## References

Alwis, R. R. (2010). Business process reengineering to improve effective and efficiencies of inventory management of North Sales Group of companies. Library, PIM. (Unpublished paper)

Baines, Tim. & Adesola, Sola. (2005). Developing and evaluating a methodology for business process improvement. Business Process Management Journal, Vol. 11 Iss 1 pp. 37 - 46, http://dx.doi.org/10.1108/14637150510578719

Benito, J. Gonzalez., Lorente, A. R. Martinez., & Empresariales, E.U.EE., (1998). Business process re-engineering to total quality management: an examination of the issues. Cartagena, University of Murcia, Spain. B. G. Dale, Manchester School of Management, UMIST, Manchester, UK.

Damelio, Robert. (2011). The Basics of Process Mapping, 2nd Edition. Retrieved from http://books.google.lk/books?hl=en&lr=&id=I6O\_Z-

dTap8C&oi=fnd&pg=PP1&dq=what+is+process+mapping+&ots=Pt05Uw53H-&sig=RWCiaNs2ICH1WUxZuLMnWt29i3U&redir\_esc=y#v=onepage&q=what%20is% 20process%20mapping&f=false

Damelio, Robert. (1996). The basics of process mapping. Productivity Press, New York, NY

Davenport, Thomas H. & Short, James E. (1990, July 15). The New Industrial Engineering: Information Technology and Business Process Redesign. Retrieved from http://sloanreview.mit.edu/article/the-new-industrial-engineering-information-technology-and-business-process-redesign/

Davenport, T. H. (1993). Process innovation. Harvard business school press, Boston MA.

Hammer, Michael. & Champy James. (2006). Re-engineering the corporation: A manifesto for Business Revolution. HarperCollins publishers, NewYork.

Hammer, Michael. (1990). Reengineering Work: Don't Automate, Obliterate. Harvard Business Review. Retrieved on https://hbr.org/1990/07/reengineering -work-dont-automate -obliterate/ar/1

Harrington, H James. (2012, November 12). Harrington's Wheel of Fortune. Retrieved from http://blog.harrington-institute.com/hjh/2012/11/harrington%e2%80%99s-wheel-of-fortune-2/

Harrington, H.J. (1991). Business process improvement: The breakthrough strategy for total quality, productivity, and competitiveness. McGraw-Hill Inc., New York.

Holm, Olof. (2006). Communication processes in critical systems: dialogues concerning communications. http://dx.doi.org/10.1108/02634500610682881

Hunt, Daniel. (1996). Process Mapping: How to Reengineer Your Business Processes.

Retrieved from http://books.google.lk/books?id=jBRD8EIDoqEC&printsec=frontcover&source=gbs\_ge\_summary r&cad=0#v=onepage&q&f=false

Ishikawa, Kaoru. (1991). Guide to Quality Control, Asian Productivity Organization, Tokyo, Japan.

Kock, Ned., Verville, Jacques., Danesh-Pajou, Azim., & DeLuca, Dorrie. (2008). Communication flow orientation in business process modeling and its effect on redesign success: Results from a field study. doi:10.1016/j.dss.2008.10.002

Laraia, Anthony.C., Moody, Patricia.E., & Hall, Robert.W. (1999). The kaizen blitz: Accelerating breakthroughs in productivity and performance. John Wiley, New York.

Malhotra, Yogesh. (1998). Business Process Redesign: An Overview. Retrieved from http://www.kmbook.com/bpr.htm

Muthu, Subramanian., Whitman, Larry., & Cheraghi, S. Hossein. (1999). Business process reengineering: a consolidated methodology. Proceedings of the 4th Annual International Conference on Industrial Engineering Theory, Applications and Practice, Texas, USA.

Pinto, Jeffrey K. & Slevin, Dennis P. (1988). Critical Success Factors in Effective Project implementation. Project Management Handbook, Second Edition. Retrieved from http://gspa.grade.nida.ac.th/pdf/PA%20780%20%28Pakorn%29/8.Critical%20Success%20Factors%20in%20Effective%20Project%20Implementati.pdf

Zellner, Gregor. (2011). A structured evaluation of business process improvement approaches. Business Process Management Journal, Vol. 17 Iss 2 pp. 203 – 237. http://dx.doi.org/10.1108/14637151111122329