

## 8. Heimildir

### 8.1 Ritaðar heimildir

- Agnes Hólm Gunnarsdóttir og Helgi Þór Ingason. (2007). *Afburðaárangur*. Reykjavík: Háskólaútgáfan.
- Blackburn, R. og Rosen, B. (1993). Total quality and human resource management: Lessons learned afbaldrige award-winning companies [rafræn útgáfa]. *Academy of Management Executive*, 7(3), 49-66.
- Bowen, D. E. og Lawler, E. E.,III. (1992). Total quality-oriented human resources management [rafræn útgáfa]. *Organizational Dynamics*, 20(4), 29.
- Briscoe, J. A., Fawcett, S. E. og Todd, R. H. (2005). The implementation and impact of ISO 9000 among small manufacturing enterprises [rafræn útgáfa]. *Journal of Small Business Management*, 43(3), 309-330.
- Collis, J. og Hussey, R. (1997). *Business research* (2. útgáfa). New York: Palgrave Macmillan.
- Drummond, H. (1993). *Gæðastjórnun: Leið til betri árangurs* (Jón Skaptason, Jón D. Þorsteinsson og Líska K. Yoder þýddu). Reykjavík: Framtíðarsýn hf. (Upphaflega gefið út 1992).
- Edmondson, V. C. og Munchus, G. (2007). Managing the unwanted truth: A framework for dissent strategy [rafræn útgáfa]. *Journal of Organizational Change Management*, 20(6), 747.
- Finkelstein, S. (2005). When bad things happen to good companies: Strategy failure and flawed executives [rafræn útgáfa]. *The Journal of Business Strategy*, 26(2), 19.
- Goetsch, D. L. og Davis, S. B. (2010). *Quality management for organizational excellence* (6. útgáfa). New Jersey: Pearson.
- Goh, M. (2000). Quality circles: Journey of an asian public enterprise [rafræn útgáfa]. *The International Journal of Quality og Reliability Management*, 17(7), 784.
- Gustafsson, R., Klefsjo, B., Berggren, E. og Granfors-Wellemets, U. (2001). Experiences of implementing ISO 9000 in small enterprises - a study of Swedish organisations [rafræn útgáfa]. *The TQM Magazine*, 13(4), 232.
- Herold, D. M. og Fedor, D. B. (2008). *Leading change management*. London: KOgan Page Limited.

- Instone, F. J. og Dale, B. G. (1989). A case study of the typical issues involved in quality improvement [rafræn útgáfa]. *International Journal of Operations and Production Management*, 9(1), 15.
- ISO. (2008). *ÍST EN ISO 9001:2008* (4. útgáfa) (Staðlaráð Íslands þýddi). Reykjavík: Staðlaráð Íslands. (Upphaflega gefið út 2008).
- Jaffrey, S. H. (2004). ISO 9001 made easy [rafræn útgáfa]. *Quality Progress*, 37(5), 104-104.
- Jang, W. og Lin, C. (2008). An integrated framework for ISO 9000 motivation, depth of ISO implementation and firm performance [rafræn útgáfa]. *Journal of Manufacturing Technology Management*, 19(2), 194.
- Kappelman, L. og Prybutok, V. (1995). Empowerment, motivation, training, and TQM program implementation success [rafræn útgáfa]. *Industrial Management*, 37(3), 12.
- Martínez-Costa, M., Martínez-Lorente, A. R. og Choi, T. Y. (2008). Simultaneous consideration of TQM and ISO 9000 on performance and motivation: An empirical study of spanish companies [rafræn útgáfa]. *International Journal of Production Economics*, 113(1), 23-39.
- Robbins, S. P. og Coulter, M. (2009). *Management* (10. útg.). New Jersey: Pearson.
- Sandell, R. M. (1979). Building quality into employee performance [rafræn útgáfa]. *SuperVision*, 41(10), 13.
- Scheuing, E. E. (1990). How to build a quality-conscious team [rafræn útgáfa]. *Supervisory Management*, 35(1), 6.
- Spector, B. (2010). *Implementing organizational change* (2. útgáfa). New Jersey: Pearson.
- Talaq, J. og Ahmed, P. K. (2003). The role and importance of motivation in TQM success [rafræn útgáfa]. *International Journal of Management and Decision Making*, 4(2,3), 272.
- Ton van der Wiele og Brown, A. (1997). ISO 9000 series experiences in small and medium-sized enterprises [rafræn útgáfa]. *Total Quality Management*, 8(2), 306-310.
- Vloeberghs, D. og Bellens, J. (1996). ISO 9000 in belgium: Experience of Belgian quality managers and HRM [rafræn útgáfa]. *European Management Journal*, 14(2), 207.
- Wood, S. og Peccei, R. (1995). Does total quality management make a difference to employee attitudes? [rafræn útgáfa]. *Employee Relations*, 17(3), 52-62.

Yang og Ching-Chow. (2006). The impact of human resource management practices on the implementation of total quality management: An empirical study on high-tech firms [rafræn útgáfa]. *TQM Magazine*, 18(2), 162-173

## 8.2 Rafrænar heimildir

Quality Scotland. *Other Business Excellence Tools and Standards*. Sótt 8. maí 2011 af <http://www.qualityscotland.co.uk/other-business-excellence-tools-and-standards.asp>

UK Department of Trade and Industry. (a). *The evolution of quality*. Sótt 7. febrúar 2011 af [http://www.businessballs.com/dtiresources/quality\\_management\\_history.pdf](http://www.businessballs.com/dtiresources/quality_management_history.pdf)

UK Department of Trade and Industry. (b). *Quality management systems*. Sótt 7. febrúar 2011 af [http://www.businessballs.com/dtiresources/quality\\_management\\_systems\\_QMS.pdf](http://www.businessballs.com/dtiresources/quality_management_systems_QMS.pdf)

Vinnuhópur ISO nr. TCI 176. *About ISO/TC 176*. sótt 14. febrúar 2011 af <http://tc176.org/About176.asp>

## 8.3 Munnlegar heimildir

Gísli Eymarsson, gæðaeftirlitstjóri Malbikunarstöðin Hlaðbær-Colas hf. 2011. *Breytingar á hegðun og viðhorfi starfsmanna eftir innleiðingu gæðakerfis sett upp eftir ISO 9001*. Viðtal tekið í síma, 4. maí.

Hjörtur Hjartarson, kynningar- og markaðsstjóri Staðlaráðs Íslands. 2011, *ISO 9001 vottun íslenskra fyrirtækja*. Tölvupóstur, 21. mars.

Jón Reynir Andrésson, framleiðslustjóri Stofnfisks hf. (f. 1968), 2011. *Breytingar á hegðun og viðhorfi starfsmanna eftir innleiðingu gæðakerfis sett upp eftir ISO 9001*. Viðtal tekið á skrifstofu Jóns, 14. apríl.