DAFTAR PUSTAKA

- A. Gunasekaran, L. Forker and B. Kobu,2000, Improving operations performance in a small company: a case study, *International Journal of Operation & Production Management*, Bradford: 2000, Vol. 20,Iss. 3, pg. 316
- A. M. M. Sharif Ullah and Khalifah H. Harib, 2005, Manufacturing process performance prediction by integrating crisp and granular information, *Journal of Intelligent Manufacturing*, 16, 317–330, 2005.
- A. Seetharaman, Jayashree Sreenivasan and Lim Peng Boon, 2006, Critical Succes Factor of Total Quality Management, *Quality & Quantity*, 40: 675 695
- Abby Ghobadian and David Gallear. 1997, TQM and organization size, *International Journal of Operations & Production Management*, Vol. 17 No. 2, pp. 121-163.© MCB University Press, 0144-3577.
- Abdel-Aziz Ahmad Sharabati, Shawqi Naji Jawad, and Nick Bontis, 2010, Intellectual capital and business performance in the pharmaceutical sector of Jordan, *Management Decision* Vol. 48 No. 1, pp. 105-131 © Emerald Group Publishing Limited.
- Abhishek Srivastava, Kathryn M. Bartol and Edwin A. Locke, 2006, Empowering Leadership in Management Teams: Effects on Knowledge Sharing, Efficacy, and Performance, *Academy of Management Journal*, Vol. 49, No. 6, 1239–1251.
- Abouzar Zangoueinezhad and Asghar Moshabaki, 2004, The role of structural capital on competitive intelligence, *Industrial Management & Data Systems* Vol. 109 No. 2, 2009 pp. 262-280.
- Achilles A. Armenakis, Stanley G. Harris, and Kevin W. Mossholder, 1993, Creating readiness for organizational change, *Human Relations*, Vol. 46, Iss. 6. pg. 681, 23 pgs.
- Adam S Maiga and Fred A Jacobs, 2005, Antecedents and Consequences of Quality Performance, *Behavioral Research in Accounting*, Vol. 17 pp. 111 131
- Adrian Payne and Pennie Frow, 2005, A Strategic Framework for Customer Relationship Management, *Journal of Marketing*, Vol. 69 (October 2005), 167–176
- Adrian Payne, 2005, *Handbook of CRM: Achieving Excellence in Customer Management*, Butterworth-Heinemann is an imprint of Elsevier Linacre House, Jordan Hill, Oxford.
- Ahmad Afrooz, Khalid B Abdul Rahim, Zaleha Bt Mohd Noor and Lee Chin, 2010, Human Capital and Labor Productivity in Food Industries of Iran, *International Journal of Economics and Finance*, Vol. 2, No. 4; November 2010.

- Ahmad I. AL-Ma'ani and Nasser "M. S" Jaradat, 2010, Impact of Human Capital on the Organization Performance, *Interdisciplinary Journal of Contemporary Research in Business*, Vol. 2, No. 4.
- Aihie Osarenkhoe and Az-Eddine Bennani, 2007, An exploratory study of implementation of customer relationship management strategy, *Business Process Management Journal*, Vol. 13 No. 1, pp. 139-164.
- Alannah E. Rafferty and Roland H. Simons, 2006, An Examination of The Antecedents of Readiness for Fine-Tuning and Corporate Transformation Changes, *Journal of Business and Psychology*, Vol. 20, No. 3.
- Alessandro Ancarani, Carmela Di Mauro and Maria D. Giammanco, 2011, Patient satisfaction, managers' climate orientation and organizational climate, *International Journal of Operations & Production Management*, Vol. 31 No. 3, pp. 224-250, © Emerald Group Publishing Limited.
- Alexander D. Stajkovic and Fred Luthans, 1998, Social Cognitive Theory and Self-Efficacy: Going Beyond Traditional Motivational and Behavioral Approaches, *Organizational Dynamics*, Spring 1998.
- Alfonsus B. Susanto, 2008, Organizational Readiness for Change: A Case Study on Change Readiness in a Manufacturing Company in Indonesia, *International Journal of Management Perspectives*, ISN: 1307- 1629, 2008.
- Ali Mohammad Mosadegh Rad, 2005, A survey of total quality management in Iran, *Leadership in Health Services*, Vol. 18 No. 3.
- Alistair R. Anderson, Jin-Hai Li, Richard T. Harrison and Paul J. A. Robson. 2003, The Increasing Role of Small Business in the Chinese Economy, *Journal of Small Business Management* . 41(3). pp. 310-316.
- Ana Belén Escrig-Tena, 2004, TQM as a competitive factor A theoretical and empirical analysis, *International Journal of Quality & Reliability Managemen*, Vol. 21 No. 6, pp. 612-637, © Emerald Group Publishing Limited.
- Ana Gueimonde-Canto, Javier Gonzàlez-Benito and José Manuel García-Vázquez, 2009, Competitive effects of co-operation with suppliers and buyers in the sawmill industry, Journal of Business.
- Anderson, John C, Rungtusanatham, Manus, Schroeder, Roger G and Sarvanan Devaraj, 1995, A Path Analytical Model of a Theory of Quality Management Underlying the Deming Management Method: Preliminary Empirical Findings, *Decision Sciences*, Vol. 26. (5) pp: 637 658
- Anderson, John C, Rungtusanatham, Manus, Schroeder, Roger G, 1994, A theory of quality management underlying the Deming management method, *The Academic of Management Review*, Vol. 19. (3) pp: 472 509

- André Lang, Daniel Paravicini, Yves Pigneur and Eric Revaz, 2002, From Customer Relationship Management (CRM) to Supplier Relationship Management (SRM), *HEC Lausanne*, 2002
- Andy C. L. Yeung, T. C. Edwin Cheng and Kee-hung Lai, 2005, An Empirical Model for Managing Quality in the Electronics Industry, *Productions and Operation Management* Vol. 14, No. 2, Summer 2005, pp. 189–204
- Angel R. Martínez-Lorente, Frank Dewhurst and Barrie G. Dale, 1998, Total quality management: origins and evolution of the term, *The TQM Magazine*, Volume 10 · Number 5 · 1998 · pp. 378–386.
- Ann Mulhaney, James Sheehan and Jacqueline Hughes, 2004, Using ISO9000 to drive continual improvement in a SME, *The TQM Magazine*, Vol. 16 (5) pp.325 330
- Annebel H. B. de Hoogh, Deanne N. den Hartog, Paul L. Koopman, Henk Thierry and Peter T. van den Berg, Joost G. van der Weide and Celeste P. M. Wilderom, 2004, Charismatic Leadership, environmental dynamism, and performance, *European Journal of Work and Organizational Psychology*, 13 (4), 447–471.
- Antonios Panagiotakopoulos, 2011, Barriers to employee training and learning in small and medium-sized enterprises (SMEs), *Development and learning in Organizations*, VOL. 25 NO. 3 2011, pp. 15-18, © Emerald Group Publishing Limited, ISSN 1477-7282.
- Arawati Agus. 2005, The Structural Linkages between TQM, Product Quality Performance, and Business Performance: Preliminary Empirical Study in Electronics Companies, *Singapore Management Review*, Vol. 27 No 1
- Ashok Kumar, 2007, From mass customization to mass personalization: a strategic transformation, *International Journal Flexible Manufacturing System*, 19:533–547.
- Augusty Ferdinand, 2006, *Metode Penelitian Manajemen*, Edisi 2, Badan Penerbit Universitas Diponegoro.
- Azizan Abdullah, 2010, Measuring TQM implementation: a case study of Malaysian SMEs, *Measuring Business Excellencen*, VOL. 14 NO. 3 2010, pp. 3-15, © Emerald Group Publishing Limited, ISSN 1368-3047.
- B. G. Dale, R. J. Boaden, M. Wilcox and R. E. MCQuater, 1997, Total quality management sustaining audit tool: Description and use, Total Quality Management, Vol. 8, NO. 6, 1997, 395-408.
- Balaji S. Chakravarthy, 1982, Adaptation: A Promising Metaphorfor Strategic Management, *Academy of Management Review*, Vol. 7. No. I. 35-44.
- Balbir B. Bhasin and Sivakumar Venkataramany, 2010, Globalization Of Entrepreneurship: Policy Considerations For SME Development In Indonesia, *International Business & Economics Research Journal April 2010*, Volume 9, Number 4.

- Barbara B. Flynn, Roger G. Schroeder, Sadao Sakakibara, 1995, The Impact of Quality Mnagement Practices on Performance and Competitive Advantage, *Decision Science*, Vol. 26 (5). Pp 659 691
- Ben A. Maguad and Robert M. Krone, 2009, Ethics and moral leadership: Quality linkages, *Total Quality Management* Vol. 20, No. 2, February 2009, 209–222.
- Benedicte Joubert, 1998, ISO 9000: International quality standards, *Production and Inventory Management Journal*, Second Quarter 1998, 39; 2.
- Boas Shamir, Eliav Zakay and Micha Popper, 1998, Correlates of Charismatic Leader Behavior in Military Units: Subordinates Attitudes, Unit Characteristics, and Superiors Appraisals of Leader Performance, *Academy of Management Journal*, Vol. 41, No. 4, 387-409.
- Boas Shamir, Robert J. House and Michael B. Arthur, 1993, The Motivational Effects of Charismatic Leadership: A Self-Concept Based Theory, *Organization Science*, Vol. 4, No. 4, November 1993.
- Brian H. Cameron and Megan McCusker Moore, Investigating The Efficacy of Organizational Effectiveness Tools in IT Projects, *Journal of Information Technology Management*, Volume XVI, Number 1, 2005.
- Brian Schrag, 2001, The Moral Significance of Employee Loyalty, *Business Ethics Quarterly*, Volume II, Issue 1.
- Brian Slobodow, Omer Abdullah and William C. Babuschak. 2008."When Supplier Partnerships Aren't." *MIT SLOAN Management Review*, Sloan Reviwe. MIT.EDU.
- C. Marlene Fiol, Drew Harris and Robert House, Charismatic Leadership: Strategies For Effecting Social Change, *Leadeship Quartely*, Vol. 10 No. 3
- Carley Foster, Paul Whysall and Lynette Harris, 2008, Employee loyalty: an exploration of staff commitment levels towards retailing, the retailer and the store, *The International Review of Retail, Distribution and Consumer Research*, Vol. 18, No. 4, September 2008, 423–435.
- Carlos F. Gomes and Mahmoud M. Yasin, 2010, A Systematic Benchmarking Perspective on Performance Management of Global Small to Mediumsized Organizations: An Implementation-based Approach, *Emerald Group Publishing Limited*.
- Carlos Maria F Jardon and Maria Susana Martos, 2009, Intellectual capital and performance in wood industries of Argentina, *Journal of Intellectual Capital*, Vol. 10No. 4, 2009, pp. 600 -616.
- Carmen Garcia-Olaverri, Emilio Huerta-Arribas, and Martin Larraza-Kintana, 2006, Human and organizational capital: typologies among Spanish firms, The International *Journal of Human Resource Management*, 17:2 pp 316-330.
- Carol Yeh-Yun Lin, 1998, Success factors of small- and medium-sized enterprises in Taiwan: An analysis of Cases, *Journal of Small Business Management*; Oct 1998; 36, 4; ABI/INFORM Global.

