REFERENCE

- Abdulaziz, A. B., & Tawfiq, H. (1999). ISO 9000 quality standards in construction. *Journal of Management in Engineering*, 41-45.
- Abdul-Rahman, H. (1993). Capturing the cost of quality failures in civil engineering. *Manage, In I. J. Reliab*, 10(3), 20–32.
- Abdul-Rahman, H. (1995). The cost of non-conformance during a high way project. *Constr.Manage. Econ, 13*(1), 23–32.
- AI-Zamany, Y., Hoddeii, S. J., & Savage, B. M. (2002). Understanding the difficulties of implementing quality management in Yemen. *The TQM Magazine*, *14*, pp. 240-247.
- Al-Khalifa, K. N., & Aspinwall, E. M. (2000). The Development of Total Quality Management in Qatar. *The TQM Magazine*, *12*, pp. 194-204.
- American Society for Quality. (2018). Retrieved from Quality basics: http://www.asq.org
- Barrett, P. S., & Grower, R. (1998). *Quality Assurance and Surveying Professional* (Vol. 3). London.
- Belout, A., & Gauvreau, C. (2004). Factors influencing project success: the impact of human resource management. *International Journal of Project Management*, 22(1), 1-11.
- Brown, M. G. (1993). Why does total quality fail in two out of three tries? *Journal of Quality and Participation*, 16, 80-89.
- Brown, M. L. (1995). A theory of information technology cultures: Magic dragons, wizards, and Unpublished doctoral dissertation. York University, Toronto, Canada.

- Chau, K. W. (2004). A two-stage dynamic model on allocation of construction facilities with genetic algorithm. *In Automation in Construction*. *13*, pp. 481-490. Elsevier.
- Cherrington, D. J. (1995). *The Management of Human Resources* (4th ed.). New Jersey:Prentice- Hall.
- Chung, H. (1999). Understanding Quality Assurance in Construction. *A Practical Guide to ISO 9000 for Contractors*. London: E & FN SPON.
- Costin, H. (1994). Readings in Total Quality Management. *The Dryden Press*. Harcourt Brace College Publisher.
- Cotton, J. L. (1993). Employee Involvement: Methods or Improving Performance and Work Attitudes. California: SAGE Publications.
- Daft, R. L. (1997). *Organisation theory and design* (2 ed.). Cincinnatti,Ohio: Southwest College Publishers.
- Dale, B. G. (1999). Managing Quality (3 ed.). Oxford, UK: Blackwell Publisher Inc.
- Dale, B. G., & Copper, C. L. (1994). Total quality management: some common mistakes made by senior management. *Quality World*, (pp. 4-11).
- Doloi, H., & Lim, M. Y. (2007). Measuring performance in Construction Projects-A critical analysis with an Australian perspective. *In COBRA-RICS* (Construction and Building Research Conference of the Royal Institute of Chartered Surveyors).
- Ellerker, S. (1998). Continuous Change, Process and Performance Improvement: A Holistic Systems Perspective. PhD. Thesis, Salford University, UK.
- Eltigani, H., & Djebarni, R. (1996). Achieving quality and productivity in the house building sector. *In Property Management Journal*, *14*(1), 39-45.
- Feigenbaum, A. (1991). Total Quality Control. New York: McGraw-Hill.

- Fewing, P. (2005). Construction project Management: An integrated approach. *Bodmin.* GreatBritan: MPG Book Ltd.
- Fox, & Michael, J. (1993). *Quality Assurance Management*. London: Chapman and Hall.
- Fox, M. (1995). *Quality Assurance Management* (2 ed.). London: Chapman and Hall.
- Gaspersz, V. (2001). 2001. ISO 9001:2000 and Continual Quality Improvement. Jakarta: Gramedia.
- Giles, R. (1997). ISO 9000 perspective for construction industry in the UK. *Training* for Quality, 178-181.
- Glover, L., & Siu, N. (2000, October). The human resource barriers to managing quality in china. *International Journal-of Human Resource Management*, 867-882.
- Goetsch, D., & Davis, S. (2000). Quality Management. *Introduction to Total Quality Management for Production, Processing, and Services*. Englewood Cliffs: NJ: Prentice Hall.
- Gryna, F. M., Chua, R. C., & Defeo, J. A. (2001). Quality planning and analysis for. New York: McGraw-Hill.
- Haimes, Y. (2005). Risk modeling, assessment, and management (Vol. 40). JohnWiley & Sons.
- Harbuck, R. H. (2004). Competitive bidding for highway construction projects.

