

## REFERENCE

- Adamson, P., & Caple, J. (1996). The training and development audit evolves: is your training and development budget wasted? *Journal of European Industrial Training*, 20(5), 3-12. doi:10.1108/03090599610119674
- Armstrong, M. (2009). *Armstrong's Handbook of Human Resource Management Practice* (11 ed.). Philadelphia: Kogan Page Ltd.
- Behery, M., Jabeen, F., & Parakandi, M. (2014). Adopting a contemporary performance management system : A fast-growth small-to-medium enterprise (FGSME) in the UAE. *International Journal of Productivity and Performance Management*, 63(1), 22-43. doi:10.1108/IJPPM-07-2012-0076
- Berry, L. L., & Parasuraman, A. (1992). Prescriptions for a service quality revolution in America. *Organizational Dynamics*, 20(4), 5-15. doi:10.1016/0090-2616(92)90071-t
- Channon, D. F., & Tanya, S. B. (2015). Gap Analysis. *Wiley Encyclopedia of Management*, 1-2. doi:10.1002/9781118785317.weom120109.
- Claude, R., & Superville, S. G. (2001). Issues in modeling, monitoring and managing quality costs. *The TQM Magazine*, 13(6), 419-424.
- Das, S., & Hunter, L. (2015). Fabric Quality Issues Related to Apparel Merchandising. *Research Journal of Textile and*, 19(1), 25-35. doi:10.1108/RJTA-19-01-2015-B003
- Dharmasiri, A. S. (2017). *HRM for Managers: A Learning Guide*. Colombo: The Postgraduate Institute of Management.
- Ferketish, B. J., & Hayden, J. W. (1992). HRD and Quality: The Chicken or the Egg. *Training & Development*, 46(1), 39-42.
- Garengo, P., Biazzo, S., & Bititci, U. S. (2005). Performance measurement systems in SMEs: a review for a research agenda. *International Journal of Management Reviews*, 7(1), 25-47.

Garvin, D. A. (1991). How the Baldrige Award really works. *Harvard Business Review*, 69(6), 80-95.

Holm, K. E., & Strauss, C. (1998). Industrial training issues in the Middle East. *Industrial and Commercial Training*, 30(7), 242-245. doi:10.1108/00197859810242860

Kennerley, M., & Neely, A. (2002). A framework of the factors affecting the evolution of performance measurement systems. *International Journal of Operations & Production Management*, 22(11), 1222-1245.

Lobo, S. R., Samaranayake, P., & Laosirihongthong, T. (2018). Quality management capabilities of manufacturing industries in the Western Sydney region: Comparative analysis for quality improvement. *International Journal of Quality & Reliability Management*, 35(6), 1232-1252. doi:10.1108/IJQRM-03-2017-0046

Lynch, R., & Cross, K. (1991). *Measure Up! Yardsticks for Continuous Improvement*. Cambridge: Basil Blackwell Inc.

Manuratne, M. (2002). Training Gap: Is it larger than apparent? *Sri Lanka Journal of Management*, 7(1&2).

Motwani, J. G., Frahm, M. L., & Kathawala, Y. (1994). Quality Training: The Key to Quality Improvement. *Training for Quality*, 7(2), 7-12. doi:org/10.1108/09684879410064338

Nair, A. (2006). Meta-analysis of the relationship between quality management practices and firm performance – implications for quality management theory development. *Journal of Operations Management*, 24(6), 948-975. doi:10.1016/j.jom.2005.11.005

Otoo, F. N., & Mishra, M. (2018). Measuring the impact of human resource development (HRD) practices on employee performance in small and medium scale enterprises. *European Journal of Training and Development*, 42(7/8), 517-534. doi:10.1108/EJTD-07-2017-0061

Pun, K. F., & White, A. S. (2005). A performance measurement paradigm for integrating strategy formulation: a review of systems and frameworks. *International Journal of Management Reviews*, 7(1), 49-71.

Russell, R. S., & Taylor III, B. W. (2016). *Operations and Supply Chain Management* (8th ed.). New Delhi: Wiley India Pvt Ltd.

Soltani, E., van der Meer, R. B., Gennard, J., & Williams, M. T. (2004). Have TQM organisations adjusted their performance management (appraisal) systems? A study of UK-based TQM-driven organisations. *The TQM Magazine*, 16(6), 403-417. doi:10.1108/09544780410563329

Sousa, R., & Voss, C. A. (2002). Quality management re-visited: a reflective review and agenda for future research. *Journal of Operations Management*, 20, 91-109.

Stokes, D. (2000). Putting entrepreneurship into marketing: the processes of entrepreneurial marketing. *Journal of Research in Marketing & Entrepreneurship*, 2(1), 1-16.

Suárez-Barraza, M. F., & Rodríguez-González, F. (2019). Cornerstone root causes through the analysis of the Ishikawa diagram, is it possible to find them. *International Journal of Quality and Service Sciences*, 11(2), 302-3026. doi:10.1108/IJQSS-12-2017-0113

Tuomela, T. S. (2005). The interplay of different levers of control: a case study of introducing a new performance measurement system. *Management Accounting Research*, 16(3), 230-293.