- Caryl E. Rusbult, Dan Farrel, Glen Rogers, Arch G. Mainous III, 1988, Impact of Exchange Variables on Exit, Voice, Loyalty and Neglect: an Integrative Model of Responses to Declining Job Satisfaction, *Academy of Management Journal*, Vol. 31, No. 3, 599-627.
- Catarina Figueira, Joseph Nellis and David Parker, 2008, Banking performance and technological change in non-core EU countries A study of Spain and Portugal, *Studies in Economics and Finance*, Vol. 26 No. 3, 2009 pp. 155-170.
- Catherine P. Killen, Mike Walker and Robert A. Hunt, 2005, Strategic planning using QFD, *International Journal of Quality & Reliability Management* Vol. 22 No. 1, 2005 pp. 17-29.
- Charlene Marmer Solomon, 1992, The Loyalty Factor, *Personnel Journal*, Vol. 71, Iss. 9; pg. 52.
- Charles C. Snow and Lawrence G. Hrebiniak, 1980, Strategy, Distinctive Connpetence, and Organizational Performance, *Administrative Science Quarterly*, Vol. 25.
- Chien-Chang Yang and Carol Yeh-Yun Lin, 2009, Does intellectual capital mediate the relationship between HRM and organizational performance? Perspective of a healthcare industry in Taiwan, *The International Journal of Human Resource Management*, Vol. 20, No. 9, 1965–1984.
- Chien-Ta Ho, 2006, Measuring bank operations performance: an approach based on Grey Relation Analysis, *Journal of the Operational Research Society* (2006) 57, 337–349.
- Chih-Ming Luo and Hung-Fan Chang, 2011, SME competitive strategy: learning from Taiwan's ODM industry, *Business Strategy Series*, VOL. 12 NO. 3 2011, pp. 107-114, © Emerald Group Publishing Limited.
- Ching-I Lin and Woan-Yuh Jang, 2008, Successful ISO 9000 implementation in Taiwan How can we achieve it, and what does it mean?, *International Journal of Productivity and Performance Management* Vol. 57 No. 8, 2008 pp. 600-622.
- Choong Y Lee, 1998, Quality Management by Small Manufacturing in Korea: An Exploratory study, *Journal of Small Business Management*, Vol 36 (4) pp 61 67
- Choong Y. Lee, 2004, TQM in small manufacturers: an exploratory study in China, *International Journal of Quality & Reliability Management*, Vol. 21 No. 2, pp. 175-197, © Emerald Group Publishing Limited.
- Claudia Peus, Dieter Frey, Marit Gerkhardt, Peter Fischer and Eva Traut-Mattausch, 2009, Leading and Managing Organizational Change Initiatives, *management revue*, 20(2): 158-175.

- Claudia Rebolledo, Alain Halley and Haithem Nagati, 2009, The effects of Absorptive Capacity on Operational Performance within the Context of Customer-Supplier Relationships, *An International Journal*, Vol. 10 N0:2
- Colin Silverthorne and Ting-Hsin Wang, 2001, Situational Leadership Style as a Predictor of Success and Productivity Among Taiwanese Business Organizations, *The Journal of Psychology*, 135(4), 399–412
- Colin Silverthorne, 2000, Situational leadership theory in Taiwan: A different culture perspective, *Leadership & Organization Development Journal*, 21/2.
- Correia Rui, Mainardes Emerson and Lourenço Luis, 2010, Transformational Leadership and TQM Implementation, *Advances In Management*, Vol. 3 (6) June (2010).
- Cristine M Riordan, 2008, Navigating Through Leadership Transitions: Making It Past the Twists and Turns, *Ivey Bussiness Journal*, May/June 2008.
- Cristine M Shea and Jane M.Howell, 1999, Charieedback: A Laboratory Study of Their Effects on Sel-Efficacy and Task Performance, Leadership Quartely, 10 (3), 375 396.
- Curt W Reimann, 1991, Winning Strategies for Quality Improvement, *Business America*; Mar 25, 1991; 112, 6.
- D. Jaradaat, Nasser "M.S", D. AL-Saleh, Asma R, 2010, Measuring Intellectual Capital in Corporations, Interdisciplinary *Journal of Contemporary Research in Business*, Vol 2, No 4.
- Dana M. Johnson, 2004, Adaptation of organizational change models to the implementation of quality standard requirements, *International Journal of Quality & Reliability Management*, Vol. 21 No. 2, pp. 154-174, © Emerald Group Publishing Limited.
- Daniel I. Prajogo and Alan Brown, 2006, Approaches to Adopting Quality in SMEs and the Impact on Quality Management Practices and Performance, *Total Quality Management*, Vol. 17 (5) pp: 555 566
- Daniel J Knight, 1999, Performance measures for increasing intellectual capital, Strategy & Leadership; Mar/Apr 1999; 27, 2.
- Danny Samson and Mile Terziovski, 1999, The relationship between total quality management practices and operational performance, *Journal of Operations Management*, Vol. 17 pp. 393 409
- Darren McCabe and Adrian Wilkinson, 1997, The rise and fall of TQM: the vision, meaning and operation of change, *Industrial Relation Journal*, Vol. 29 (1) pp. 18 29
- Daryl O. McKee, P. Rajan Varadarajan, and William M. Pride, 1989, Strategic Adaptability and Firm Performance: A Market Contingent Perspective, *Journal of Marketing*, Vol. 53 (July 1989), 21-35.
- David J Teece, Gary Pisano and Amy Shuen, 1997, Dynamic Capabilities and Strategic Management, *Strategic Management Journal (1986-1998)*; Aug 1997; 18, 7.

- David A Waldman, Bernard M Bass, and Francis Yammarino, 1990, Adding to Contingent-Reward Behavior The Augmenting Effect of Charismatic Leadership, *Group & Organization Studies (1986-1998)*; Dec 1990;15, 4
- David I. Bertocci, 2009, *Leadership in Organizations*, University Press of America,® INC.
- David Miller, 2002, Successful change leaders: What makes them? What do they do that is different?, *Journal of Change Management*, Vol. 2, 4, 359–368.
- David S Steingard and Dale E Fitzgibbons, 1993, A postmodern deconstruction of total quality management (TQM), *Journal of Organizational Change Management*; 1993; 6, 5.
- Deanna J. Banks, 2006, Stretch Experiences and Leader Development: The Relationships Among Work Experiences, Individual Differences, Contextual Variables, and Leader Adaptability, dissertation for Doctor Philosophy at George Mason University.
- Deborah Hopen, 2010, The Changing Role and Practices of Successful Leaders, The Journal for Quality & Participation, April 2010.
- Dennis O. Kaldenberg and David H. Gobeli, 1995, Total Quality Management Practices and Business Outcomes: Evidence from Dental Practices, *Journal of Small Business Management*, Vol. 33 (1) pp. 21 33
- Dianne Ritter, 1993, A tool for improvement using the Baldrige criteria, *National Productivity Review*, Spring 1993; 12, 2.
- Dimitrios Maditinos, Željko Šević and Charalampos Tsairidis, 2010, Intellectual Capital and Business Performance: An Empirical Study for the Greek Listed Companies, *European Research Studies*, Volume XIII, Issue (3), 2010.
- Domenec Mele, 2001, Loyalty in Business: Subversive Doctrine or Real Need?, Business Ethics Quarterly, Volume 11.
- Douglas M. Lambert, *Strategic Logistics Management*, 4th Ed., New York, NY: McGraw Hill/Irwin, 2001 Ch. 3.
- E Carson; R Ranzijn; A Winefiel and H Marsden, 2004, Intellectual capital: Mapping employee and work group attributes, *Journal of Intellectual Capital*; 2004; 5, 3.
- E.W.T. Ngai and T.C.E. Cheng, 1997, Identifying potential barriers to total quality management using principal component analysis and correspondence analysis, *International Journal of Quality & Reliability Management*, Vol. 14 No. 4, 1997, p. 391-408.
- Ebrahim Soltani, Pei-Chun Lai, Robert Van Der Meer and Terry M. Williams, 2008, Managerial approaches towards service quality: the case of three service organisations, *The Service Industries Journal*, Vol. 28, No. 10, December 2008, 1399–1414.

- Ebrahim Soltani, Pei-Chun Lai, Sayed Reza Sayed Javadeen and Tahmoores Hassan Gholipour, 2008, A review of the theory and practice of managing TQM: An integrative framework, *Total Quality Management* Vol. 19, No. 5, May 2008, 461–479.
- Ebrahim Soltani, Robert van der Meer, Terry M Williams and Pei-chun Lai, 2006, The compatibility of performance appraisal systems with TQM principles evidence from current practice, *International Journal of Operations & Production Management*; 2006; 26, 1/2.
- Eckhard Ammann, 2010, Intellectual Capital Development by Means of Knowledge Conversions, *Reutlingen University*, Germany.
- Edward E. Lawler III, New Loyalty build relationship, *Executive Excellence Publishing*, pp. 14 15.
- Edward L. Powers, 2000, Employee Loyalty in the New Millennium, Sam Advanced Management Journal,
- Elaine D. Pulakos, Sharon Arad, Michelle A. Donovan and Kevin E. Plamondon, 2000, Adaptability in the Workplace: Development of a Taxonomy of Adaptive Performance, *Journal of applied psychology*, 85, 612-624.
- Eleni T Stavrou and Chris Brewster, 2005, The Configurational Approach to Linking Strategic Human Resource Management Bundles with Business Performance: Myth or Reality?, *Management Review*; 2005; 16, 2.
- Elizabeth A. Hoffmann, 2006, The Ironic Value of Loyalty Dispute Resolution Strategies in Worker Cooperatives and Conventional Organization, *Nonprofit Management & Leadership*, vol. 17, no. 2, Winter 2006.
- El-Shobery, M. Maha, El-Iskandrani, M. A., and Hegazy, M.M.H., 2010, Improving Organizational Performance of Small and Medium Enterprises in Egypt through Promoting the Human Factors in Quality Management Systems, *International Journal of Business and Management*, Vol. 5, No. 6; June 2010.
- Elwood F. Holton III and Bogdan Yamkovenko, 2008, Strategic Intellectual Capital Development: A Defining Paradigm for HRD?, *Human Resource Development Review*, Vol. 7, No. 3, pp. 270-291.
- Erik Brynjolfsson, Lorin M. Hitt and Shinkyu Yang, 2002, Intangible Assets: Computers and Organizational Capital, *Brooking.s Papers on Economic Activity*, 1:2002.
- Eugene Fibuch and Charles W. Van Way, 2011, What Is a Knowledge Management System and Why Should Care?, *PEJ September-October* 2011.
- Evangelia Blery and Michalis Michalakopoulos, 2006, Customer relationship management: A case study of a Greek bank, *Journal of Financial Services Marketing*, 11, 116 124

