## References

Akyuz, G. A. & Erkab, T. E., 2010. Supply Chain Performance Measurement: a literature review. *International Journal of Production Research*, Volume 48.

Burns, A. C. & Bush, R. F., 2005. *Marketing Research*. New Jersey: Pearson Education.

Chopra, S. & Meindl, P., 2001. *Supply Chain Management: Strategy, Planning, and Operations.* s.l.:s.n.

Chopra, S. & Meindl, P., 2007. Supply Chain Management. 5th ed. s.l.:s.n.

Dangelmeier, W., Blecken, A., Delius, R. & Klopfer, S., 2010. Advanced Manufacturing and Sustainable Logistics. 8th International Heinz Nixdorf Symposium.

Davenport, T., 1998. Putting the Enterprise into Enterprise System. *Harvard Business Review*, pp. 121-131.

Detoro, I. & McCabe, T., 1997. How to Stay Flexible and Elude Fads. *Qualiti Progress.* 

Douglas, L., Stock, J. & Elram, L., 1998. Fundamentals of Logistics Management. s.l.:s.n.

EFQM, 1998. Self-Assessment: 1998 Guidelines For Companies. Brussels: EFQM.

Excellence, B. M. P. C. o., 2008. *BMPCOE*. [Online] Available at: <u>www.bmpcoe.org</u>

Fagerhaug, T., 1999. A new Improvement Oriented Method and model for for Self-Assessment for Business Excellence. Norway: Norwegian University of Science and Technology. Foggin, J., Signori, P. & Monroe, C., 2007. Diagnosing the Supply Chain. Handbook of Global Supply Chain Management.

Fraser, P., Moultrie, J. & Gregory, M., 2002. The use of maturity models / grids as a tool in assessing product development capability. *Paper presented at Engineering Management Conference*.

Harland, C., 1996. Supply chain management: relationships, chains and networks. *British Academy of Management*, Issue 7.

Heckmann, P., Shorten, D. & Engel, H., 2003. *Supply Chain Management at 21: The Hard Road to Adulthood*. Dusseldorf: booz&co.

Holland, C. & Light, B., 2001. A stage maturity model for the Enterprise Resource Planning Systems use. *The DATAA BASE for Advances in Information Systems*, Volume 32, p. 34.

Hugos, M., 2003. *Essentials of Supply Chain Management*. s.l.:John Wiley and Sons, Inc..

IBM, 2005. Follow the leaders - Scoring high on the supply chain matuirty model. s.l.:IBM Business Consulting Services.

King, J. L. & Kramer, K. L., 1984. Evolution and organizational information systems: an assessment of Nolan's stage model. *Communications of the ACM (ACM)*, 27(5), pp. 466-475.

Klimko, G., 2004. Knowledge Management and Maturity Models: Building Common Understanding. *Working paper*.

Lambert, et al., 1998. *Fundamentals of Logistics Management*. Boston: Irwin/McGrraw-Hill.

Lammers, S. V., 2010. *Modelling Business Process Maturity,* perofrmance, innovativeness, size and age of organizations: An empirical investigation into manufacturing and R&D industries, in Germany and The Netherlands, Eindhoven: Eindhoven University of Technology. Leavitt, H. J. & Webb, E. J., 1978. *Implementing: Two Approaches*. s.l.:Stanford University.

Lockamy III, A. & McCormack, K., 2004. The Development of a Supply Chain Management Process Matuirty Model Using the Concepts of Business Process Orientation. *Supply Chain Management*, Volume 9.

Lu, D., 2011. *Fundamentals of Supply Chain Management*. London: Ventus Publishing.

McCormack, K., 2001. Supply Chain Maturity Assessment: A Roadmap for Building The Extended Supply Chain. s.l.:s.n.

McCormack, K., 2007. *Business Process Maturity: Theory and Application*. s.l.:DRK Research.

McCormack, K., Handfield, Robert, B. & Steininger, W., 2007. *Supply Chain Management Process: Overview Assessments High Level Process Models.* s.l.:s.n.

McCormack, K. & Johnson, 2001. *Gaining the e-business competiitve advantage*. London: St. Lucie Press.

Mentzer, J., 2004. *Fundamental of Supply Chain Management*. California: Sage Publications.

Netland, T. & Alfnes, E., 2008. A Practical Tool For Supply Chain Improvement - Experiences With The Supply Chain Maturity Assessment Test (SCMAT). s.l.:s.n.

Netland, T., Alfnes, E. & Fauske, H., 2008. *How Mature Is Your Supply Chain - A Supply Chain Maturity Assessment Test.* Trondheim: s.n.

Poirier, C. C. & Quinn, F. J., 2004. How are we doing: A survey of supply chain progress.. *Supply Chain Management Review*.

Porter, M., 1985. *Competitive Advantage: Creating & Sustaining Superior Performance*. New York: NY: The Free Press.

Preez, D. & Louw, L., 2004. A Roadmap Approach For Implementing Theory of Contraints In Manufacturing Organizations. South Africa, Indutech (Pty) Ltd.

Röglinger, M., Pöppelbuß, J. & Becker, J., 2012. *Maturity Models in Business Process Management*. Augsburg: Augsburg University.

Ruwadi, B. et al., 2008. *The Race for Supply Chain Advantage: Six Practices that Drive Supply Chain Performance*, s.l.: Mckinsey.

Sari, E., 2012. The Warehouse Maturity Assessment (A Pilot Case Study for TNT Express at BJ Logistic).

Sekaran, U. & Bougie, R., 2009. *Research Methods for Business, A Skill Building Approach*. 5th ed. West Sussex: John Wiley & Sons Ltd..

Srai, J. & Gregory, M., 2005. Supply Chain Capability Assessment of Global operations using Maturity Model. *Operations and Global Competitiveness, Proceedings of EurOMA 2005*, pp. 19-22.

Van Landeghem, R. & Persoons, K., 2001. Benchmarking of logistical operations based on a causal model. *International Journal of Operations & Productions*, 21(1/2), p. 254.

Van Looy, A., 2012. *A comparative study on a sample of business process models*, s.l.: Universiteit Gent.

Vlahovic, N., Ljubica, M. & Skrinjar, R., 2010. Turning Point in Business Process Orientation Maturity Model: An East European Survey.. *WSEAS Transaction on Business and Economics*, Volume 7, pp. 22-32.

Voss, C., Chiesa, V. & Coughlan, P., 1994. Developing and testing benchmarking and slef-assessment frameworks in manufacturing.

*International Journal of Operations & Production Management*, 14(3), p. 83.

Whitman, L., Chidambaram, S. & Cheraghi, S. H., 1999. *A Supply Chain Transformation Methodology*. San Antonio, Texas, Wichita State University.

Womack, J., Jones, D. & Roos, D., 1990. *The machine that changed the world*. New York: Rawson Associates.

