

References

- Alderton, P. M. (2011). *Reeds Sea Transport: Operation and Economics*. New York: Bloomsbury Publishing.
- American Productivity & Quality Centre. (1993). *The benchmarking management guide*. Portland, OR: Productivity Press.
- Antunes, P. & Mourao, H. (2011). Resilient Business Process Management: Framework and services. *Expert Systems with Applications*, 38(2), 1241-1254.
- Bandarage, A. (1983). *Colonialism in Sri Lanka: The Political Economy of the Kandyan Highlands, 1833-1886*. Colombo: Lake House Publishers.
- Bemowski, K. (1991). The benchmarking bandwagon. *Quality Progress*, 24(1), 19-24.
- Brow, J. & Weeramunda, J. (Eds.). (1992). *Agrarian change in Sri Lanka*. New Delhi: Sage publications.
- Camp, R. C. (1989). *Benchmarking: The Search for Industry Best Practices that Lead to Superior Performance*, Milwaukee, WI: ASQC Quality Press.
- Dassanayake, S. (1997). *Sea ports and their generated business activities in transition – An examination based on a Case Study of the Colombo Sea Port in Sri Lanka*. Rotterdam, Netherlands.
- Davenport, T. H. (1993). *Process Innovation Reengineering Work through Information Technology*. Boston: Harvard Business School Press.
- Dervitsiotis, K. N. (2000). Benchmarking and business paradigm shifts. *Total Quality Management*, 11(4-6), 641-646.
- Dharmasena, K. (1980). *The Port of Colombo -1860-1939* (1sted.). Colombo: Lake House.
- Dharmasena, K. (1988). *The Port of Colombo –1940-1995* (1sted.). Japan: Japan Overseas Ports Cooperation Association (JOPCA).

Donovan, A. & Bonney, J. (2006). *The Box That Changed the World: Fifty Years of Container Shipping - An Illustrated History*. East Windsor: Commonwealth Business Media.

Drewry Shipping Consultants. (2007). *Annual container market review and Forecast - 2007/08* London: Nigel Gardiner

Epper, R. (1999). Applying benchmarking to higher education: some lessons from experience. *Change*, 31(6), 24-31

Finger, J. M., Reincke, U., & Castro, A. (1999). Market access bargaining in the Uruguay Round: rigid or relaxed reciprocity?. *Policy research working paper; 2258*, Washington, DC : World Bank, Development Research Group

Freytag, P. V. & Hollensen, S. (2001). The process of benchmarking, benchlearning and benchaction. *The TQM Magazine*, 13(1), 25-33.

Grönroos, C. (1984). A service quality model and its marketing implications. *European Journal of Marketing*, 18(4), 36-44.

Grover, Varun, Malhotra, Manoj, K. (1995). Business Process Reengineering: A tutorial on the concept, evolution, method, technology and application. *Journal of Operations Management*, 15(1), 193-213.

Hammer, M. & Champy, J. (1993). Reengineering the Corporation: A Manifesto for Business Revolution. *Business Horizons*, 36(5), 90-91.

Harrington, H. J. (1991). *Business Process Improvement: The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness*. New York: McGraw-Hill.

Hunt, D. V. (1996). *Process Mapping: How to Reengineer your Business Process*. New York: Wiley and Sons Inc.

Ishikawa, K. (1990). *Introduction to quality control*. London: Chapman-Hall

Jones, E.K. (1995), Reengineering the maintaining function: adapt to change but don't lose sight of sound maintenance principles. *Plant Engineering*, 49(2), 64.

Kumar, A., Antony, J., & Dhakar, T. S. (2006). Integrating quality function deployment and benchmarking to achieve greater profitability. *Benchmarking: An International Journal*, 13(3), 290-310.

Lema, N. M. & Price, A. D. F. (1995). Benchmarking: performance improvement towards competitive advantage. *Journal of Management in Engineering*, 25(1), 28-37.

Macdonald, J. & Tanner, S. (2000). *Understanding Benchmarking*, London: Hodder & Stoughton.