- Evangelos L. Psomas, Christos V. Fotopoulos and Dimitrios P. Kafetzopoulos, 2010, Critical factors for effective implementation of ISO 9001 in SME service companies, *Managing Service Quality* Vol. 20 No. 5, pp. 440-457.
- Fadi Asrawi, 2010, Assessing the Business Environment for Small and Medium Size Enterprises in Lebanon." *International Journal of Business and Public Administration*, Volume 7, Number I.
- Fahri Apaydin, 2011, Moderating effect of adaptability on the relationship between two forms of market orientation and performance, *Institute of Interdisciplinary Business Research*, Vol. 3, No 2.
- Fatma Pakdil, 2010, The Effects of TQM on Corporate Performance, The Business Review, Cambridge, Vol. 15, Num. 1 Summer 2010.
- Fazli Idrisa and Khairul Anuar Mohd Ali, 2008, The impacts of leadership style and best practices on company performances: Empirical evidence from business firms in Malaysia, *Total Quality Management* Vol. 19, Nos. 1–2, January–February 2008, 163–171.
- Fragouli Evaggelia, 2010, Intellectual Capital & Organizational Advantage: an economic approach to its valuation and measurement, *Conference Paper 9th Annual Conference 3th 6th* June 2010.
- Francisco Loforte Robeir and Peter E. D. Love, 2003, Value creation through an e-business strategy: implication for SMEs in construction, *Construction Innovation*, 3: 3–14.
- Frank W Dewhurst and Juan G Cegarra Navarro, 2005, External communities of practice and relational capital, *The Learning Organization*, 11, 4/5.
- Fred Appiah Fening, Gordana Pesakovic and Pesi Amaria, 2008, Relationship between quality management practices nd the performance of small and medium size enterprises (SMEs) in Ghana, *Internation Journal of Quality & Reliability Management*, Vol. 25 (7) pp. 694 708
- Frederick F. Reichheld, 1993, Loyalty-Based Management, *Harvard Business Review*, March-April .
- Frederick F. Reichheld, Robert G. Markey Jr and Christopher Hopton, 2000, The loyalty effect the relationship between loyalty and profits, *European Business Journal*, pp. 134-139.
- Frederick R Reichheld, 2001, Lead for Loyalty, *Harvard Business Review*, 76 84
- Frode Moen and Eleanor Allgood, 2009, Coaching and the Effect on Self-efficacy, *Organization Development Journal*, Volume 27 Number 4 Winter 2009.
- G K Kanji, 1998, An innovative approach to make ISO 9000 standards more effective, *Total Quality Management*; Feb 1998; 9, 1.
- G. S. Sureshchandar, Chandrasekharan Rajendran and R. N. Anantharaman, 2001, A Conceptual model for total quality management in service organizations, *Total Quality Management*, VOL. 12, NO. 3, 2001, 343-363.

- Gabriel Hermosillo, Lionel Seinturier, Laurence Duchien, 2010, Creating Context-Adaptive Business Processes, *The 8th International Conference on Service Oriented Computing* 6470 (2010) 228-242, DOI: 10.1007/978-3-642-17358-5 16.
- Gary A Maddux, Richard W Amos, and Alan R Wyskida, 1991, Organizations Can Apply Quality Function Deployment as Strategic Planning Tool, Industrial Engineer; 23, 9
- Gaylen N. Chandler and Glenn M. McEvoy, 2000, Human Resource Management, TQM, and Firm Performance in Small and Medium-Size Enterprises, *Entrepreneurship Theory and practice*, Fall 2000.
- George Tovstiga and Ekaterina Tulugurova, 2009, Intellectual capital practices: a four-region comparative study, *Journal of Intellectual Capital* Vol. 10 No. 1, 2009 pp. 70-80.
- Gerry Segal, Dan Borgia and Jerry Schoenfeld, 2010, Founder human capital and small firm performance: an empirical study of founder-managed natural food stores, *Journal of Management and Marketing Research*,
- Godecke Wessel and Peter Burcher, 2004, Six sigma for small and mediumsized enterprises, *The TQM Magazine*, Vol. 16 (4) pp : 264 - 272
- Goh Yen Nee and Nabsiah Abdul Wahid, 2000, The Effect of ISO 14001 Environmental Management System Implementation on SMEs Performance: An Empirical Study in Malaysia, *Journal of Sustainable Development*, Vol. 3, No. 2.
- Gopal K. Kanji, 2002, Performance measurement system, *Total Quality Management*, Vol. 13, No. 5, 2002, 715-728.
- Gopika Kannan and Wilfried G. Aulbur, 2004, Intellectual capital Measurement effectiveness, *Journal of Intellectual Capital* Vol. 5 No. 3, 2004 pp. 389-413.
- Gordana Ivanković, 2010, Human Capital as the Critical Success Factor: A Comparative Analysis of The Slovene Hotel Industry, *Tourism & Hospitality Management 2010, Conference Proceedings*, pp. 388-400.
- Grace Duffy, 2004, Quality From Scratch: A Model For Small Business, *Quality Progress*, Jul 2004; 37, 7.
- Gregorio Martín-de-Castro, José Emilio Navas-López, Pedro López-Sáez and Elsa Alama-Salazar, 2005, Organizational capital as competitive advantage of the firm, *Journal of Intellectual Capital*, Vol. 7 No. 3, pp. 324-337.
- Gregorio Martin de Castro and Pedro Lopez Saez, 2006, Intellectual capital in high-tech firms The case of Spain, *Journal of Intellectual Capital*, Vol. 9 No. 1, pp.25 36.
- Gregory H Watson, 2005, Feigenbaum's Influence, *Quality Progress*, 38:11 pp: 51 55
- Guoquan Chen, Chunhong Liu and Dean Tjosvold, 2005, Conflict Management for Effective Top Management Teams and Innovation in China, *Journal of Management Studies*, 42:2.

- H. B. Marri, A. Guna Sekaran and R. J. Grieve, 2000, Performance measurements in the implementation of CIM in small and medium enterprises: an empirical analysis, *Int. J. Prod. Res.*, Vol. 38, No. 17, 4403 4411.
- H. M. Beheshti, M. Hultmanz, M.L. Jung, R.A. Opoku and E. Salehi-Sangari, 2007, Electronic supply chain management applications by Swedish SMEs, *Enterprise Information Systems*, Vol. 1, No. 2, 255–268.
- Haeckel, Stephan H, 1995, Adaptive enterprise design: The sense-and-respond model, *Planning Review*; May/Jun 1995; 23, 3.
- Hale Kaynak, 2003, The Relationship between total quality management practices and their effects on firm performance, *Journal of Operations Management*, Vol. 21 pp. 405 435
- Hatice Camgoz-Akdag, 2007, Total quality management through six sigma benchmarking A case study, *Benchmarking An International Journal*, Vol. 14 (2) pp. 186 201
- Heather C. Banham, 2010, External Environmental Analysis For Small And Medium Enterprises (SMEs), *Journal of Business & Economics Research* October, 2010, Volume 8, Number 10.
- Helen Silva Gonćalves, 2009, Proposal of a strategy model planning aligned to the balanced scorecard and the quality environments, *The TQM Journal*, Vol. 21 No. 5, pp. 462-472.
- Helena Santos-Rodrigues, Pedro Figueroa Dorrego and Carlos Fernandez Jardon, 2010, The Influence Of Human Capital On The Innovativeness Of Firms, *The International Business & Economics Research Journal*, Sep 2010; 9, 9.
- Hélène Giroux and Sylvain Landry, 1998, Schools of Thought *In* and *Against* Total Quality, *Journal Managerial Issues*, Vol. X (2), pp. 183 203
- Hesan A. Quazi, Julia Jemangin, Low Wai Kit and Chin Lee Kian, 1998, Critical factors in quality management and guidelines for self-assessment: The case of Singapore, *Total Quality Management*, Vol. 9, No. 1, 1998, 35-55.
- Hesan A. Quazi and Samuel R. Padibjo, 1998, A journey toward total quality management through ISO 9000 certification a study on small- and medium-sized enterprises in Singapore, *International Journal of Quality & Reliability Management*, Vol. 15 No. 5, 1998, pp. 489-508,© MCB University Press, 0265-671X.
- Hetty van Emmerik, I.M. Jawahar, Bert Schreurs and Nele de Cuyper, 2011, Social capital, team efficacy and team potency The mediating role of team learning behaviors, *Career Development International* Vol. 16 No. 1, pp. 82-99 © Emerald Group Publishing Limited.
- Hongming Hua, K.S. Chin, Hongyi Sun and Yan Xu, 2000, An empirical study on quality management practices in Shanghai manufacturing industries, *Total Quality Management*, Vol. 11 (8) pp. 1111 1122

- Hongyi Sun, 1999, Diffusion and contribution of total quality management: an empirical study in Norway, *Total Quality Management*, Vol. 10, No. 6, 1999, 901-914.
- Hsien H Khoo and Kay C Tan, 2002, Critical success factors for quality management implementation in Russia, *Industrial and Commercial Training*; 34, 6/7; ABI/INFORM Global
- I.N. Joseph, C. Rajendran and T.J. Kamalanabhan, 1999, An instrument for measuring total quality management implementation in manufacturingbased business units in India, *Int. J. Prod. Res.*, Vol. 37, No. 10, pp. 2201 - 2215.
- Ian Robson, 2004, From process measurement to performance improvement, Business Process Management Journal, 10, 5.
- Ian Worthington, 2009, Corporate Perceptions of the Business Case for Supplier Diversity: How Socially Responsible Purchasing can 'Pay', *Journal of Business Ethics*, 90:47–60
- Imam Ghozali, 2007, Model Persamaan Struktural Konsep & Aplikasi dengan Program Amos 16.0, Edisi III, Badan Penerbit Universitas Diponegoro.
- Inaki Pena, 2002, Intellectual capital and business start-up success." *Journal of Intellectual Capital*, 2002; 3, 2; ABI/INFORM Global.
- Indrianawati Usman, 2010, The effect of leadership on performance management, good governance, internal and external satisfaction in study programs, *China-USA Business Review*, May 2010, Volume 9, No.5 (Serial No.83).
- Irma Becerra-Fernandez and Rajiv Sabherwal, 2010, *Knowledge Management Systems and Processes*, M.E. Sharpe, Inc.
- Ivan K.W. Lai, 2010, Benchmarking performance measures for extended enterprise in China, *Benchmarking: An International Journal*, Vol. 17 No. 5, 2010.
- Ivana Tadic, 2010, Human Capital Practices in Different Industries in Croatia, The Business Review, Cambridge, Vol. 15, Num. 2.
- J. Merino-Diaz De Cerio, 2003, Quality management practices and operational performance: empirical evidence for Spanish industry, *International Journal of Production Research* ISSN 0020–7543.
- J. S. Oakland and Stephen Tanner, 2007, Successful Change Management, *Total Quality Management*, Vol. 18, No. 1–2, 1–19.
- J.D.T. Tannock and L. Kraschol, 2000, The Thai foundation quality system standard, *The TQM Magazine*, Vol. 12 (1) pp 53 61
- J.M. Juran, 1992, Departmental Quality Planning, *National Productivity Review*; Summer 1992; 11, 3.
- J.S. Oakland and S.J. Tanner, 2008, The relationship between Business Excellence and Performance An empirical study using Kanji's Leadership Excellence Model, *Total Quality Management* Vol. 19, Nos. 7–8, July–August 2008, 733–749.

