References

- Alarcón L.F. and Serpell A. (1996) "Performance Measuring Benchmarking, and modeling of construction projects", School of Engineering, Santiago, Chile. http://web.bham.ac.uk
- Anderson, E.W., Fornell, C. and Lehmann, D.R. (1994) "Customer satisfaction, market share, and profitability: Findings from Sweden", *Journal* of Marketing, 58(July), 53-66.
- Arditi, D. and Lee D.E. (2003) "Assessing the corporate service quality performance of design-build contractors using quality function deployment", Construction Management and Economics, 21, 175-185.
- Barrett, P. (2001) "A Survey of Construction Clients' Needs", CIB World Building Congress, Wellington, New Zealand.
- Barsky, J. and Labagh, R. (1992) "A Strategy for customer satisfaction" The Cornell H.R.A. Quarterly, Oct., 32-40.
- Brown, S. W., Gummesson, E., Edvardsson, B., & Gustavsson, B. (Ed.).
 (1991). "Service quality: Multidisciplinary and multinational perspectives",
 Lexington Books, New York.
- Brown, T.M. (2000) "The Apllication of Archipelago An overview of enterprise integration", eAl Journal, pp 34-40.
- Building Research Establishment (1982) Quality in Traditional Housing, HMSO, London.
- Butler, R.C., Christofferson, J.P. and Hutchings, D.M. (2003) "Factors leading to construction company success: Comparisons of the perceptions of production and small-volume home builders", Proceedings of the 39th Annual Conference, Associated Schools of Construction, South Carolina, pp 267-276.
- Furrer, O. (1998) "International Trade in Services", Executive Program,
 University of Illinois, Urbana, Champaign:
 http://www.hec.unil.ch/ofurrer/index.php
- Furrer, O. (1998) "International Trade in Services", Executive Program,
 University of Illinois, Urbana, Champaign
 http://www.hec.unil.ch/ofurrer/index.php

- Ghobadian, A., Speller, S., & Jones, M. (1993) "Service quality: Concepts and models", International Journal of Quality & Reliability Management, 11 (9), 43-66.: http://www.emerald-library.com/
- Groth, J.C., & Dye, R.T. (1999). "Service Quality: Perceived value, expectations, shortfalls, and bonuses", *Managing Service Quality* 9 (4), 274-285.: http://www.emerald-library.com/
- Gunawardena N.D. and Gunasekera S.D.R.S. (2004) "Service Quality of Contractors: An Investigation into Customer Satisfaction", Annual Transactions of IESL 2004, Colombo, Sri Lanka.
- Gunawardena, N.D. and Nismy, R.M. (2003) "Factors Affecting Quality of Construction and Using ISO 9000 Standards to Minimise their Effects", Annual Transactions of IESL, 2003, Sri Lanka.
- Hempel, D. J. (1977) "Consumer satisfaction with the home buying process:
 Conceptualization and measurement", Conceptualization and measurement of
 consumer satisfaction and dissatisfaction, K.H. Hunt, ed., Marketing Science
 Institute, Cambridge, Mass.
- Hoxley, M. (2000) "Measuring UK construction professional service quality: the what, how, when and who", International Journal of Quality & Reliability Management, 17 Nos 4/5, pp. 511-526.
- Johnson, M.D. and Fornell, C. (1991) "A framework for comparing customer satisfaction across individuals and product categories", *Journal of Economic Psychology*, 12, 267-286.
- Kano, N. and Chen, E. (1992) "Understanding customer requirements:
 Development of metrics", RIS Discussions,
 http://www.leadwise.com/services/seminars/attract-able/AQC.htm
- Oakland, J. and Sohal, A. (1996), "Total Quality Management: Text with Cases", Butterworth Heinemann, Melbourne.
- Ofori, G. and Gang, G. (2001) "ISO 9000 Certification of Singapore Construction Enterprises; Its Costs and Benefits and Its Role in the Development of the Industry", Engineering, Construction and Architectural Management, 8(2), pp.145-157.

- Parasuraman A. (2002) "Defining, Assessing and Measuring Service Quality:
 A Conceptual Overview", Library Assessment and Benchmarking Institute,
 Monterey, California.
- Parasuraman, A., Zeithamal, V.A. and Berry, A.L., (1994) "Reassessment of expectations as a comparison standard in measuring service quality: implications for future research", *Journal of Marketing*, 58, pp. 111-24.
- Parasuraman, A., Zeithaml, V.A. and Berry, L.L. (1991) "Refinement and reassessment of the SERVQUAL scale", *Journal of Retailing*, 67 (4), pp. 420-50.
- Prokopenko, J. (1992) "Productivity Management A practical handbook",
 International Labour Office, Geneva.
- Robledo, M.A. (2001) "Measuring and managing service quality: Integrating customer expectations. Managing Service Quality", 11 (1), 22-31.
 http://www.emerald-library.com/
- Siu, G.K.W., Bridge, A. and Skitmore M. (2001) "Assessing the service quality of building maintenance providers: mechanical and engineering services", Construction Management and Economics, 19, pp. 719-726.
- Soderlund, M. and Vilgon, M. (1999) "Customer satisfaction links to customer profitability: An empirical examination of the association between attitudes and behaviours", SSE/EFI Working Paper Series in Business Administration No. 1999:1, Stockholm School of Economics.
- Sureshchandar, G.S., Rajendran, Chandrasekharan, Anantharaman, R.N.,
 (2001) "A conceptual model for Total Quality Management in service", *Total Quality Management*, 12(3), Academic Search Premier,
 http://web16.epnet.com
- Swan, J.E. and Combs, L.J. (1976) "Product performance and consumer satisfaction: A new concept", *Journal of Marketing*, **40**(Apr.), 25-33.
- Tam, C.M. Deng, Z.M., Zeng, S.X. and Ho, C.S. (2000) "Quest for continuous Quality improvement for Public Housing Construction in Hong Kong", Construction Management and Economics, 18(4), pp. 437-446.

- Thongsamak, S. (2001) "Service Quality: Its Measurement and Relationship with Customer Satisfaction", Targeting for Managing Service Quality, ISE 5016, http://www.eng.vt.edu/irs/docs/Thongsamak_ServiceQuality.doc.
- Torbica, Z. M. and Stroh R. C. (2001) "Customer Satisfaction in Home Building", Journal of Construction Engineering and Management, 127(1), pp 82-86.
- Torbica, Z.M and Stroh R.C. (2000) "HOMBSAT An instrument for measuring home-buyer satisfaction", Quality Management Journal, 7(4), in press.
- USACE Blue Ribbon (1983) "Report of the Blue Ribbon Panel on: Management of Construction Quality", USACE.
- Ward, S.C., Curtis, B. and Chapman, C.B. (1991) "Objectives and performance in construction projects", Construction Management and Economics, 9, 343-53.
- Zairi, M. (1994) "Benchmarking: The Best Tool for Measuring Competitiveness", Benchmarking for Quality Management & Technology, Vol.1 No.1, University Press, UK.
- Zeithaml, V.A., Parasuraman, A., & Berry, L.L. (1990), "Delivering Quality Service: Balancing customer perceptions and expectations", The Free Press, New York.