


CHAPTER –VIII. References

- (1).Dale H.Besterfeild, Carol Besterfield, Glen H Besterfield (2007)
Total Quality Management, Third edition Prentice Hall of India Private Limited
New Delhi .
- (2).Devore,J.L.(2000),*Probability and Statistics for Engineering and the Science*,5
thEdition,Duxbury Press, Pacific Grove,CA.
- (3).Michael J.Fox.(2001).*Quality assurance management*,Third Edition, Chapman & Hall,
London .
- (4).Vollmann,T.E., Berry,W.L., Whybark, D.C. (1997) *Manufacturing Planning and control
systems* ,(4th edn) New York: Irwin McGraw-Hill
- (5).Radford, J.D. and Richardson, D.B. (1980) *Production Engineering Technology* (3rd edn)
Hong Kong: the Mackmillan Press Ltd
- (6).Chase, R.B., Jacobs, F.R., Aquilano, N.J. (2005), *Operation Management for Competitive
Advantage* (10th edn) New Delhi: Tata McGraw Hill Publishing Company Ltd..

www.lib.mrt.ac.lk
- (7).Winchell, William, *TQM: Getting started and achieving Results with Total Quality
Management*. Dearborn,MI:Society of Manufacturing Engineers,1992.
- (8).Besterfield,Dale H,*Quality control*,(6th edn).Upper Saddle River,NJ:Prentice Hall,2001.
- (9).Bossert,James L,*Quality function Development:A Practitioner's
Approach*,Milwaukee,WI:ASQ Quality Press,1991.
- (10).Knouse,Stephen B,Human Resource Management Perspectives on TQM Concepts and
Practices.Milwaukee,WI:ASQ Quality Press,1996.