

Appendix F On-line resources cited in the bibliography

Citation	Cited pages	Source
Ackoff, 1971	112-13	Towards a System of Systems Concepts
Ackoff, 1994	81, 318, 814, 839	Beyond Continuous Improvement
Ackoff, 1998.	112,	A Systemic View of Transformational Leadership
ACSI, 2016	754,	About the American Customer Satisfaction Index
AIAG, 2016	249, 400	Potential Failure Modes and Effects Analysis
APQC, 2015	135,	American Productivity & Quality Center
BBC, 2011	295	Delivering Quality First
BBC, 2014	339	Captain Eric 'Winkle' Brown
BBC, 2016	560	Watchdog
BD 2016	166,	Business Dictionary
Benson Ford Research Center, 2013	141, 639	The Innovator and Ford Motor Company
Benson Ford Research Center, 2017	294	Henry Ford Quotations
Bosch, 2017.	294	Bosch, R (1885)
British Library Preservation Advisory Centre, 2013	501	Managing the Library Archive Environment.
CAA,2016	334	Airport data 2015
Canon, 2008	295	Canon Sustainability Report 2008
Chong 2012	379	Human Capital vs. Human Resources – A word and a world of difference.
CIPD, 2016	444	Competence and competency frameworks
CIPD, 2015	399	Absence Survey
Daily Telegraph 2007	472	'Doing a Ratner' and other famous gaffes
Daily Telegraph, 2012	295	Apple design chief: 'Our goal isn't to make money
Field, 2008	287	Customer Focused Leadership
Frost, 2016	431	Introducing Organizational Knowledge
Ghaleiw, 2015	277	Delivering Outstanding Performance through Highly Engaging Quality Culture
The Guardian, 2015	558	VW scandal: chief executive Martin Winterkorn refuses to quit.
The Guardian, 2016	627	Restaurant owner jailed for six years over death of peanut allergy customer
Haafte 2016	755	Customer satisfaction models
Hillson, 2016 (1)	150, 155,	Managing risk in practice - workshop
Hillson, 2016 (2).	330	Managing risk in projects
HSE, 2016	684	Performance Influencing Factors (PIFs)
HSG48, 1999	402	Reducing error and influencing behaviour
IMechE, 2015	94	Global Food - Waste Not, Want Not
ISO, 2016	5, 44	Selection and use of the ISO 9000 Family of Standards
ISO, 2015	70	Quality management principles

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ISO Glossary, 2016	32, 80, 112, 479	Guidance on selected words used in the ISO 9000 family of standards
ISO/IEC, 2015	22, 32, 149,	ISO/IEC Directives, Part 1 — Consolidated ISO Supplement — Procedures specific to ISO
ISO/TC176/SC2/N1017	19,	ISO 9000 User Survey Report
ISO/TC176/SC2/N1276	20, 478, 745	Guidance on the requirements for Documented Information
ISO/TC176/SC2/N1282	19	ISO 9001 Summary of changes
ISO/TC176/SC2/N1289	145	The Process Approach in ISO 9001:2015
ISO/TC176/SC2/N544R3	239	Concept and use of the process approach for management systems
ISO/TMB/JTCG N359.	24	Frequently Asked Questions in support of Annex SL
ISO/TMB/JTCG N360	154, 327, 493	Concept document to support Annex SL.
ISO-SD	6	How does ISO develop standards?
Jarvis & MacNee, 2011	19	Improved customer satisfaction - Key result of ISO 9000 user survey.
Jobs, 1990	3	Steve Jobs on Joseph Juran and Quality
Knobbe, 2016	334	Cataract Surgery Complications
Kohn, Corrigan & Donaldson, 1999	398	To err is human - building a safer health system.
Martin, 2010	283	The Age of Customer Capitalism
Miller, 2016	283	What is Customer-Focused Leadership
MWD.	149,	Merriam-Webster Dictionary
New York Times, 1996	339	Arthur Rudolph, 89, Developer of Rocket in First Apollo Flight.
NIST, 2013.	756	Handbook of Engineering Statistics:
OED, 2013	127, 149, 162, 166, 239, 264, 441,	Oxford English Dictionary
Ofcom, 2006	163	Broadband migrations: enabling consumer choice
ONS 2017	398	Sickness Absence in the Labour Market
Rittenberg & Martens, 2012	338	Understanding and Communicating Risk Appetite.
Rothwell, 2007	277-78	Beyond Rules of Engagement.
TAG, 2016.	154	Threat Analysis Group:
Taleb, Goldstein & Spitznagel, 2009	340	The Six Mistakes Executives make in Risk Management
Toyota, 2010	295	Toyota Auris hybrid production: quality first and foremost
Toyota, 2015.	293	No more than one cup's worth of water can fit into a single cup.
Toyota-Global,2015	291	Guiding Principles at Toyota.
UKICS, 2016	755	UK Customer Satisfaction Index.
West Midlands, 2015	152	A Positive Approach to Risk & Personalisation
Wikipedia (1), 2016	95	Philip B Crosby.
Wikipedia (2), 2015	141	Venetian Arsenal
Wikipedia (3), 2015	202	Necessity and Sufficiency
Wikipedia (4), 2015	355	Enron Scandal
Wikipedia (5), 2015	490	Data storage device
Wikipedia (6), 2015	502	Cloud Storage.

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Wikipedia (7), 2016	549	Cantor Fitzgerald
Wikipedia (8), 2017	681	British European Airways Flight 548
World Health Organization		What is human factors and why is it important to patient safety?