REFERENCES / BIBLIOGRAPHY (Apart from literature survey)


- "American Productivity and Quality Center", (1997), "Benchmarking: Pure and Simple".


Prentice Hall of India Ltd., pp. 824.


• Lund, H., (1998), “Benchmarking in UK higher Education”, CHEMS Monograph, 
pp: 44-60.

No.4-5, pp: 328-49.

for Quality and Participation, March/April, pp: 38-42.

continuous improvement”, Oliver Wright Publications

Service Quality and its Implications for Future Research’. Journal of Marketing. 49, 
p.41-50.

candidates and their supervisors”, Paper presented to the ANZ Doctoral Consortium, 
University of Sydney, February. URL: 

Financial Daily: from the Hindu Group of publications, Friday 14th June.

• Quality of Service: Issues and Challenges before regulators (2000) – Tata Energy 
Research Institute (Background paper for the workshop on 23rd June 2000), [Online],

implementation, Commonwealth Higher Education Management Service (CHEMS)”, 
Monograph on Benchmarking in Higher Education: An International Review, pp: 8- 
20.


• The Benchmarking Management Guide (1993), American Productivity and Quality 
Center, Productivity Press, Portland Oregon 
R.3