 AACE International Proceedings, 48th AACE International Meeting.

 Washington: D.C: ES.9.1–ES.9.4.
- Hele, J. (2003). *lihe eight Quality Management Principles a Practical Approach,ISO Management* (Vol. 3). Geneva,Switzerland.

- Hellard, R. B. (1993). Total quality in construction projects: Achieving profitability with customer satisfaction. London: Thomas Telford publishing.
- Ho, S. K. (1995). TQM: An Integrated Approach. *Implementing Total Quality through Japanese 5-S and ISO 9000*. London: Kogan Page.
- Hoyle, D. (1994). *Quality systems handbook* (2nd ed.). Oxford: Butterworth-Heinemann.
- Juran, J. M., & Godfrey, A. B. (1999). *Juran's Quality Handbook*. New York: McGraw-Hill.
- Kalayjian, W. H. (2000). Third world markets anticipating the risks. *Civil* engineering. *Journal of Construction Engineering And Management*, 70(5), 56-59.
- Kanji, G. K., & Mike, A. (1993). Total Quality Management Process . *systematic* approach (pp. 1 8, 10, 60 75). UK: Carfex Publishing Company.
- Kerzner, H. (2001). Project Management: A Systems Approach to Planning. *In Scheduling and Controlling*. 7, pp. 098–1099. New York: John Wiley & Sons.
- Kothari, C. R. (2018). *Research methodology; methods and techniques*. Retrieved from suza: http://www.suza.ac.tz/saris/download/132376585119680689ResearchMethod ologyMethods-and-Techniques-by-CR-Kothari.pdf 2.pdf
- Kraemer, L. K., & Pinsonneault, A. (2002). Survey research methodology in management information systems. Retrieved from http://www.crito.uci.edu/papers/1993/urb-022.pdf
- Lewis, J. (2007). Fundamentals of project management (3rd ed.). New York: American Management Association.

- Love, P. D., Smith, J., & Li, H. (1999). The propagation of rework benchmark metrics for construction. *Int. J. Qual. Reliab. Manage*, 16(7 SRC-BaiduScholar FG-0), 638–658.
- Low, S. A. (1997). Quality Assurance in Singapore's Construction Industry. *In An Update. Structural Survey*, 15(3), 113-117.
- Low, S. P., & Goh, K. H. (1994). Construction quality assurance: problems of implementation at infancy stage in Singapore. *International Journal of Quality & Reliability Management*, 11(1), 22–37.
- Low, S. P., & Hennie, F. O. (1997). The effective maintenance of quality management systems in the construction industry. *International Journal of Quality Reliability Management*, *14*(8 SRC-BaiduScholar FG-0), 768-790.
- Low, S. P., & Winifredo, M. A. (2000). Cross-cultural, influences on quality management systems . *two case studies Work Study*, 49, pp. 134 145.
- Low, S. P., & Yeo, H. C. (1998). A construction quality costs quantifying system for the building industry. *Int. J. Qual. Reliab. Manage*, *15*(3), 329–349.
- Low, S., & Ling Pan, H. (2000, April). Critical linkage factors between management and supervisors' staff for ISO 9001 :2000 quality management systems in construction. *Proceedings of the 9th International Conference on ISO 9000 and TQM*, 5-7.
- Maloney, W. F. (2002). Construction producUservice and customer satisfaction. Journal of Construction Engineering and Management, 128(6), 522-529.
- McCabe, S. (1996). Creating excellence in construction companies. *UK contractors' experiences*, 8(6 SRC-BaiduScholar FG-0), 14–19.
- Milakovich, M. E. (1990). Total quality management in the public sector. *National Productivity Review*, 10(2), 208-209.

