

REFERENCES

- [1] Khurram S. Bhutta and Faizul Huq, "Benchmarking – best practices: an integrated approach", *Benchmarking: An International Journal*, Vol. 6, No. 3, pp. 254-268, 1999.
- [2] Francielly Staudt, Maria Di Mascolo, G. Alpan, Carlos M. Taboada Rodriguez, "Warehouse performance measurement: classification and mathematical expressions of indicators", *ILS 2014 - 5th International Conference in Information Systems, Logistics and Supply Chain, Aug 2014, Breda, Netherlands*. pp. 1-9, 2014.
- [3] Felix T. S. Chan and H. K. Chan, Henry C. W. Lau, Ralph W. L. Ip, "An AHP approach in benchmarking logistics performance of the postal industry", *Benchmarking: An International Journal* Vol. 13 No.6, pp. 636-661, 2006.
- [4] Jukka Korpela and Makku Tuominen, "Benchmarking Logistics Performance with an Application of the Analytic Hierarchy Process", *IEEE Transactions on Engineering Management*, Vol. 43, No. 3, 1996.
- [5] Michaela Arnaboldi, Giovanni Azzone, and Marco Giorgino, "Performance Measurement and Management for Engineers", *Academic Press, Elsevier Inc.*, 2015.
- [6] David Frederick Ross, "Distribution Planning and Control", *Springer US*, 1996.
- [7] Kenneth B. Ackerman, "Practical Handbook of Warehousing", *Springer US*, 1990.
- [8] Andy Neely, Mike Gregory, and Ken Platts, "Performance measurement system design – A literature review and research agenda", *International Journal of Operations & Production Management*, Vol. 15, No.4, pp. 80-116, 1995.
- [9] T. L. Saaty, "The Analytic Hierarchy Process," *New York, McGraw-Hill*, 1980.
- [10] J. Pallant, "SPSS SURVIVAL MANUAL", *Crows Nest NSW: Allen & Unwin*, 2002.
- [11] M. Hof, "Questionnaire Evaluation with Factor Analysis and Cronbach's Alpha - An Example", 2012.

[12] D. George and P. Mallery, "SPSS for Windows step by step: A simple guide and reference", *Boston: Allyn & Bacon*, 2003.

[13] R. Islam and S. b. M. Rasad, "Employee Performance Evaluation by AHP: A Case Study", 2005.

[14] P. Cabala, "Using The Analytic Hierarchy Process In Evaluating Decision Alternatives", 2010.

[15] T. L. Saaty, "Decision Making for Leaders: The Analytic Hierarchy Process for Decisions in a Complex World", *Pittsburgh, Pennsylvania, RWS Publications*, 2008.

[16] H. K. Alfares, "Combining criteria ranks for calculating their weights in group MCDM", *Dhahran, Saudi Arabia, King Fahd University of Petroleum & Minerals*.

[17] J. Barzilai and F. Lootsma, "Power relations and group aggregation in the multiplicative AHP and SMART," *Journal of Multi-Criteria Decision Analysis*, pp. 155-165, 1997.

[18] Leong, G.K., Snyder, D.L. and Ward, P.T., "Research in the process and content of manufacturing strategy", *OMEGA International Journal of Management Science*, Vol. 18 No. 2, 1990, pp. 109-22.