmann, N.	Creative Brain	Brain Books	---	1989

Ishikawa, K.	What is Total Quality Control? The Japanese Way	Engleford Cliffs, NJ:Prentice-Hall	TS156 I8313	1985
Ishikawa, K.	Guide to Quality Control	Asian Productivity Organization	TS156 I83 1982	1986
ISO 9000	ISO 9000	International Organization For Standardization	---	1992
Juran, J.M.	Juran on Leadership for Quality	Free Press	TS156 J79	1989
Juran, J.M., Gryna, F.M.	Quality Planning and Analysis, 3rd Edition	McGraw-Hill	TS156 J86 1993	1993
Kaplan, R.S.; Norton, D.P.	The Balanced Scorecard	Harvard Business School Press		1996
King, B.	Better Designs in Half the Time : Implementing Qfd Quality Function Deployment in America	Methuen, MA: GOAL/QPC	---	1989
King, B.	Hoshin Planning	GOAL/QPC	---	---
Kolarik, W.J.	Creating Quality: Concepts, Systems, Strategies, and Tools	McGraw-Hill	TS156 K5557 (Reserve)	1995
Leebov, W., Ersoz, V.J.	The Health Care Manager's Guide to Continuous Quality Improvement	American Hospital Publishing, Inc.	RA399 A3 L44	1991
McCloskey, L.A., Colecct, D.N.	TQM A Basic Text: A Primer Guide to Total Quality Management	GOAL/QPC	HD62.15 M37	1993
Phadke, M.S.	Quality Engineering Using Robust Design	Prentice Hall	TA174 P49	1989
Scholtes, P.R.	The Team Handbook	Joiner Associates Inc.	HD66 S37 1996	1988
Shingo, S.	Zero Quality Control: Source Inspection and the Poka-Yoke System	Cambridge, MA: Productivity Press	---	1986
Stein, R.E.	The theory of constraints : applications in quality and manufacturing	Marcel Dekker	TS155 S7693 1997	1997
Taguchi, G.	Introduction to Quality Engineering: Designing Quality into Products and Processes	Karas International, UNIPUB	TS156 T341	1986

Terninko, J., Zusman, A., Zlotin, B.	Step by step TRIZ: creating innovative solution concepts	Responsible Management	HD30.29 T321	1996
	The Team Memory Jogger	GOAL/QPC, Joiner Associates Inc.		1995
H. J. Reitz	Behaviour in Organizations	Irwin, Inc.		1977
Manz, C.C.	Mastering Self- Leadership : Empowering Yourself for Personal Excellence	Prentice Hall		1992
Torrey, E.E.	What Defines a Quality Leader	Industrial Engineering Vol 24., No 4, pg. 4 April		1992
D. McGregor,	The Human Side of Enterprise,	Mc Graw-Hill		1960
F. Herzberg, M. Mausner, B Synderman	The Motivation to Work	Wiley		1959
R. Likert	New Patterns of Management	Mc Graw-Hill		1961
Blake, R.R. and J.S. Mountain	The Management Grid	Gulf Publishing		1964
Beebe, S.A. and Masterson, J.T.	Communicating in Small Groups	Scott Foresman and Co.		1990
Masterson, J.T.	Principles and Practices			
Covey, S.R.	Principle Centered Leadership	Fireside Newyork		1991



