

References

- Aghazadeh, S.-M. (2005). Layout strategies for retail operations: A case study. *Management Research News*, 28(10), 31-46.
- Ahmed, A., Ahmed, N., & Salman, A. (2005). Critical issues in packaged food business. *British Food Journal*, 107(10), 760-780.
- Alsaleh, N. A. (2007). Application of quality tools by the Saudi food industry. *The TQM Magazine*, 19(2), 150-161.
- Anne Sibbel. (2012). Public nutrition and the role of the food industry. *British Food Journal*, 114(6), 784-797.
- Attia, A., & Salama, I. (2018). Knowledge management capability and supply chain management practices in the Saudi food industry. *Business Process Management Journal*, 24(2), 459-477.
- Berger, A. (1997). Continuous improvement and kaizen: standardization and organizational designs. *Integrated Manufacturing Systems*, 8(2), 110-117.
- Buchanan, D. & Huczynski, A. (2004). *Organizational Behaviour: An Introductory Text*. London: Prentice Hall.
- Daft, R. L. (2012). *New Era of Management* (10th ed.). New Delhi: Cengage Learning India Private Limited.
- Dharmasiri, A. S. (2015). *HRM for MANAGERS A Learning Guide*. Colombo 8: The Postgraduate Institute of Management.
- Dijkman, R., Turetken, O., IJzendoorn, G. R., & Vries, M. (2018). Business processes exceptions in relation to operational performance. *Business Process Management Journal*.
- Forster, F. (2006, April). *bptrends.com*. Retrieved from The Idea behind Business Process Improvement - BPTrends: <https://www.bptrends.com/publicationfiles/04-06-ART-PatternFramework-Forster.pdf>
- Grigg, N. P., & Walls, L. (2007). Developing statistical thinking for performance improvement in the food industry. *International Journal of Quality & Reliability Management*, 24(4), 347-369.
- Hendry, L. C. (1998). Applying world class manufacturing to make-to-order companies: problems and solutions. *International Journal of Operations & Production Management*, 18(11), 1086-1100.
- Khanna, R. B. (2012). *Production and Operations Management*. New Delhi: PHI Learning Private Limited.

- Kondo, Y. (2000). Innovation versus standardization. *The TQM Magazine*, 12(1), 6-10.
- Lim, S. A., Antony, J., He, Z., & Arshed, N. (2017). Critical observations on the statistical process control implementation in the UK food industry: A survey. *International Journal of Quality & Reliability Management*, 34(5), 684-700.
- Matilanien, J. (2013). *Improving the Quotation Process of an After-Sales Uni*. Retrieved from <https://www.theseus.fi/bitstream/handle/10024/59281/Bachelorsthesis.JanneMatilainen.pdf?sequence=1&isAllowed=y>]
- Mirghani, M. A. (2001). A framework for costing planned maintenance. *Journal of Quality in Maintenance Engineering*, 7(3), 170-182.
- Mullins, L. (2005). *Management and Organizational Behavior*. London: Pitman.
- Mukherjee, P.N. (2008). *Total Quality Management*. New Delhi: Prentice Hall of India Private Limited.
- Nabhani, F., & Shokri, A. (2009). Reducing the delivery lead time in a food distribution SME through the implementation of six sigma methodology. *Journal of Manufacturing Technology Management*, 20(7), 957-974.
- Nakhla, M. (1995). Production control in the food processing industry: The need for flexibility in operations scheduling. *International Journal of Operations & Production Management*, 15(8), 73-88.
- Prasad, B. (1999). Hybrid re-engineering strategies for process improvement. *Business Process Management Journal*, 5(2), 178-198 .
- Rowe, C. (1996). Evaluating management training and development: revisiting the basic issues. *Industrial and Commercial Training*, 28(4), 17-23.
- Middelberg, S.L., Rooyen, V.S., & Pienaar, A. (2009). The application of management accounting techniques to determine the financial viability of delivery routes in the bread industry: a case study. *Meditari Accountancy Research*, 17(1), 33-47.
- Mukherjee, P.N. (2008). *Total Quality Management*. New Delhi: Prentice Hall of India Private Limited.
- Sauian, M. S. (2002). Labour productivity: an important business strategy in manufacturing. *Integrated Manufacturing Systems*, 13(6), 435-438.
- Schwind, H., Das, H., & Wager, T. (2010). *Canadian Human Resource Management*. Vancouver: McGrawHill.
- Spiegel, M. v., Luning, P., Ziggers, G., & Jongen, W. (2005). Development of the instrument IMAQE-Food to measure effectiveness of quality management. *International Journal of Quality & Reliability Management*, 22(3), 234-255.

- Staughton, R., & Johnston, R. (2005). Operational performance gaps in business relationships. *International Journal of Operations & Production Management*, 25(4), 320-332.
- Talib, H. H., Ali, K. A., & Idris, F. (2014). Critical success factors of quality management practices among SMEs in the food processing industry in Malaysia. *Journal of Small Business and Enterprise Development*, 21(1), 152-176.
- Tsarouhas, P. (2007). Implementation of total productive maintenance in food industry: a case study. *Journal of Quality in Maintenance Engineering*, 13(1), 5-18 .
- Turner, A. N., & Lawrence, P. R. (1965). Industrial jobs and the worker: An investigation of response to task attributes. Cambridge, MA: Harvard University, Graduate School of Business Division of Research.
- Uhrin, J., Bruque-Cámara, S., & Moyano-Fuentes, J. (2017). Lean production, workforce development and operational performance. *Management Decision*, 55(1), 103-118.
- Ungan, M. C. (2006). Standardization through process documentation. *Business Process Management Journal*, 12(2), 135-148.
- Aalst, V.D.W. (2016). *Process Mining - Data Science in Action*. Heidelberg: Springer.
- Spiegel, V.D.M., Luning, P., Ziggers, G., & Jongen, W. (2005). Development of the instrument IMAQE-Food to measure effectiveness of quality management. *International Journal of Quality & Reliability Management*, 22(3), 234-255.
- Voss, C. A., Åhlström, P., & Blackmon, K. (1997a). Benchmarking and operational performance: some empirical results. *International Journal of Quality & Reliability Management*, 34(5), 684-700.
- Voss, C., Åhlström, P., & Blackmon, K. (1997b). Benchmarking and operational performance: some empirical results. *International Journal of Operations & Production Management*, 17(10), 1046-1058.
- Wilson, S. (2013). Categorizing WIP inventories in the food industry. *Journal of Agribusiness in Developing and Emerging Economies*, 3(1), 27-48.