Bibliography

Wilson, D.C. and Rosenfield, R.H. (1990), Managing Organisations, Text, Readings and Cases, McGraw-Hill

Further reading
Chartered Management Institute, Checklist 040: (2006) Implementing an effective change programme
Chartered Management Institute, Checklist 087: (2006) Setting up a customer care programme
Chartered Management Institute, Checklist 156: (2006) Building closer customer relationships

Websites
www.efqm.org — the European Foundation for Quality Management’s website offers information resources, open and informal discussions and helpful links
www.iso.org — International Organisation for Standardisation (ISO)
www.management-standards.org — sets out the national standards that describe the level of performance expected in employment for a range of management activities
www.managers.org.uk — Chartered Management Institute