- Mohsini, R., & Davidson, C. H. (1989). Building Procurement Key to Improved Performance. *In D. T. D. Cheetham (Ed.)*. Liverpool, UK: University of Liverpool.
- Munns, A. K., & Bjeirmi, B. F. (1996). The role of project management in achieving success. *International Journal of Project Management*, 14(2), 81–87.
- Navas, J. R. (2008). A guide to the project management body of knowledge. Unpublished MPhil thesis, Laughborugh University of Techno, UK.
- Nesan, J. (1995). The development and evaluation of best practices for the client's *UK*. Unpublished MPhil thesis, Loughborough University of Technology, United Kingdom.
- Netto, A. M., Low, S. P., & Lo, A. L. (1997). Legal implications of ISO 9000 in standard forms of building contract. *Training for Quality, 5*(4 SRC-BaiduScholar FG-0), 169–177.
- Ngai, E., & Cheng, T. (1997). dentifying potential barriers to total quality management using principle component analysis and correspondence analysis. *International Journal of Quality and Reliability Management*, 14(4), 390-409.
- Oakland, J. (2000). Total Quality Management. UK: Butterworth Heinemann Ltd.
- Oakland, S. J., & Aldridge, A. J. (1995). Quality management in civil and structural engineering consulting. *International Journal of Quality & Reliability*, 12(3), 32–48.
- Pires, B., Teixeira, J. C., & Moura, H. (2007). Management functions and competitiveness in the Portuguese construction industry. 2. Proc. 25th CME (Conference Construction Management and Economics).
- Pyzdek, T. (1999). Quality Engineering Handbook (Vol. 24). Florida: CRC Press.
- Rauzana, A. (2016). The effect of the risk factors on the performance of contractors in Banda The effect of the risk factors on the performance of contractors in

- Banda. ARPN Journal of Engineering and Applied Sciences, 11(15), 9496–9502.
- RDA. (2018). *Annual Report*. Retrieved from Road Development Authority of Sri Lanka: http://rda.govmu.org/English/Publications/Pages/Annual-Reports.aspx
- Round, & Chi, N. Y. (1985). Total Quality Management for Construction. ASCE Journal of Construction Engineering and Management.
- Samson, D. (1997). Progress in total quality management: Evidence from Australasia. *International Journal of Quality Science*, 24, 214-230.
- Sjoholt, O. (1995). From quality assurance to improvement management. Project Report, Norwegian Building Research Institute Oslo.
- Stebbing, L. (1993). Quality Assurance: The Route to Efficiency and Competitiveness. (3rd, Ed.) Great Britain: Ellis Horwood Limited.
- Street, P. A., & Fernie, J. M. (1993). Costs drawbacks and benefits-the customer's view of BS 5750. *Training for Quality*, 1, 21-23.
- Syukur, A. (2010). ISO 9001:2008 dan Poka Yoke.
- Taylor, G. R. (2010). *Integrating quantitative and qualitative methods in research* (3rd ed.). United Kingdom: University press of America.
- Villamil, J. A., & Haddix, M. M. (2015). Structural Observation, Special Inspection, or Building Inspection: Where Does Responsibility for Quality Assurance Lie. *Structures Congress ASCE*.
- Watermeyer, R. (2012). *Wikipedia*. Retrieved from the free encyclopedia: from https://en.wikipedia.org/wiki/Cronbach's_alpha: Citing_Wikipedia
- Wilkinson, A. (1994). Managing human resources for quality. *in Dale, B.* (*Eds*)*Managing Quality* (p. 273). Englewood Cliffs: Prentice-Hall.
- Wiryodiningrat, P. (1997). ISO 9000 Untuk Kontraktor. Jakarta: Gramedia.