

REFERENCES

- Abdolvand, N. (2008). Assessing readiness for business process reengineering. *BUSINESS PROCESS MANAGEMENT JOURNAL*, 14 (4), pp. 497 – 511.
- Adeyemi, S. & Aremu, M. (2008). Impact Assessment of business process reengineering on organizational performance. *EUROPEAN JOURNAL OF SOCIAL SCIENCES*, 7 (1)
- Abdolvand, N. Albadvi, A. & Ferdowsi, Z. (2008). Assessing readiness for business process reengineering. *BUSINESS PROCESS MANAGEMENT JOURNAL*, 14 (4), pp. 497-511.
- Agarwal, O.P. (2010). *Turnaround Management with Business Process Re-Engineering*. Mumbai: Himalaya Publishing House.
- Ahmad, H. Francis, A. & Zairi, M. (2007). Business process reengineering: Critical success factors in higher education. *BUSINESS PROCESS MANAGEMENT JOURNAL*, 13 (3), 451-469.
- Ahmed, Z., Zbib, I, Arokiasamy, S., Ramayah, T., & Chiun, L.M. (2006). Resistance to change and ERP implementation success: The moderating role of change management initiatives. *ASIAN ACADEMY OF MANAGEMENT JOURNAL*, 11(2), 1–17.
- Al-Mashari, M., Irani, Z., & Zairi, M. (2001). Business Process Reengineering: A Survey of International Experience. *BUSINESS PROCESS MANAGEMENT JOURNAL*, 7 (5), pp. 437- 455, 2001.
- Balasubramanian, S. (2010). *Successful reengineering implementation strategy: Hindustan college of engineering*.
- Barney, J. (2001). Is the resource-based “view” a useful perspective for strategic management research? Yes’. *THE ACADEMY OF MANAGEMENT REVIEW*, vol. 26, pp. 41–56.
- Berrington, C.L. and Oblich, R.L. (1995), —Translating business reengineering into bottom-line results, *Industrial Engineering*, Vol.27 No.1, pp.24-7.
- Chase, B., Aquilano, J. & Jacob, F. (2004) *Operation Management for Competitive Advantage. In Operations Management*, pp. 111-136, McGraw-Hill Custom Publishing, Inc.,
- Chiplunkar, C., Deshmukh, S., & Chattopadhyay, R. (2003) Application of principles of event related open systems to business process reengineering. *COMPUTERS & INDUSTRIAL ENGINEERING*, 45 (3), 347-74.

- Davenport, T. H. (1993). *Process Innovation: Reengineering Work through Information Technology*. London: Harvard Business School Press.
- Dennis, A., Carte, T. & Kelly, G. (2003), Breaking the rules: success and failure in groupware-supported business process reengineering, *DECISION SUPPORT SYSTEMS*, Vol.36, pp. 31-47.
- Delen D. & Dalal N. (2008). Successful Business Process Transformation. *ADVANCES IN MANAGEMENT INFORMATION SYSTEMS JOURNAL*, Vol. 9.
- Dhillon, G. and Hackney, R. (2003). Positioning IS/IT in networked firms. *INTERNATIONAL JOURNAL OF INFORMATION MANAGEMENT*, 23 (2), 163-169.
- Hammer, M., Champy, J. (1993), *Reengineering the Corporation: A Manifesto for business Revolution*, McGraw-Hill, New York.
- Heizer, J. & Render, B. (2011). *Operations Management*, 10th ed. Printice Hall. New Jersey. U.S.A.
- Hesson, M., (2007). Business process reengineering in the public sector: a naturalization and residency case study. *BUSINESS PROCESS MANAGEMENT JOURNAL*, 13, (5) 707- 727.
- Hussein, B. (2008). *PRISM: Process Re-engineering Integrated Spiral Model*, VDM Verlag, Berlin.
- Khong, K. & Richardson, S. (2003). Business process re-engineering in Malaysian banks and finance companies, *MANAGING SERVICE QUALITY*, vol. 13, pp. 54–71.
- Kohli, R. & Hoadley, E. (2006). Towards developing a framework for measuring organizational impact of IT-enabled BPR: case studies of three firms. *ACM SIGMIS DATABASE*, vol. 37, pp.40–58.
- Laudon, K. & Laudon, J. (2006). *Management Information Systems, managing the digital firm*. Prentice Hall.
- Lindsay, A., Downs, D. & Lunn, K. (2003), Business processes – attempts to find a definition. *INFORMATION AND SOFTWARE TECHNOLOGY*, 45 (15), pp. 1015-9.
- Mouzas, S. (2006). Efficiency versus Effectiveness in Business Networks. *JOURNAL OF BUSINESS RESEARCH*, 59(10), PP. 1124-1132

