

Reference

- Afolabi, M. O., & Erhun, W. O. (2003). Patients' response to waiting time in an out-patient pharmacy in Nigeria. *Tropical Journal of Pharmaceutical Research*, 2(2), 207-214. Retrieved from [http:// www.bioline.org.br](http://www.bioline.org.br)
- Afolabi, M. O., & Ola-Olorun, O. J. (2013). *Managing Pharmacy Operations with People and Technology* (pp.69-94). Retrieved from <http://dx.doi.org/10.5772/55253>
- Alt, R., & Puschmann, T. (2005). Developing customer process orientation: the case of Pharma Corp. *Business Process Management Journal*, 11(4), 297 – 315. doi.org/10.1108/14637150510609372
- Ashley, D. W. (2000). An introduction to queuing theory in an interactive text format. *INFORMS Transactions on Education*, 2(3), 96-98. Retrieved from <http://pubsonline.informs.org>
- Bielen, F., & Demoulin, N. (2007). Waiting time influence on the satisfaction-loyalty relationship in services. *Managing Service Quality*, 17(2), 174-193. doi: 10.1108/09604520710735182
- Dadfar, H., & Brege, S. (2012). Differentiation by improving quality of services at the last touch point. *International Journal of Quality and Service Sciences*, 4(4), 345 – 363. doi.org/10.1108/17566691211288331
- Grönroos, C. (1984). A Service Quality Model and its Marketing Implications. *European Journal of Marketing*, 18(4), 36-44. doi: 10.1108/EUM0000000004784
- Harnett, M. J. P., Correll, D. J., Hurwitz, S., Bader, A. M., & Hepner, D. L. (2010). Improving Efficiency and Patient Satisfaction in a Tertiary Teaching Hospital Preoperative Clinic. *Anesthesiology*, 112(1), 66-72. doi: 10.1097/ALN.0b013e3181c617cb

- Ishijima, H., Eliakimu, E., & Mshana, J. M. (2016). The “5S” approach to improve a working environment can reduce waiting time. *The TQM Journal*, 28(4), 664 – 680. doi.org/10.1108/TQM-11-2014-0099
- Koch, R. (1998). *The 80/20 Principle The Secret of Achieving More with Less*. London: Nicholas Brealey Publishing. Retrieved from <http://leadershipcoachingblog.com/wp-content/uploads/2012/03/the-80-20-principle-to-achieve-more-with-less-effort1.pdf>
- Li, X. L., & Collier, D. A. (2000). The role of technology and quality on hospital financial performance. *International Journal of Service Industry Management*, 11(3), 202 – 224. doi.org/10.1108/09564230010340715
- Markovic', S., & Raspor, S. (2010). Measuring Perceived Service Quality Using SERVQUAL: A Case Study of the Croatian Hotel Industry. *Management*, 5(3), 195–209. Retrieved from http://www.fm-kp.si/en/zalozba/ISSN/1854-4231/5_195-209.pdf
- McDonough, R. P., & Bennett, M. S. (2006). COMMUNITY PHARMACY Improving Communication Skills of Pharmacy Students Through Effective Precepting. *American Journal of Pharmaceutical Education*, 70(3), 1-12. Retrieved from <http://www.ajpe.org>
- Meena, K. K., Somu., Amberkar, M., & Nandit P. B. (2012). Patients' Response to Waiting Time in an Out-Patient Pharmacy at a Tertiary Care Hospital. *Journal of Applied Pharmaceutical Science*, 2(10), 090-093. doi: 10.7324/JAPS.2012.21018
- Ndukwe, H. C., Omale, S., & Opanuga, O. O. (2011). Reducing queues in a Nigerian hospital pharmacy. *African Journal of Pharmacy and Pharmacology*, 5(8), 1020-1026. doi: 10.5897/AJPP11.015
- Perez-Carceles, M. D., Gironda, J. L., Osuna, E., Falcon, M., & Luna, A. (2010). Is the right to information fulfilled in an emergency department? Patients' perceptions of the care provided. *Journal of Evaluation in Clinical Practice*, 16(3), 456-463. doi:10.1111/j.1365-2753.2009.01142.x

- Pothier, D. D., & Frosh, A. (2006). Do information sheets improve patient satisfaction in the out-patient department? *Annals of The Royal College of Surgeons of England*, 88(6), 557-561. doi: 10.1308/003588406X117061b
- Pruyn, A., & Smidts, A. (1998). Effects of waiting on the satisfaction with the service: Beyond objective time measures. *International Journal of Research in Marketing*, 15(4), 321-334. doi.org/10.1016/S0167-8116(98)00008-1
- Quality Management and Training Limited (2008). *Mini Guide to root Cause Analysis*. United Kingdom: Quality Management and Training (publications) Ltd. Retrieved from <http://www.conceptdraw.com/How-To-Guide/cause-and-effect-diagrams>
- Rabbanee, F. K., Burford, O., & Ramaseshan, B. (2015). Does employee performance affect customer loyalty in pharmacy services?. *Journal of Service Theory and Practice*, 25(6), 725 – 743. doi.org/10.1108/JSTP-06-2014-0126
- Wicks, A.M., & Roethlein, C. J. (2009). A Satisfaction-Based Definition of Quality. *Journal of Business & Economic Studies*, 15(1), 82-97. Retrieved from <http://search.proquest.com>