- Jacob K Eskildsen and Mikkel L Nussler, 2000, The managerial drivers of employee satisfaction and loyalty, *Total Quality Management*, Vol. 11, 4-6. pg. S581.
- Jai Joon (Jay) Lee, 2010, Adaptive Versus Evolutionary Resource Partitioningin the US Telecom Industry, *Review Of Business Research*, Volume 10, Number 3, 2010.
- Jaideep Motwani, 2001, Critical factors and performance measures of TQM, *The TQM Magazine*, 13, 4, ABI/INFORM Global.
- James Griffith, 2004, Relation of principal transfornational leadership to school staff job satisfactions, staff turnover and school performance., *Journal of Educational Administration*, 42, 3, ABI/INFORM Global
- James M. Conway, 2000, Managerial Performance Development Constructs and Personality Correlates, *Human Performance*, 13(1), 23–46
- Jane M. Howell and Bruce J. Avolio, 1992, The ethics of charismatic leadership: submission or liberation?, *Academy of Management Executive*, Vol. 6 No. 2.
- Janine Nahapiet and Sumantra Ghosha, 1998, Social capital, intellectual capital, and the organizational advantage, *Academy of Management. The Academy of Management Review*; Apr 1998; 23, 2; ABI/INFORM Global.
- Jaroslav Nenada'l, 2008, Process performance measurement in manufacturing organizations, *International Journal of Productivity and Performance Management*, Vol. 57 No. 6, 2008 pp. 460-467.
- Jason A. Briscoe, Stanley E Fawcett, and Robert H Todd, 2005, The Implementation and Impact of ISO 9000 among Small Manufacturing Enterprises, *Journal of Small Business Management*, Vol. 43 (3) pp. 309 - 330
- Jay A. Conger and Rabindra N. Kanungo, 1987, Toward a Behavioral Theory of Charismatic Leadership in Organizational Setting, *Academy ot Management Review*, Vol. 12, No. 4, 637-647.
- Jay Barney, 1991, Firm Resources and Sustained Competitive Advantage, Journal of Management, Vol. 17, No. 1, pp 99 - 120.
- Jayanthi Ranjan and Vishal Bhatnagar, 2009, Principles for successful aCRM in organizations, *Direct Marketing: An International Journal*, Vol. 2 No. 4, pp. 239-247.
- Jeanne Almaraz, 1994, Quality Management and the Process of Change, *Journal of Organizational Change Management*, Vol. 7 No. 2, 1994,pp. 6-14.
- Jerzy Kisielnicki and Olga Sobolewska, 2010, E-learning as a Strategy of Acquiring a Company's Intellectual Capital, *Interdisciplinary Journal of E-Learning and Learning Objects* Volume 6.

- Jiju Aniny, Kevin Leung, Graeme Knowles and Sid Gosh, 2002, Critical success factors of TQM implementation in Hong Kong industries, *International Journal of Quality & Reliability Management*, Vol. 19 No. 5, pp. 551 566. © MCB UP Limited,0265-67IX DOI 10.1108/02656710210427520.
- Jim Andersén, 2011, Strategic resources and firm performance, *Management Decision*, Vol. 49 No. 1, pp. 87-98, © Emerald Group Publishing Limited.
- Jin Chen, Zhaohui Zhu and Hong Yuan Xie, 2004, Measuring intellectual capital: a new model and empirical study, *Journal of Intellectual Capital* Vol. 5 No. 1, 2004 pp. 195-212.
- Joan Marques, 2008, Making the Best of the Inevitable: Change, *Journal of Global Business Issues*, 2, 2.
- Johan Larsson and Stig Vinberg, 2010, Leadership behaviour in successful organisations: Universal or situation-dependent?, *Total Quality Management*, Vol. 21, No. 3, March 2010, 317–334.
- John B. McGuire, 2003, Leadership Strategies for Culture Change Developing Change Leadership as an Organizational Core Capability, A White Paper, *The Center for Creative Leadership Friends of the Center Leadership Conference Orlando, Florida*.
- John C Anderson, Manus Rungtusanatham and Roger G Schroeder, 1994, A theory of quality management underlying the Deming management method, *Academy of Management*. *The Academy of Management Review*; Jul 1994; 19, 3.
- John C. Haughey, 1993, Does Loyalty In the Workplace Have A Future ?, *Business Ethics Quarterly*, Volume 3.
- John E Barbuto Jr, 2005, Motivation and Transactional, Charismatic, and Transformational Leadership: A Test of Antecedents, *Journal of Leadership & Organizational Studies*; 2005; 11, 4.
- John P Kotter, 1995, Why Transformation Effort Fail, *Harvard Business Review*, March April 1995.
- John P. Kotter and Leonard A. Schlesinger, 1979, Choosing Strategies for Change, *Harvard Business Review* (March-April 1979).
- John P. Kotter, 1995, Leading Change: Why Transformation Efforts Fail, Harvard Business Review, Marc-April 1995, p.59
- John Paul Mac Duffie, 1995, Human Resource Bundles and Manufacturing Performance: Organizational Logic and Flexfible Production Systems in The World Auto Industry, *Industrial and Labor Relations Review*, Vol. 48, No. 2.
- Jonathon S Rakich, 2000, Strategic quality planning, *Hospital Topics*; Spring 2000; 78, 2.
- Jose A. Guajardo, Morris A. Cohen, Sang-Hyun Kim and Serguei Netessine, 2011, Impact of Performance-based Contracting on Product Reliability: An Empirical Analysis., *Insead Working Papers*.

- José G. Vargas-Hernández and Mohammad Reza Noruzi, 2010, How Intellectual Capital and Learning Organization Can Foster Organizational Competitiveness?, *International Journal of Business and Management*, Vol. 5, No. 4; April 2010.
- Jose' Carlos Pinho, 2007, TQM and performance in small medium enterprises The mediating effect of customer orientation and innovation, *International Journal of Quality & Reliability Management* Vol. 25 No. 3, pp. 256-275.
- Josée St-Píerre and Louis Raymond, 2004, Short-term effects of benchmarking on the manufacturing practices and performance of SMEs, *International Journal of Productivity and Performance Management*, Vol. 53 (8) pp 681 699
- Joseph F. Hair Jr., William C. Black, Barry J. Babin and Rolph E. Anderson, 2010, *Multivariate Data Analysis*, 7th ed, Pearson Prentice Hall Inc., New Jersey.
- Joseph M.Juran and A. Blanton Godfrey. *Juran's Quality Handbook*. 5th ed. New York: McGraw-Hill.
- Joy M Field, Larry P Ritzman, M Hossein Safizadeh and Charles E Downing, 2006, Uncertainty Reduction Approaches, Uncertainty Coping Approaches, and Process Performance in Financial Services, *Decision Sciences*; May 2006; 37, 2; ABI/INFORM Global.
- Juan José Tarí, 2005, Component of Sucessful Total Quality Management, *The TQM Magazine*, 17, 2.
- Juan José Tarí, José Francisco Molina, Juan Luis Castejón, 2007, The relationship between quality managment practices and their effects on quality outcomes, *European Journal of Operational Research*, Vol. 183 pp. 483 501
- Jui-Chi Wang, 2007, Executing Strategies on Intellectual Capital: Case Study for Manamegent and Corporate Governance, *Journal of American Academy of Business*, Vol.11, Iss. 1; Mac 2007.
- Jyotirmayee Choudhury, 2010, Performance Impact of Intellectual Capital: A Study of Indian it Sector, International *Journal of Business and Management*, Vol. 5, No. 9; September 2010.
- Karen Carleton, 2011, How to Motivate and Retain Knowledge Workers in Organizations: A Review of the Literature, *International Journal of Management*, Vol. 28 No. 2.
- Karen E Boroff and David Lewin, 1997, Loyalty, voice, and intent to exit a union firm: A conceptual and empirical analysis, *Industrial & Labor Relations Review*; Vol. 51, No. 1. pg. 50.
- Karl Pajo, Alan Coetzer, and Nigel Guenole, 2011, Formal Development Opportunities and Withdrawal Behaviors by Employees in Small and Medium-Sized Enterprises, *Journal of Small Business Management*, 48(3), pp. 281–301.

- Kee-Young Kwahk and Hee-Woong Kim, 2008, Managing readiness in enterprise systems-driven organizational change, *Behaviour & Information Technology*, Vol. 27, No. 1, pp. 79 87.
- Kelly J. Fadel, Susan A. Brown and Mohan Tanniru, 2008, A Theoretical Framework for Knowledge Transfer in Process Redesign, *The Data Base for Advances in Information Systems*, Volume 39, Number 2,.
- Kevin B. Hendricks, Vinod R. Singhal, 1997, Does Implementing an Effective TQM Program Actually Improve Operating Performance? Empirical Evidance from Firms That Have Won Quality Awards, *Management Science*, Vol. 43 (9) pp.1258 1274
- Koh, W.L., Steers, R.S, and Terborg. J.R., 1995, The effects of transformational leadership to teacher attitudes and student performance in Singapore, *Journal of Organizational Behaviour*, Vol. 16, pp. 319 333.
- L. M. Corbett, E. E. Adam JR, N. J. Harrison, T. S. Lee, B.H. Rho and D. Samson, 1998, A study of quality management practices and performance in Asia and the South Pacific, *international journal production*, 1998, vol. 36, no. 9, 2597 2607
- L.J. Bourgeois, III, 1980, Strategy and Environment: A Conceptual Integration, *Academy of Management Review.* Vol. 5. No. 1,25-39.
- Laurence C Thisse, 1998, Advanced quality planning: A guide for any organization, *Quality Progress*; Feb 1998; 31, 2.
- Laury Bollen; Philip Vergauwen; Stephanie Schnieders, 2005, Linking intellectual capital and intellectual property to company performance, *Management Decision*; 2005; 43, 9.
- Lavinia Cicero and Antonio Pierro, 2007, Charismatic leadership and organizational outcomes: The mediating role of employees' workgroup identification, *International Journal of Psychology*, 42 (5), 297–306.
- Lena Siikaniemi, 2009, Competence and employment forum Linking HRD and HRM, *Journal of European Industrial Training* Vol. 33 No. 5, 2009 pp. 401-418.
- Leonidas C. Leonidou, John S. Kaminarides and John Hadjimarcou, 2004, An Analysis of U.S. Small and Medium-Sized Manufacturers International Business Relationships, *Thunderbird International Business Review*, Vol. 46(5) 545-573.
- Li Jin-bing, Han Yu-qi and Zhu Jia-jun, 2009, Research on Staff loyalty of Creative Industries Enterprise from the Perspective of stakeholder, *Management Science and Engineering*, Vol.3 No.2.
- Li Xue Cunningham and Chris Rowley, 2010, Small and medium-sized enterprises in China: a literature review, human resource management and suggestions for further research, *Asia Pacific Business Review*, Vol. 16, No. 3, July 2010, 319–337.

- Li-An Ho, 2011, Meditation, learning, organizational innovation and performance, *Industrial Management & Data Systems*, Vol. 111 No. 1, pp. 113-131 © Emerald Group Publishing Limited.
- Lillian T Eby, Danielle M Adams, Joyce E A Russell, and Stephen H Gaby, 2000, Perceptions of organizational readiness for change: Factor related to employees' reactions to the implementation of team-based selling, *Human Relations*, Vol. 53, no. 3, pg. 419.
- Lina Uziene, 2010, Model of Organization's Intellectual Capital Measurement, *Inzinerine Ekonomika-Engineering Economics*, 2010, 21(2), 151-159.
- Low Sui Pheng and Peh Ke-Wei, 1996, A framework for implementing TQM in construction, *The TQM Magazine* Volume 8 · Number 5 · 1996 · pp. 39–46.
- Lynne F. Baxter and Constanze Hirschhauser, 2004, Reification and representation in the implementation of quality improvement programmes, *International Journal of Operations & Production Management* Vol. 24 No. 2, 2004 pp. 207-224.
- Lynn Boyd and Mahesh Gupta, 2004, Constraint Management, What Is The Theory, *International Journal of Operations & Production Management*, Vol. 24 No. 4, pp. 350-371
- M Ángeles Escribá-Moreno, Maria Teresa Canet-Giner, and María Moreno-Luzón, 2008, TQM and Teamwork Effectiveness: The Intermediate Role of Organizational Design, *The Quality Management Journal*; 2008; 15, 3.
- M. Afzalur Rahim and Nace R. Magner, 1995, Confirmatory Factor Analysis of the Styles of Handling Interpersonal Conflict: First-Order Factor Model and Its Invariance Across Groups, *Journal of Applied Psychology*, Vol. 80, No. 1,122-132
- M. Afzalur Rahim, Gabriel F. Bunstzman and Douglas White, 1999, An Empirical Study of The Stages of Moral Development and Conflict Management Styles, The *International Journal of Conflict Management*, Vol. 10, No.2 (April), pp. 154 171.
- M.Maha El-Shobery, El-Iskandrani and Hegazy, 2010, Improving Organizational Performance of Small and Medium Enterprises in Egypt through Promoting the Human Factors in Quality Management Systems, *International Journal of Business and Management*, Vol. 5, No. 6; June 2010.
- Mahesh Chandra, 1993, Total quality management in management development, The Journal of Management Development; 1993; 12, 7.
- Mahesh Joshi, Daryll Cahill and Jasvinder Sidhu, 2010, Intellectual capital performance in the banking sector An assessment of Australian owned banks, *Journal of Human Resource Costing & Accounting*, Vol. 14 No. 2, pp. 151 170.

