References

ADKAR - Why it "clicks". (1996). Retrieved from Prosci Change Management Learning Centre: http://www.change-management.com/tutorial-adkar-overview-mod1.htm

Business process management: Exploring social capital within processes. (2000). *International Journal of Service Industry Management*, 225-243.

ADKAR®: Simple, Powerful, Action Oriented Model for Change. (2008). Retrieved from Change Management Coach: http://www.change-management-coach.com/adkar.html

Annual Report 2011. (2011). Retrieved from Ministry of Finance: http://www.treasury.gov.lk/reports/annualreport/annualreport2011-eng.pdf

Parliment of Sri Lanka. (2011). Retrieved from Annual Report Sri Lanka Cement Corporation: https://www.parliament.lk/uploads/documents/paperspresented/annual-report-srilanka-cement-corporation-2011.pdf

Pursuing Equitable and Balanced Growth. (2011, April 30). Retrieved from International Monetary Fund: https://www.imf.org/external/pubs/ft/ar/2011/eng/

Better strategic planning: Managing change and planning for the future require both vision and strategy. (2013). *Strategic Direction*, pp. 30-32.

Seven Principles for Performance Excellence in Manufacturing. (2013). Retrieved from Lockheed Martin Company: http://www.lockheedmartin.com/us/news/features/2013/performance_excellence.html

Definition: Transformation. (2015, July 2). Retrieved from Oxford Dictionaries: Language Matters: http://www.oxforddictionaries.com/definition/english/transformation

Economic Social Statistics. (2015). Retrieved from Central Bank of Sri Lanka: http://www.cbsl.gov.lk/pics_n_docs/10_pub/_docs/statistics/other/econ_&_ss_2015_e.pdf

Global Cement Consumption on the Rise. (2015, June 3). Retrieved from PCA: Americas Cement Manufacturers: http://www.cement.org/newsroom/2015/06/03/global-cement-consumption-on-the-rise

Statistics 2011. (2015). Retrieved from Department of census and statistics - Sri Lanka: http://www.statistics.gov.lk/

Baah, D. K. (2015). Resilient leadership: a transformational-transactional leadership mix. *Journal of Global Responsibility*, 99-112.

Beattie, V. M. (2002). Through the Eyes of Management: A Study of Narrative Disclosures. London, United Kingdom.

Bolden, R. G. (2003, June). A Review of Leadership Theory and Competency Frameworks. Exeter, United Kingdom.

Burke, W. &. (1992). A Causal of Organizational Performance and Change. *Journal of Management*, 523-545.

De Zoysa, A. &. (2010). An investigation of perceptions of company annual report users in Sri Lanka. *International Journal of Emerging Markets*, 183-202.

Definition: Internal Customer. (n.d.). Retrieved from Business dictionary: www.businessdictionary.com/definition/internal-customer.html#ixzz3iyBjH5xF

Definition: Process Management. (n.d.). Retrieved from Business dictionary: http://www.businessdictionary.com/definition/processmanagement.html#ixzz3nbsnOS5j

Dessler, G. (2009). *A framework for human resource management. Pearson Education India.* Personal Education.

DiPiazza, S. R. (2006). *Global capital markets and the global economy, The CEO's of the International Audit Networks.* John Weily & Sons.

Gandossy, R. P. (2009). Building leadership capability to drive change. *Leader to Leader*, 40-46.

GarcíaJara, E. E. (2011). Effect of international financial reporting standards on financial information quality. *Journal of Financial Reporting and Accounting*, 176-196.

Groves, K. S. (2006). Leader emotional expressivity, visionary leadership, and organizational change. *Leadership & Organization Development Journal*, 566-583.

Kotter, J. P. (1995). Leading change: why transformation efforts fail. *Harvard Business Review*, 59-67.

LafargeHolcim. (2015). *About Us: Holcim*. Retrieved from Holcim Web site: http://www.holcim.com/about-us.html

Lont, D. &. (2010). Issues in financial accounting and reporting: a Pacific Rim focus. *Pacific Accounting Review*, 85-91.

McGuire, D. H. (2006). A Machiavellian analysis of organisational change. *Journal of Organizational Change Management*, 192-209.

Mintzberg, H. (1973). *The Nature of Managerial Work.* New York: HarperCollins College Div .

Mowday, R. P. (1983). *"Employee-organization linkages", The Psychology of Commitment, Absenteeism and Turnover.* New York: Academic Press.

Muhlbacher, H. L. (2006). *International Marketing: A Global Perspective.* London: Thomson Learnings.

Nijhof, W. J. (1998). Employee commitment in changing organizations: an exploration. *Journal of European Industrial Training*, 243-248.

Performance Excellence - Baldrige Glossary Definition . (n.d.). Retrieved from baldrige21: http://www.baldrige21.com/BALDRIGE_GLOSSARY/BN/Performance_Excellence. html

Principles of Process Management. (n.d.). Retrieved from enjourney: http://www.enjourney.com.br/cie/images/stories/site/Extra/chapter3.pdf

Rudkin, K. (2007). Accounting as myth maker. *Australasian Accounting Business and Finance Journal*, 13-24.

Stum, D. (1997). Workforce commitment: Strategies for the new work order. *Strategy & Leadership*, 4-7.

Trahant, B. B. (1997). *Business climate shift.* Woburn: Butterworth-Heinemann publications.

Using ADKAR to manage change . (n.d.). Retrieved from Welcome to the Change Management Tutorial Series: http://www.change-management.com/Tutorial-ADKAR-series-1.htm