ANNEXURE I:

BIBLIOGRAPHY
Continuous improvement by managing quality and human Resources
Barrie G. Dale, Cary L. Cooper, Adrain Wilkinson
Infinity Books

The Essence of Total Quality Management
John Bank
Financial times Printing Hall

NTPC news letters
Jan. 2000 to July 2006

Annual reports of NTPC
Year 2000-01 to year 2005-06

Hand book of Total Quality Management
R.P. Mohanty, R. R. Lakhe
Jaico Publishing House

Quality in Business, 76 mantras for Manager
Debashis Sarkar, Response Book

Hand Book of Total Quality Learning
Builds a learning origination
Ronnie Lessem, Beacon Books
How to Lead Your Business Beyond TQM
Moving world class performance a Reality
Michael & Joyce, FT Pitman Publishing

Quality is Just the Beginning
Managing for Total Responsiveness
Steve Levit, Mc.Graw hill Inc.

The Reward & Recognition Process in Total Quality Management
Stephen B. Knouse, ASQC Quality Press

The TQM, Total Kit
A Guide to Practical Techniques for Total Quality Management
Jenny Waller, Derek Allen & Andrew Burns

100 Methods of Total Quality Management
Gopal K. Kanji, Mike Asher, Response Books

Strategic HRM – A review by Smita Parhi, IIM Ahemedabad
Integration people, strategy & performance - A new Mandate for HR professional by Biswaajeet Pattanayaak.

The Contributions of Total Quality Management to a Theory of Work Performance
David A. Waldman

Electricity General Review
2001 to 2006 Reports by CEA

The benchmarking Centre
www.benchmarking.com

The Bench Best Practices Club
www.bpclub.co.uk
www.indiainfrastructure.com