- Mahour Mellat Parast, Stephanie G. Adams and Erick C. Jones, 2011, Improving operational and business performance in the petroleum industry through quality management, *International Journal of Quality & Reliability Management* Vol. 28 No. 4, 2011 pp. 426-450 © Emerald Group Publishing Limited 0265-671X.
- Malcolm McGreevy, 2008, Adaptive change in an evolving world of work, *Industrial and Commercial Training*, Vol. 40 No. 7 2008.
- Mann, Robin and Kehoe, Dennis, 1994, An evaluation of the effects of quality improvement activities on business performance, *The International Journal of Quality & Reliability Management*, Vol. 11 (4) pp 29, 16.
- Manus Rungtusanatham, Cipriano Forza, Roberto Filippini and John C. Anderson, 1997, A replication study of a theory of quality management underlying the Deming management method: insights from an Italian context, *Journal of Operations Management* 17 1998.77–95.
- Maran Marimuthu, Lawrence Arokiasamy and Maimunah Ismail, 2009, Humann Capital Development and Its Impact on Firm Performance: Evidence from Developmental Economics, *The Journal of International Social Research* Volume 2 / 8 Summer 2009.
- Marc Drizin and A. J. Schneider, 2004, Understanding the connection between loyalty and profit, *Employment Relations Today, Vol.* 30, No. 4, pg. 43.
- Maria do Rosário Cabrita and Jorge Landeiro de Vaz, 2008, Creating Value from Intellectual Capital: An Approach Based on The Specification of Models, *Portuguese Journal of Management Studies*, Vol. XIII, NO. 2.
- Marilyn E. Gist and Terence R.Mitchell, 1992, Self--Efficacy: A Theoritical Analysis of Its Determinants and Malleability, *Academy ol Management Review*, Vol. 17, No. 2, 183-211.
- Marilyn E. Gist, Cynthia Kay Stevens and Anna G. Bavetta, 1991, Effects of Self-Efficacy and Post- Training Intervention on the Aquisition and Maintenance of Complex Interpersonal Skills, *Personnel Psychology*, 44.
- Mariolina Longo and Matteo Mura, 2007, A multidimensional measure of employees' intangibles A managerial implementation of the tool, *Management Research News* Vol. 30 No. 8, 2007 pp. 548-569.
- Mark T. Schenkel and Gary Garrison, 2009, Exploring the roles of social capital and team-efficacy in virtual entrepreneurial team performance, *Management Research News* Vol. 32 No. 6, pp. 525-538.
- Martin Reeves and Mike Deimler, 2011, Adaptability: The New Competitive Advantage, *Harvard Business Review*, July–August 2011.
- Masahiro Miyagawa and Kosaku Yoshida, 2010, TQM practices of Japaneseowned manufacturers in the USA and China, *International Journal of Quality & Reliability Management*, Vol. 27 No. 7, 2010 pp. 736-755.
- Masood A. Badri; Donald Davis and Donna Davis, 1995, A study of measuring the critical factors of quality management, *International Journal of Quality & Reliability Management*, Vol. 12 (2) pp: 36 53

- Mats Larsson, Mohammed Arif and Hani M. Aburas, 2008, Incremental changes and efficiency leaps in the improvement of internal effectiveness, *Management Research News*, Vol. 31 No. 8, pp. 583-594.
- Md. Fauzi Bin Ahmad and Sha'ri Mohd Yusof, 2010, Comparative study of TQM practices between Japanese and non-Japanese electrical and electronics companies in Malaysia: Survey results, *Total Quality Management*, Vol. 21, No. 1.
- Megan L Endres, Sanjib Chowdhury and Morgan Milner, 2009, Ambiguity Tolerance and Accurate Assessment of Self-Efficacy in a Complex Decision Task, *Journal of Management & Organization*, Volume 15, Issue 1.
- Mehmet Demirbag and S.C. Lenny Koh, Ekrem Tatoglu, and Selim Zaim, 2006, TQM and market orientation's impact on SMEs' performance, *Industrial Management & Data Systems* Vol. 106 No. 8, 2006 pp. 1206-1228.
- Mehmet Demìrbag, Ekrem Tatogglu, Mehmet Tekinkus and Selim Zaim, 2006, An analysis of the relationship between TQM implementation and organizational performance, *Journal of Manufacturing Technology Management*, Vol. 17 (6) pp. 829 - 847
- Mehmet Oktemgil and Gordon Greenley, 1997, Consequences of high and low adaptive capability in UK companies, *European Journal of Marketing*, Vol. 31 No. 7, 1997, pp. 445-466. © MCB University Press, 0309-0566
- Mei-Ying Wu and Yung-Chien Weng, 2010, A study of supplier selection factors for high-tech industries in the supply chain, *Total Quality Management*, Vol. 21, No. 4, 391–413.
- Melinda Korzaan, Nita Brooks and Timothy Greer, 2006, Demystifying Personality and Provacy: An Empirical Investigation into Antecedents of Concerns for Information Privacy, *Journal of Behavioral Studies in Business*.
- Michael A Roberto and Lynne C. Levesque, 2005, The Art of Making Change Inisiatives Stick, *MIT Sloan Management Review*, Summer 2005.
- Michael E. Brown and Linda K. Treviňo, 2006, Socialized Charismatic Leadership, Values Congruence, and Deviance in Work Groups, *Journal of Applied Psychology*, Vol. 91, No. 4, 954–962.
- Michael E. Brown and Linda K. Trevinó, 2009, Leader–Follower Values Congruence: Are Socialized Charismatic Leaders Better Able to Achieve It?, Journal of Applied Psychology, Vol. 94, No. 2, 478–490.
- Michael E. Brown and Linda K. Trevinó, 2009, The Influence of Leadership Style on Unethical Conduct in Work Groups, *Academy of Management Best Conference Paper*, 2003.
- Michael Gort, Henry Grabowski and Robert McGuckin, 1985, Organizational Capital and the Choice between Specialization and Diversification, *Managerial and Decision Economics*, Vol. 6, No. 1, pg. 2.

- Michael Stoica and Minet Schindehutte, 1999, Understanding adaptation in small firms: Links to culture and performance, *Journal of Developmental Entrepreneurship*; Spring 1999; 4, 1; ProQuest.
- Michel Soto Chalhoub, 2010, Culture, Management Practices, and the Entrepreneurial Performance of Small and Medium Enterprises: Applications and Empirical Study in the Middle East, *Journal of Small Business and Entrepreneurship* 24.1: pp. 67–84.
- Michela Cortini and Paula Benevene, 2010, Interaction between structural capital and human capital in Italian NPOs, *Journal of Intellectual Capital*, Vol. 11 No. 2, 2010, pp. 123-139, © Emerald Group Publishing Limited.
- Mie Augier and David J. Teece, 2009, Dynamic Capabilities and the Role of Managers in Business Strategy and Economic Performance, *OrganizationScience* Vol. 20, No. 2, March–April 2009, pp. 410–421.
- Miguel Pina Cunha, 2002, The best place to be: Managing control and employee loyalty in a knowledge-Intensive Company, *The Journal of Applied Behavioral Science*, Vol. 38, No. 4. pg. 481.
- Mikel Janitz, 2004, Effective Process Management, *Quality Progress*; Dec 2004; 37, 12; ABI/INFORM Global.
- Milé Terziovski and Alison Dean, 1998, Best predictors of quality performance in Australian service organisations, *Managing Service Quality* Volume 8 · Number 5 · 1998 · pp. 359-366.
- Minet Schindehutte and Michael H. Morris, 2010, Understanding strategic adaptation in small firms, *International Journal of Entrepreneurial Behaviour & Research*, Vol. 7 No. 3, 2001.
- Mirunali Balasundaram, 2010, A Quality Management System Aplication to Investigate and Troubleshoot Process Failures: A Case Study of BC Cancer Agency, *Clinical Governance: An International Journal*, Vol. 15 No. 2, 2010 pp. 102-112 © Emerald Group Publishing Limited.
- Mitchell Lee Marks, 2007, A framework for facilitating adaptation to organizational transition, *Journal of Organizational Change Management*, Vol. 20 No. 5, © Emerald Group Publishing Limited.
- Mitsuhiro Hayashi, 2004, Development of SMEs in the Indonesian Economy, *Economics Working Paper* No. 2003-01, Australian National University, Canberra 2004.
- Mohamed Zairi, 1994, Leadership in TQM implementation, *The TQM Magazine*; 1994; 6, 6.
- Mohamed Zairi, 2006, Hoshin planning: strategy of different kind, *Handbook of Business Strategy*, pp. 149 159.
- Mohan Subramaniam and Mark A. Youndt, 2005, The Influence of Intellectual Capital on the Types of Innovative Capabilties, *Academy of Management Journal*, Vol. 48, No. 3, 450–463.

