

List of References

- Anuar A., Yusuff R.M. (2011). Manufacturing best practices in Malaysian small and medium enterprises (SMEs) Benchmarking. *An International Journal*, 18(3), 324-341.
- Da Silva L.A., Pelogia I. Damian M. and De Pa'dua D., Ine's Silvia. (2012). Process management tasks and barriers: functional to processes approach. *Business Process Management Journal*, 18 (5), 762-776.
- Fowler, A. (1998). Operations management and systemic modeling as frameworks for BPR. *International Journal of Operations & Production Management*, 18(9/10), 1028-1056.
- Frank, K. (1999). Strategic Facility Planning (SFP), Work study. *International Journal of Operations & Production Management*, 48(5), 176-181.
- Gupta, A.K. (2007). *Engineering Management*, New Delhi, S.Chand & Company Ltd.
- Gupta, C.B. (1998). *Operation Management and Control* (2nd Edition), New Delhi, Sultan Chand & Sons,
- Khanna, R.B. (2011). *Production and Operation Management*, New Delhi, PHI learning Private limited.
- Leidy, K., Michael, H., Henry, H. Bi John Bechtel. (2008). The impact of process mapping on transparency. *International Journal of Productivity and Performance Management*, 57(8), 623-636.
- Mturi, E. and Johannesson, P. (2013). A context-based process semantic annotation model for a process model repository. *Business Process Management Journal*, 19(3), 404 – 430.
- Miles P, Miles, G. and Cannon, A. (2012). Linking servicescape to customer satisfaction; exploring the role of competitive strategy. *International Journal of Operations & Production Management*, 32(7), 772-795.
- Quality Tools/Pareto-Analysis*. (2013). Retrieved from <http://www.qimacros.com>
- Russel, R.S. & Taylor III, B.W. (2013). *Operations Management* (7th Edition), New Delhi, Wiley India Pvt. Ltd.
- Slack, N., Brandon-Jones, A., & Johnston, R. (2012). *Operations & Process Management Principles and Practice for Strategic Impact*, Harlow, Pearson Education Inc.