

## 6.0 References

<sup>1</sup>Roger Hayen - SAP –Enterprise Software Central Michigan University, and SAP America, Inc

<sup>2</sup>Tim Sieber, Keng Siau, Fiona Nah, Michelle Siber –Implementing SAP R/3 at Universty of Nebraska.

<sup>3</sup>.Bendell, Boulter and Kelly (1993) '*Benchmarking for Competitive Advantage*' FT/Pitman Publishing.

Bal J (1998) '*Process analysis tools for process improvement*' The TQM Magazine 10, 5 342-354.

Cheung Y and Bal J (1998) '*Process analysis techniques and tools for improvement*', Business Process Management Journal 4,4 274-290.

Collins, P. (1997) '*Using process mapping as a quality tool*' Management Services Vol. 41 No. 3 pp 24-26.

University of Moratuwa, Sri Lanka.  
Electronic Theses & Dissertations  
www.lib.mrt.ac.lk

Bendell, Boulter and Kelly (1993) '*Benchmarking for Competitive Advantage*' FT/Pitman Publishing.

Hunt, V. Daniel (1996) '*Process mapping. How to reengineer your business processes*' John Wiley and Sons.