- Maleki, T., & Beikhhakhian, Y. (2011). Business process reengineering implementation: an investigation of critical success factors. *IN 2011 INTERNATIONAL CONFERENCE ON INFORMATION AND FINANCE IPEDR*, Vol. 21.
- Ozcelik, Y. (2010). Do business process reengineering projects payoff? Evidence from the United States, *INTERNATIONAL JOURNAL OF PROJECT MANAGEMENT*, vol. 28, 7-13.
- Penrose, E. (1959). *The theory of the growth of the firm* (reprinted 1995 ed.). Oxford: Oxford University Press.
- Peppard, J. and Fitzgerald, D. (1997), —The transfer of culturally-grounded management techniques: the case of business process reengineering in Germany, *European Management Journal*, 15(4), 446-60
- Peteraf, M. & Barney, J. (2003). Unraveling the resource-based tangle. *MANAGERIAL AND DECISION ECONOMICS*, vol. 24, pp. 309–323.
- Ray, G., Barney, J. & Muhanna, W. (2004). Capabilities, business processes, and competitive advantage: choosing the dependent variable in empirical tests of the resource-based view. *STRATEGIC MANAGEMENT JOURNAL*, vol. 25, pp. 23–37.
- Ringim, K.J; Razalli, M.R; Hasnan, N. (2012). Critical Success Factors for Business Process Management for Small and Medium Banks in Nigeria. *BUSINESS AND MANAGEMENT REVIEW* 2(1) 83–91
- Sentanin, F., Santos, F., & Jabbour, J.(2008). Business process management in a Brazilian public research centre. *BUSINESS PROCESS MANAGEMENT JOURNAL*, 14(4), pp.483-496.
- Slack, N., Chambers, S., & Johnston, R. (2007). *Operation Management*. 5th ed. Prentice Hall. UK.
- Siha, S. & Saad, G. (2008). Business process improvement empirical assessment and extensions. *BUSINESS PROCESS MANAGEMENT JOURNAL*, 14 (6), pp. 778–802.
- Teng, J., Grover, V. & Fiedler, K. (1994). Re-designing business processes using information technology. *LONG RANGE PLANNING*, vol. 27, pp. 95–106
- Thong, J., Yap, C., & Seah, K. (2000). Business Process Reengineering in the public sector: The ease of the housing development board in Singapore. *JOURNAL OF MANAGEMENT INFORMATION SYSTEMS*, 17(1), 245-270.

Vidovic, D. & Vuhic, V. (2003). Dynamic Business Process modeling using ARIS, in Proceedings of the IEEE 25 *INTERNATIONAL CONFERENCE INFORMATION TECHNOLOGY INTERFACES (ITI)*, Pula, 607-612.

Wade, M. & Hulland, J. (2004). The Resource-Based View and Information Systems Research: *REVIEW, EXTENSION AND SUGGESTIONS FOR FUTURE RESEARCH. MIS QUARTERLY*, vol. 28, pp. 81-90.

Weerakkody, V, Janssen, M & Dwivedi, Y (2011). Transformational change and business process reengineering (BPR): lessons from the British and Dutch public sector, *GOVERNMENT INFORMATION QUARTERLY*, vol. 28, pp. 320–328.

Zaheer, A., Rehman, K., & Saif, M.(2008). Development and testing of a business process efficiency scale. *EUROPEAN JOURNAL OF SOCIAL SCIENCES*, 7(2),179-188.