- Muhammad Asif and Erik Joost de Bruijn, Alex Douglas, and Olaf A.M. Fisscher, 2009, Why quality management programs fail, *International Journal of Quality & Reliability Management* Vol. 26 No. 8, pp. 778-794.
- Muhammad Asif, Erik Joost de Bruijn, Alex Douglas, and Olaf A.M. Fisscher, 2009, A strategic and operations management perspective, *International Journal of Quality & Reliability Management*, Vol. 26 No. 8, 2009, pp: 778 794
- Muna Kalyani and Mahima Prakashan Sahoo, 2011, Human Resource Strategy:
 A Tool of Managing Change for Organizational Excellence,
 International Journal of Business and Management, Vol. 6, No. 8.
- N. Tamimi, 1995, An empirical investigation of critical TQM factors using exploratory factor analysis, *Int. J. Prod. Res.*", Vol 33, No. 11, pp 3041 3051.
- N. Venkatraman and Vasudevan Ramanujam, 1986, Measurement of Business Performance in Strategy Research: A Comparison of Approaches, *Academy of Managrement Review*. 1986. Vol. 11. No 4, 801-814.
- Nabil Tamimi and Rose Sebastianelli, 1998, The barriers to total quality management, *Quality Progress*; Jun 1998; 31, 6.
- Nana Owusu-Frimpong, Sonny Nwankwo and Baba Dason. 2010."Measuring service quality and patient satisfaction with access to public and private healthcare delivery." *International Journal of Public Sector Management*, Vol. 23 No. 3, pp. 203-220 © Emerald Group Publishing Limited.
- Nancy G. Boyd and George S. Vozikis, 1994, The Influence of Self-Efficacy on the Development of Entrepreneurial Intentions and Actions, *Entrepreneurship Theory and Practice*, Summer 1994.
- Nando Malmelin, 2007, Communication capital Modelling corporate communications as an organizational asset, *International Journal* Vol. 12 No. 3, 2007 pp. 298-310.
- Naresh K. Maalhotra, Mark Peterson and Susan Bardi Kleisser, 1999, Marketing Research: A State-of-the-Art Review and Directions for the Twenty-First Century, *Journal of the Academy of Marketing Science*, Vo. 27 No.2 pp 160 183.
- Nasim S.Z. Sabounchi and Martha A. Roper, 2008, Process Performance Measurement based on a Dynamic Approach, *Proceedings of the 2008 Industrial Engineering Research Conference*, 2008.
- Natasja Steenkamp and Varsha Kashyap, 2010, Importance and contribution of intangible assets: SME managers' perceptions, *Journal of Intellectual Capital*, Vol. 11 No. 3, 2010 pp. 368-390 © Emerald Group Publishing Limited.
- Nick Bontis and Jac Fitz-enz, 2002, Intellectual capital ROI: a causal map of human capital antecedents and consequents, *Journal of Intellectual Capital*, Vol. 3 No. 3, 2002, pp. 223-247.

- Nick Bontis, 1998, Intellectual capital: an exploratory study that develops measures and models, *Management Decision*, 36/2 [1998] 63–76.
- Nick Bontis, 1999, Managing organizational knowledge by diagnosing intellectual capital: framing and advancing the state of the field, *International Journal Technology Management*, Vol. 18, Nos. 5/6/7/8.
- Nick Bontis, William Chua Chong Keow, and Stanley Richardsin, 2000, Intellectual capital and business performance in Malaysian industries, *Journal of Intellectual Capital*, Vol. 1. No. 1, 2000, pp. 85 100.
- Nick Bontis, 2001, Assessing Knowledge Assetss: A Review of the Models Used to Measure Intellectual Capital, *International Journal Of Management Reviews* 3, no. 1, 41-60
- Nick Bontis, William Chua Chong Keow and Stanley Richardson, 2000, Intellectual capital and business performance in Malaysian industries, *Journal of Intellectual Capital*, Vol. 1 No. 1, pp. 85 100.
- Nigar Demircan Çakar and Alper Ertürk, 2010, Comparing Innovation Capability of Small and Medium-Sized Enterprises: Examining the Effects of Organizational Culture and Empowerment, *Journal of Small Business Management* 2010 48(3), pp. 325–359.
- Nik Maheran Nik Muhammad and Md Khairu Amin Ismail, 2009, Intellectual Capital Efficiency and Firm's Performance: Study on Malaysian Financial Sectors, *International Journal of Economics and Finance*, Vol.1 No. 2 August 2009.
- Nils Finstad, 1998, The rhetoric of organizational change, *Human Relations*; Jun 1998; 51, 6; ProQuest.
- Nixon Kamukama, Augustine Ahiauzu and Joseph M. Ntayi, 2011, Competitive advantage: mediator of intellectual capital and performance, *Journal of Intellectual Capital* Vol. 12 No. 1,© Emerald Group Publishing Limited.
- Nor'Aini Binti Yusof, Mohd Wira Mohd Shafiei, Ilias Said, and Nazirah Zainul Abidin, 2010, Factors Influencing Firms' Readiness Towards Innovation in House Use Building Industry: A Multi-Dimensional Construct, *The International Journal of Organizational Innovation*.
- Noradiva Hamzah and Rosmah Mat Isa, 2010, Intellectual and Social Capitals Development A Case in Malaysian's ICT Companies, *International Journal of Business and Management*, Vol. 5, No. 1.
- Nurul Indarti and Marja Langenberg, 2004, Factors Affecting Business Success among SMEs: Empirical Evidences from Indonesia, presented at The second bi-annual European Summer University 2004, *University of Twente, Enschede, The Netherlands*, September, 19-21st, 2004.
- Oliver Ludewigand Dieter Sadowski, 2009, Measuring Organizational Capital, *Organizational Capital*, SBR 61 October 2009 393-412.
- Omar Khan, 2005, The Challenge of Adaptive Leadership, *Leader to Leader John Wiley & Sons*, Falls 2005.

- P Kueng and A J W Krahn, 1999, Building a Process Performance Measurement System: some early experiences, *Journal of Scientific & Industrial Research*, Vol. 58, No. 3/4.
- P. Mandal, P.E.D. Love, A.S. Sohal and B. Bhadury, 2000, The propagation of quality management concepts in the Indian manufacturing industry: some empirical observations, *The TQM Magazine*, Vol. 12 (3) pp: 205 213
- P.L. Goh and K. Ridgway, 1995, The Implementation of Total Quality Management in Small and Medium-sized Manufacturing Companies, *The TQM Magazine*, Vol. 6 No. 2, 1994, pp. 54-60.
- Pablo Martin De Holan and Nelson Phillips, 2002, Managing in transition: A case study of institutional management and organizational Change, *Journal of Management Inquiry*, Vol. 11, No. 1, pg. 68.
- Parasuraman, A., Zeithaml, Valarie A., Berry, Leonard L, 1996, A Conceptual Model of Service Quality and Its Implications for Future Research, *Journal of Retailing*; Fall 1985; 49.
- Parasuraman, A., Zeithaml, Valarie A., Berry, Leonard L, 1998, Servqual: A Multiple-Item Scale For Measuring Consumer Perception of Service Quality, *Journal of Retailing*; Spring 1988; 64, 1
- Paresha N. Sinha and Brad Jackson, 2006, A Burkean Inquiry into Leader–Follower Identification Motives, *Culture and Organization*, Vol. 12(3), pp. 233–247.
- Pat Dowdle, Jerry Stevens, Bob McCarthy and Dennis Daly, 2003, Process-based management: The road to excellence, *Cost Management*; Jul/Aug 2003; 17, 4; ABI/INFORM Global.
- Patricia A. Adier and Peter AdIer, 1988, Intense Loyalty in Organizations: A Case Study of College Athletics, *Administrative Science Quarterly*, 33: 401-417.
- Patricia Borchert and Mary Zellmer-Bruhn, 2010, Great Expectations: The Influence of Human and Relational Capital on the Magnitude of Early Venture Goals, *Journal of Applied Management and Entrepreneurship*; Dec 2010; 15, 4.
- Patricia Ordóñez de Pablos, 2004, Measuring and reporting structural capital: Lessons from European learning firms, Patricia Ordóñez de Pablos *Journal of Intellectual Capital*; 2004; 5, 4.
- Patrick T Gibbons, Rosemary Kennealy, and Lavin Geraldine, 2003, Adaptability and Performance Effects of Business Level Strategies: An Empirical Test, *Irish Marketing Review*; 16, 2; ProQuest.
- Paul D. Hirtz, Susan L. Murray and Catherine A. Riordan, 2007, The Effects of Leadership on Quality, *Engineering Management Journal*, Vol. 19 No.
- Paul L Pluta, David W Vincent, David E Jones, and Timothy J Fields, 2008, Process Performance-Conformance Lots, *Journal of Validation Technology*; Summer 2008; 14, 4.

- Peter J. Murk and Jeffrey L. Walls, 1998, The planning wheel: value-added performance, *Journal of Workplace Learning* Volume 10 · Number 5 · 1998 · pp. 232–240.
- Philip W. Morris, 2006, ISO 9000 and Financial Performance in the Electronics Industry, *Journal of American Academy of Business, Cambridge*, Vol.8 (2). Pp. 227 234
- Pradip N Khandwalla, 2002, Effective organisational response by corporates to India's liberalisation and globalisation, *Asia Pacific Journal of Management*; Aug 2002; 19, 2,3; ProQuest.
- Purnendu Mandal, Andrea Howell and Amrik S. Sohal, 1998, A systemic approach to quality improvements: The interactions between the technical, human and quality systems, *Total Quality Management*, Vol. 9, No. 1, 1998, 79-100.
- Qimei Chen and Hong-Mei Chen, 2004, Exploring the success factors of eCRM strategies in practice, *Journal of Database Marketing & Customer Strategy Management*, Jul 2004; 11, 4.
- Quy Nguyen Huy, 1999, Emotional capability, emotional intelligence, and radical change, *The Academy of Management Review, Vol. 24, No. 2.* pg. 325
- R Duane Ireland and Michael A Hitt, 1999, Achieving and maintaining strategic competitiveness in the 21st century The Role of Strategic Leadership, *The Academy of Management Executive*, 13; 1.
- R. Anthony Inman, Martha Lair Sale and Kenneth W. Green Jr, 2008, Analysis of the relationships among TOC use, TOC outcomes, and organizational performance, *International Journal of Operations & Production Management*, Vol. 29 No. 4, 2009 pp. 341-356.
- R. K. Garg and Sumit Jain, 2008, Impact of Change Management on Competitiveness A Study of Small Scale Industry in Punjab, *Global Journal of Flexible Systems Management* Vol. 9, Nos. 2 & 3, pp 55-60.
- Raghunathan. T.S., Subba Rao. S., Luis E Solis, 1997, A Comparative study of quality practices: USA, China, and India, *Industrial Management & Data System*, Vol. 97 (5) pp. 192 200
- Rajdeep Grewal, Joseph A. Cote and Hans Baumgartner, 2004, Multicollinearity and Measurement Error in Structural Equation Models: Implications for Theory Testing, *Marketing Research*, Vol. 23, No. 4, Fall 2004, 519 529
- Rajesh K. Singh, Suresh K. Garg and S. G. Deshmukh, 2006, Competitiveness Analysis of a Medium Scale Organisation in India: A Case, *International Journal of Global Business and Competitiveness*, Vol. 2, No. 1, pp 27-40.
- Rajesh K. Singh, Suresh K. Garg and S.G. Deshmukh, 2010, The ompetitiveness of SMEs in a globalized economy Observations from China and India, *Management Research Review* Vol. 33 No. 1, 2010 pp. 54-65.

- Rajesh K. Singh, Suresh K. Gargand S.G. Deshmukh, 2008, Strategy development by SMEs for competitiveness: a review, *Benchmarking: An International Journal*, Vol. 15 No. 5, pp. 525-547, © Emerald Group Publishing Limited.
- Ravichandran T., Arun Rai, 2000, Quality Management in Sistem Development: An Organizational System Perspective, *MIS Quarterly*, Vol. 24 (3) pp. 381 - 415
- Raymond E. Miles and Charles C. Snow, 2003, *Organizational Strategy, Structure, and Process*, Stanford Business Books California.
- Reinout E. De Vries, Robert A. Roe and Tharsi C.B. Taillieu, On Charisma and Need for Leadership, *European Journal of Work and Organizatioanl Psychology*, 8 (1), 109–133
- Renu Burr and John L. Cordery, 2001, Self-Management Efficacy as a Mediator of the Relation Between Job Design and Employee Motivation, *Human Performance*, Vol. 14, No. (1), pp. 27–44.
- Republik Indonesia, Analisis Sensus Ekonomi 2006, Biro Pusat Statistik Jawa Tengah.