Maire, J. L. (2002). A model of characterization of the performance for a process of benchmarking. *Benchmarking: An International Journal*, 9(5), 506-520.

Maire, J. L., Bronet, V. & France, A. (2005). A typology of best practices for a benchmarking process. *Benchmarking: An International Journal*, 12(1), 45-60.

Marin, J. E. M. & Marti, M. L. E. (2009, April). *Analytical review of the empty container cycle*. Paper presented in proceeding of 4th International Conference on Maritime Transport. Retrieved Feb 08, 2014, from http://www.researchgate.net/publication/224430243_ANALITICAL_REVIEW_OF_THE_EMPTY_CONTAINER_CYCLE

Mayer, Richard, J. Dewitte, Paula, S. (1998). *Delivering Results: Evolving BPR from art to engineering*.

Mooney, J. G., Gurbaxani, V., & Kraemer, K. L. (1996). A process oriented framework for assessing the business value of information technology. *SIGMIS Database*, 27(6), 68-81.

Nandi, S. N. & Banwet, D. K. (2000). Benchmarking for world-class manufacturing - concept, framework and applications. *Productivity*, 41(1), 189-200.

Parasuraman, A., Ziethaml, V. A. & Berry, L. L. (1985). Conceptual model of service quality and its implications for future research. *Journal of Marketing*, 49(1), 41-50.

Parasuraman, A., Ziethaml, V. A. & Berry, L. L. (1988). SERVQUAL: a multiple item scale for measuring consumer perception of service quality. *Journal of Retailing*, 64(1), 12-37.

- Powell, R.K. (1994), Information technology helps reengineer research. *Marketing News*, 28(5), 11-14.
- Pyon, C.U., Woo, J.Y. & Park, S. C. (2011). Service improvement by business process management using customer complaints in financial service industry. *Expert Systems with Applications*, 38(4), 3267-3279.
- Pyzdek, T. (2003). *Six Sigma handbook*. New York: McGraw-Hill.
- Rahimi, R. (2007). *Feasibility study of application and implementation of CRM in Hotel industry*. Lulea, Sweden: Lulea University of Technology.
- Reefer Cargo Care.(2014). Reefer cargo trade. *How do reefer containers work?*. Retrieved Feb 20, 2014, from <http://www.reefercargocare.com/trade.html>
- Rodrigue, J., Comtois, C., & Slack, B., (2006). *The geography of transport systems*(1sted.). New York: Routledge.
- Rodrigue, J., Comtois, C., & Slack, B., (2009). *The geography of transport systems*(3rded.). New York: Routledge.
- Sarkis, J. (2001). Greening supply chain management. *Greener Management International*, 35(1), 21-25.
- Snodgrass, D. R. (1966). *Ceylon: an export economy in transition*. Homewood: R. D. Irwin.
- Sri Lanka Ports Authority.(2014). Sri Lanka Ports Authority data. Retrieved Feb 06, 2014, from www.slpa.lk
- Vaziri, H. K. (1992), Using competitive benchmarking to set goals. *Quality Progress*, 25(10), 81-85.
- WebFinance, Inc. (2014). Business Dictionary. Retrieved Jan 20, 2014, from <http://www.businessdictionary.com/>
- Wright, A. (1907). *Twentieth century impression on Ceylon: its history, people, commerce, industries*. London: Lloyds Greater Britain Publishing Company.

Wu, J. (2008). Customer Relationship management in Practice: A Case study of Hi-tech company from China, *International Conference on Service Systems & Service Management*. Beijing: School of Economics & Management – Beijing University of Posts & Telecommunication. Retrieved from: http://ieeexplore.ieee.org/xpl/login.jsp?tp=&arnumber=4598558&url=http%3A%2F%2Fieeexplore.ieee.org%2Fexpls%2Fabs_all.jsp%3Farnumber%3D4598558

Ziethaml, V. A. & Bitner, M. J. (2000). *Services marketing: integrating customer focus across the firm* (2nd ed.). New York: McGraw-Hill.