 "UU NO. 20 TH. 2008.
- Ricardo Santa, Mario Ferrer, Phil Bretherton and Paul Hyland, 2010, Contribution of cross-functional teams to the improvement in operational performance." *Team Performance Management*, Vol. 16 No. 3/4, 2010 pp. 148-168 © Emerald Group Publishing Limited.
- Richard B Robinson Jr and John A Pearce II, 1988, Planned Patterns of Strategic Behaviour and Their Relationship to Business-Unit Performance, *Strategic Management Journal* (1986-1998); Jan/Feb 1988; 9, 1.
- Richard Coughlan, 2005, Employee Loyalty as Adherence to Shared Moral Value, *Journal of Managerial Issues*, Vol. 17, No. 1. pg. 43.
- Richard Dion, 2007, Interpreting Canada's Productivity Performance in the Past Decade: Lessons from Recent Research, *Bank of Canada Review*, Summer 2007.
- Richard J. Arend, 2006, SME Supplier Alliance Activity in Manufacturing: Contingent Benefits and Perceptions, *Strategic Management Journal*, 27: 741–763
- Richard L. Aft, 2007, *Organization Theory and Design*, 9ed, Thomson South-Western, a part of The Thomson Corporation.
- Robert F. Hurley and G. Tomas M. Hult, 1998, Innovation, Market Orientation, and Organizational Learning: An Integration and Empirical Examination, *Journal of Marketing*, Vol. 62, pp. 42 54.
- Robert G. Isaac, Irene M. Herremans and Theresa J. Kline, 2010, Intellectual Capital Management Enablers: A Structural Equation Modeling Analysis, *Journal of Business Ethics* (2010) 93:373–391.

- Robert Handfield and Soumen Ghosh, 1994, Creating a Quality Culture through Organizational Change: A Case Analysis, *Journal of International Marketing*, Vol. 2, No. 3, pp. 7-36.
- Robert J. House, 1992, Charismatic Leadership in Service-Producing Organizations, *International Journal of Service Industry Management*; 3, 2
- Robert J. Masster, 1996, Overcoming the Barriers to TQM's Success, *Quality Progress*, May 1996.
- Robert Rodgers, John E. Hunter, and Deborah L. Rogers, 1993, Influence of Top Management Commitment on Management Program Success, *Journal of Applied Psychology*, 1993, Vol. 78, No. 1,151-155.
- Robert S Kaplan and David P Norton, 1992, The Balance Scorecard The Measures that Drive Performance, *Harvard Business Review*, January February 1992.
- Robert T. Keller, 2006, Transformational Leadership, Initiating Structure, and Substitutes for Leadership: A Longitudinal Study of Research and Development Project Team Performance, *Journal of Applied sychology*, Vol. 91, No. 1, 202–210.
- Rolla Edward Park, 1965, The Span of Control: An Economist's View of The Facts and Fables, *Advanced Management Journal*, pp. 47-51
- Ronald F Recardo, 1995, Overcoming resistance to change, *National Productivity Review*, Spring 1995; 14, 2.
- Rose Sebastianelli and Nabil Tamimi, 2002, How Product Quality Dimensions Relate to Defining Quality, *International Journal of Quality & Reliability Management*, Vol. 19 No.4 2002 pp 442 453
- Rose Sebastianelli and Nabil Tamimi, 2003, Understanding the Obstacles to TQM Success, *Quality Management Journal* VOL. 10, NO. 3/© 2003.
- Ruth Alas, 2007, The Triangular Model for Dealing with Organizational Change, *Journal of Change Management*, Vol. 7, Nos. 3–4, 255–271.
- Ruth Blatt, 2009, Tough Love: How Communal Schemas and Contracting Practices Build Relational Capital in Entrepreneurial Teams, *Academy of Management Review*, Vol. 34, No. 3, 533–551.
- S Balasubramanian and Mayank Gupta, 2005, Structural metrics for goal based business process design and evaluation., *Business Process Management Journal*; 2005; 11, 6; ABI/INFORM Global.
- S Subba Rao; T S Ragu-Nathan; Luis E Solis, 1997, Does ISO 9000 have an effect on quality management practices? An international Empirical Study, *Total Quality Management*; Dec 1997; 8, 6.
- S Thomas Foster Jr, 1998, The ups and downs of customer-driven quality, *Quality Progress*; Oct 1998; 31, 10.
- S. Bruce Han, Shaw K. Chen, Maling Ebrahimpour and Manbir S. Sodhi, 2001, A conceptual QFD planning model, *International Journal of Quality & Reliability Management*, Vol. 18 No. 8,pp. 796 812.

- Saadia Mahmud, 2009, Framework for the Role of Self-Organization in the Handling of Adaptive Challenges, *E:CO Issue* Vol. 11 No. 2 2009 pp. 1-14.
- Salaheldin Ismail Salaheldin, 2009, Critical success factors for TQM Implementation and their impact on performance of SMEs, *International Journal of Productivity and Performance Management* Vol. 58 No. 3, 2009 pp. 215-237.
- Sandra Obilade, 1993, Redefining loyalty: Motivational strategies and employee loyalty in an era of Downsizing, *New England Journal of Entrepreneurship*, Vol. 1, no. 1, pg. 31.
- Sandy Hewitt, 1997, Business excellence: does it work for small companies?, *The TQM Magazine* Volume 9 · Number 1 · 1997 · pp. 76–82
- Sanjay L. Ahire and Damodar Y. Golhar, 1996, Quality Management in Large vs Small Firms, *Journal of Small Business Management*, Vol. 34 (2) pp. 1 13
- Sanjay L. Ahire, Damodar Y Golhar and Matthew A Waller,1996, Development and validation of TQM implementation constructs. *Decision Sciences*; Winter; 27, 1; ABI/INFORM Global.
- Sanjaya Singh Gaur, Yingzi Xu, Ali Quazi and Swathi Nandi, 2011, Relational impact of service providers' interaction behavior in healthcare, *Managing Service Quality*, Vol. 21 No. 1, pp. 67-87, © Emerald Group Publishing Limited.
- Sarah M. Chilenski, Mark T. Greenberg and Mark E. Feinberg, 2007, Community Readiness As A Multidimensional Construct, *Journal of Community Psychology*, Vol. 35, No. 3, 347–365.
- Saraph. J.V., Benson, P.G., Schroeder, R.G., 1989, An Instrument for Measuring the Critical Factors of Quality Management, *Decision Sciences*, Vol. 20 (4) pp. 810 829
- Satish Mehra and Surendra P. Agrawal, 2003, Total quality as a new global competitive strategy, *International Journal of Quality & Reliability Management* Vol. 20 No. 9, pp. 1009-1025 © MCB UP Limited.
- Sérgio Sousa and Elaine Aspinwall, 2010, Development of a performance measurement framework for SMEs, *Total Quality Management*, Vol. 21, No. 5, May 2010, 475–501.
- Seetharaman Hariharan and Prasanta Kumar Dey, 2010, A comprehensive approach to quality management of intensive care services, *International Journal of Health Care Quality Assurance*, Vol. 23 No. 3, pp. 287-300 q Emerald Group Publishing Limited 0952-6862
- Shams-ur Rahman, 2001, Total quality management practices and business outcome: evidence from small and medium enterprises in Western Australia, *Total Quality Management*, Vol. 12, NO. 2, 2001, 201 210.

- Shannon Scullin, Jason Allora, Geoffrey Owen Lloyd and Jerry Fjermestad, 2000, Electronic Customer Relationship Management: Benefits, Considerations, Pitfalls and Trends, *New Jersey Center for Pervasive Information Technology*.
- Shantha Liyanage, 2002, Knowledge and Intellectual Capital Management Processes: Grounding Knowledge and Understanding of Irganization Learning, *Journal of Universal Computer Science*, vol. 8, no. 5.
- Sha'ri Mohd Yusof and Elaine Aspinwall, 2000, A conceptual framework for TQM implementation for SMEs, *The TQM Magazine*Volume 12. Number 1, pp. 31 36.
- Sha'ri Mohd. Yusof, 1999, Critical Review of Total Quality Management, *Jurnal Mekanikal*, Jilid II.
- Shari S.C. Shang and Shu-Fang Lin, 2009, A model of intellectual capital management capability in the dynamic business environment, *Knowledge Management Research & Practice* (2010) 8, 15–23.
- Sharilyn Shiramizu and Amarjit Singh, 2007, Leadership to Improve Quality within an Organization, *Leadership and Management in Engineering*, October 2007.
- Shelley A. Kirkpatrick and Edwin A. Locke, 1996, Direct and Indirect Effects of Three Core Charismatic Leadership Components on Performance and Attitudes, *Journal of Applied Psychology*, Vol. 81, No 1,36-51
- Simon A Black and Leslie J Porter, 1996, Identification of the critical factors of TQM, *Decision Sciences*; Winter 1996; 27, 1.
- Simon S.K. Lam, 1995, Quality planning performance: the relationship between objectives and process, *International Journal of Quality & Reliability Management*, Vol. 14 No. 1, 1997, pp. 10-23.
- Slobodan Ivanović and Vlado Galićić, 2010, Transformation of Human Resources into Human Capital Base for Acquiring Competitive Advantage –, Tourism & Hospitality Management 2010, Conference Proceedings, pp. 917-924.
- Solomon Markos and M. Sandhya Sridevi, 2010, Employee Engagement: The Key to Improving Performance, *International Journal of Business and Management*, Vol. 5, No. 12.
- Sonny Nwankwo, 2000, Quality assurance in small business organisations: myths and realities, *International Journal of Quality & Reliability Management*, Vol. 17 No. 1, pp. 82-99. © MCB University Press.
- Stephen Gates and Pascal Langevin, 2009, Human capital measures, strategy, and performance: HR managers' perceptions, *Accounting, Auditing & Accountability Journal* Vol. 23 No. 1, 2010 pp. 111-132.
- Stephen McLaughlin, Robert A. Paton and Douglas K. Macbeth, 2008, Barrier impact on organizational learning within complex organizations, *Journal of Knowledge Management*, VOL. 12 NO. 2 2008, pp. 107-123, © Emerald Group Publishing Limited, ISSN 1367-3270.

- Stephen P. Robbin and Timothy A.Judge, 13Ed, 2009, *Organizational Behavior*, Prentic Hall.
- Stephen Ward King, 2002, Effective Leadership for Quality Achievement and Organizational Learning, Dissertation for Doctor Philosophy, Portland State University.
- Steve Brown; Chris Blades, Mark Case, Norb Elbert, Maurice Reid and Kambiz Tabibzadeh, 2008, Accesing Quality Management Strategy: Process and Methodology, *Proceedings of the Academy of Strategic Management*, Volume 7, Number 1.
- Steve McCabe, John Rooke, David Seymour & Phil Brown, 1998, Quality Managers, Authority and Leadership, *Construction Management and Economics*, 16(4):447-457.
- Steven Firer and S Mitchell Williams, 2003, Intellectual capital and traditional measures of corporate performance, *Journal of Intellectual Capital*, 2003; 4, 3, ABI/INFORM Global.
- Stewart Thornhill and Raphael Amit, 2000, Learning From Failure: A Firm-Level Analysis of the Liability of Newness, *Academy of Management Proceedings*, Ent. A2.
- Stilian Stanev, Hardy Krappe, Hischam Abul Ola, George Chryssolouris and Jivka Ovtcharova, 2008, Efficient change management for the flexible production of the future, *Journal of Manufacturing Technology Management*, Vol. 19 No. 6, 2008 pp. 712-726.
- Styn Grieten and Frank Lambrechts, 2010, Co-creating High Quality Relational Practices: A Micro-process View on Organizational Development and Change, *Proceedings of the 2010 Industrial Engineering Research Conference*.
- Sung Youl Park, 2009, An Analysis of the Technology Acceptance Model in Understanding University Students' Behavioral Intention to Use e-Learning. *Educational Technology & Society*, 12 (3), 150–162...
- Susan D. Amundson, 1998, Relationships between theory-driven empirical research in operation management and other disciplines, *Journal of Operation Management*, Vol. 16 pp. 341 359
- Susan Freeman, Ron Edwards, and Bill Schroder, 2006, How Smaller Born-Global Firms Use Networks and Alliances to Overcome Constraints to Rapid Internationalization, *Journal of International Marketing*, Vol. 14, No. 3, 2006, pp. 33–63
- Su-Yol Lee and Robert D. Klassen, 2008, Drivers and Enablers That Foster Environmental Management Capabilities in Small and Medium-Sized Suppliers in Supply Chains, *Production and Operations Management Society*, Vol. 17, No. 6.
- Swarup Bose, leadership, HR Folks International, www.hrfolks.com.
- Sylvie Rolland and Ina Freeman, 2010, A new measure of e-service quality in France, *International Journal of Retail & Distribution Management*, Vol. 38 No. 7, pp. 497-517, © Emerald Group Publishing Limited.

- T.S. Raghunathan, S. Subba Rao, and Luis E. Solis, 1997, A comparative study of quality practices: USA, China and India, *Industrial Management & Data Systems*, MCB University Press, 97/5 [1997] 192–200.
- Terence Y.M. Lam, 2009, A total change management model for successful growth of housing associations, *International Journal of Housing Markets and Analysis* Vol. 2 No. 3, 2009 pp. 263-275.
- Theodoros Mitakos, Ioannis Almaliotis and Anna Demerouti, 2010, An Auditing Approach for ERP Systems Examining Human Factors that Influence ERP User Satisfaction, *Informatica Economica*, Vol. 14, no. 1/2010
- Theresa M.Welbourne and Manuela Pardo-del-Val, 2009, Relational Capital: Strategic Advantage for Small and Medium-Size Enterprises (SMEs) Through Negotiation and Collaboration, *Group Decis Negot* (2009) 18:483–497.
- Thomas C. Powell, 1995, Total Quality Management as Competitive Advantage: A Review and Empirical Study, *Strategic Management Journal*, Vol. 16, 15-37.
- Thomas C.Powell, 1992, Organizational Alignment as Competitive Advantage, *Strategic Management Journal*, Vol. 13, No. 2, 119 -134.
- Thomas J. Crowe and Chao-Chun Cheng, 1996, Using quality function deployment in manufacturing strategic planning, *International Journal of Operations & Production Management*, Vol. 16 No. 4, 1996, pp. 35-48.
- Thomas Y Choi and Manus Rungtusanatham, 1999, Comparison of quality management practices: Across the supply chain and industries, *Journal of Supply Chain Management*; Winter 1999; 35, 1.
- Thomas Y Choi and Orlando C Behling, 1997, Top managers and TQM success: One more look after all these years, *The Academy of Management Executive*; Feb 1997; 11, 1.
- Thongphon Promsaka Na Sakolnakom, 2010, The Analysis Of Problem And Threat Of Smaill And Medium-Sized Enterprizes In Northeast Thailand, *International Business & Economics Research Journal*—September 2010, Volume 9, Number 9.
- Tim Lynch; Wayne Dauphinee, 2005, Quality Mnagement Case Studies in Health Service Emergencies: SARS and Wildland-Urban Interface Fires, *Q Manage Health Care*, Vol. 14 (1) pp 2 17
- Tim R. Coltman, Timothy M. Devinney and David F. Midgley, 2009, Customer Relationship Management and Firm Performance, *INSEAD Working Paper Series*.
- Timothy Bohling, Douglas Bowman, Steve LaValle and Vikas Mittal, 2006, CRM Implementation: Effectiveness Issues and Insights, *Journal of Service Research*, : JSR; Nov 2006; 9, 2
- Timothy Keiningham, Lerzan Aksoy, and Luke Williams, 2009, Loyalty Is Earned, *American Society for Training Development*, June.

- Tobias Mettler and Peter Rohner, 2009, Supplier Relationship Management: A Case Study in the Context of Health Care, *Journal of Theoretical and Applied Electronic Commerce Research*, VOL 4 / ISSUE 3 / DECEMBER 2009 / 58-71
- Tobin E. Porterfield, Chaodong Han and Dmitriy Nesterkin, 2010, Exploring The Enablers of Supplier Responsiveness in B2B Supply Chains, *Northeast Decision Sciences Institute Proceedings*, March 2010.
- Trevor T Moores, Jerry Cha-Jan Chang and Deborah K Smith, 2006, Clarifying the Role of Self-Efficacy and Metacognition as Predictors of Performance: Construct Development and Test, *Database for Advances in Information Systems*, Spring 2006, 37, 2/3.
- Tulus Tambunan, 2007, Development of SMEs in a Developing Country: The Indonesian Story, *Journal of Business and Entrepreneurship*, October 2007
- Tulus Tambunan, 2008, SME development, economic growth and government intervention in a developing country: The Indonesian story, *Journal of International Enterprise*, Vol. 6pages 147-167, 22 August 2008
- Uma Kumar, Kayvan Miri-Lavassani, Bahar Movahedi and Miri-Lavassani, Bahar Movahedi and Vinod Kumar, 2011, Champions in transition: the role of process orientation, *The TQM Journal*, Vol. 23 No. 3, pp. 326-342 © Emerald Group Publishing Limited.
- Upinder Dhar and Prashant Mishra, 2001, Leadership Effectiveness A Study of Constituent Factors, *Journal of Management Research*, Volume 1, Number 4, September December 2001.
- Vesna Andrijević Matovac, Vlatka Bilas and Sanja Franc, 2010, Understanding the Importance of Human Capital and Labor Market Competitiveness in the EU Candidate Countries and Selected EU Members, *Ekon. Misoa Praksa DBK*. God XIX. (2010.) BR. 2. (359-382).
- Vicentea López, 2007, An Alternative Methodology for Testing a Resource-Based View Linking Intangible Resources and Long-Term Performance, *The Irish Journal of Management*, Intangible Resources.qxp 5/17/2007.
- Vicentia A. Lopez and Susana Iglesias, 2010, A Reputational–Performance Framework in an SME Context: Some Empirical Evidence from Spain, *The Irish Journal of Management*, 03_IJM-02 31/03/2010.
- Vicholas O'Regan and Abby Ghobadian, 2002, Formal strategic planning, The key to effective business process management?, *Business Process Management Journal*, Vol. 8. No. 5, pp.416 429.
- W G Lewis, K F Pun and T R M Lalla, 2005, An AHP-based study of TQM benefits in ISO 9001 certified SMEs in Trinidad and Tobago, *The TQM Magazine*, 17, 6; ABI/INFORM Global.
- Walter C. Borman and Donald H. Brush, 1993, More Progress Toward a Taxonomy of Managerial Performance Requirements, *Human Performance*,6(1), 1-21.

- Wen-Ying Wang and Chingfu Chang, 2005, Intellectual capital and performance in causal models, Evidence from the information technology industry in Taiwan, *Journal of Intellectual Capital*, Vol. 6 No. 2, 2005 pp. 222-236 © Emerald Group Publishing Limited.
- Wen-Ying Wang and Chingfu Chang, 2006, Intellectual capital and performance in causal models Evidence from the information technology industry in Taiwan, *Journal of Intellectual Capital*, Vol. 6 No. 2, 2006, pp. 222-236.
- Widodo, 2011, Building Strategy Quality, *International Journal of Business and Management*, Vol. 6, No. 8.
- William B. Werther, Jr., 1988, Loyalty at Work, *Business Horizons*, March April 1988.
- William H.A. Johnson, 1999, An integrative taxonomy of intellectual capital: measuring the stock and flow of intellectual capital components in the firm, *International Journal Technology Management*. Vol. 18, Nos. 5/6/7/8.
- William L Gardner and Bruce J Avolio, 1998, The charismatic relationship: A dramaturgical perspective, *The Academy of Management Review*; 23, 1
- William Q. Judge and Christopher P. Blocker, 2008, Organizational capacity for change and strategic ambidexterity Flying the plane while rewiring it, *European Journal of Marketing*, Vol. 42 No. 9/10, 2008 pp. 915-926.
- William W. Lee and Karl J. Krayer, 2003, *Organizing Change*, John Wiley & Sons, Inc.
- Wolfgang Kersten and Jan Koch, 2009, The effect of quality management on the service quality and business success of logistics service providers, *International Journal of Quality & Reliability Management* Vol. 27 No. 2, 2010 pp. 185-200.
- Yair Berson and Jonathan D. Linton, 2005, An examination of the relationships between leadership style, quality, and employee satisfaction in R&D versus administrative environments, *R&D Management 35*, 1, 2005.
- Yalçın Ozdemir, 2007, The Role of Classroom Management Efficacy in Predicting Teacher Burnout, *International Journal of Social Sciences*, Vol. 2 No. 4.
- Yasir Kamal and Mirza Waseem Abbas, 2011, Change Management Practices and Project Cost Legacy, *Interdiciplinary Journal of Contemporary Research in Business*, Vol 3, No 3.
- Yasmeen Rizvi, 2010, Human Capital Development Role of HR during Mergers and Acquisitions, *The South East Asian Journal of Management*, April 2010, Vol. IV, No.1.
- Yogesh Malhotra, 2003, Measuring Knowledge Assets of a Nation: Knowledge Systems for Development, *Research Paper*.

- Yohanes Kristianto, Mian M. Ajmal and Petri Helo, 2011, Advanced planning and scheduling with collaboration processes in agile supply and demand networks, *Business Process Management Journal* Vol. 17 No. 1, 2011 pp. 107-126.
- Yonggui Wang, Hing-P Lo and Yer V. Hui, 2003, The Antecedents of Service Quality and Product Quality and their influences on bank reputation: evidence from the banking indsutry in China, *Managing Service Quality*, Volume 13 Number 1, 2003, pp. 72 83
- Yun Ji Moon and Hyo Gun Kym, 2006, A Model for the Value of Intellectual Capital, *Canadian Journal of Administrative Sciences*; Sep 2006; 23, 3.
- Yun Qui and James D.T. Tannock, 2010, Dissemination and adoption of quality management in China Case studies of Shanghai manufacturing industries, *International Journal of Quality & Reliability Management*, Vol. 27 No. 9, pp. 1067-1081, © Emerald Group Publishing Limited.
- Yu-Shan Chen, 2008, The Positive Effect of Green Intellectual Capital on Competitive Advantages of Firms, *Journal of Business Ethics* (2008) 77:271–286.
- Zelealem T Temtime, 2003, The moderating impacts of business planning and firm size on total quality management practices, *The TQM Magazine*; 2003; 15, 1.
- Zelealem T. Temtime and Getachew H. Solomon, 2002, Total quality management and the planning behaviour of SMEs in developing economies, *The TQM Magazine*, Vol. 14 (3) pp. 181 191
- Zhihai Zhang, 2000, Quality management approach in China, *The TQM Magazine*, Vol. 12 (2) pp 92 104