BIBLIOGRAPHY

- ABOLGHASEMI, M; McCORMICK, J & CONNERS, R 1999: The importance of department heads in the development of teacher support for school vision.

 The International of Educational Management. Vol. 13, No. 2.
- ACKOFF, TJ, 1999: Quality of work life: a new perspective: Human resources Management. *Journal of Educational Administration*. Vol. 38, No. 1.
- AFRICAN NATIONAL CONGRESS, 1994: The reconstruction and development programme. A policy framework. Johannesburg: Umanyano Publication.
- ALLEN, L 1996: The new leadership. Johannesburg: Louis Allen associates, Inc.
- ARCARO, JS 1995: Teams in Education. Delray Beach: St. Lucie Press.
- ARCARO, JS 1996: Quality in education. An Implementation book. Delray Beach: St. Lucie Press.
- ASPIN, D, CHAPMAN, J & WILKINSON, 1994: Quality schooling. A pragmatic approach to some current problems. London: Cassell.
- ATKINSON, PE 1990: Creating culture change: The key to successful Total Quality Management. Bedford: British Cataloguing.
- AUNE, A 1992: Teams and TQM. TQM practitioner series. Cheltenham: Stanley Thorne.
- BABBIE, E & MOUTON, J 1998: The practice of social research. Oxford:

 University Press
- BABBIE, E 1998: The practice of social research. Belmont: Wadsworth, Inc.
- BANERJI, P & KRISHNAN, 2000: Ethical preference of transformational leaders:

 An empirical investigation. *Leadership and Organisation Development Journal*. Vol. 21, No. 8.
- BANK, J 1992: The essence of Total Quality Management. New York: Prentice-Hall
- BANWET, DK & KARUNES, S 2004: Quality function deployment. *International Journal of productivity and performance management.* Vol. 53, No. 2.

- BARNETT, K; McCORMICK, J & CONNER, R 2001: Transformational leadership. Panacea, placebo or problem? *Journal of Educational Management* Vol. 39, No. 1.
- BARRET, D 1995: The TQM paradigm. Key ideas that make it work. Portland: Productivity.
- BARRY, TJ 1991: Management excellence through quality. Wisconsin: ASQC Quality press.
- BATTEN, J 1992: Building a Total Quality Culture. California: Crisp.
- BECK, TH & MURPHY,CF 1994: Management excellence through quality. Wisconsin: ASQC.
- BELL, J 1993: Doing your research project. Buckingham: Open University Press.
- BERG, BL 1998: Qualitative research methods for social sciences. London: Allyn and Bacon.
- BERRY, AJ & CARTWRIGHT, 2000: Leadership: a critical construction.

 Leadership and Organisation Development Journal. Vol. 21, No. 3.
- BERRY, TH 1991: Managing the Total Quality Transformation. New York:

 McGraw-Hill
- BLANKSTEIN, AM 1996: Eight reasons why TQM can't work. *Contemporary Education* Winter. Vol.67, No.3.
- BLANKSTEIN, AM 1999: Why TQM can't work and a school where it did. *Education Digest.* Vol. 62, No. 1.
- BLASÉ, JO & BLASÉ, J 1999: Effective instructional leadership. *Journal of Educational Management*. Vol. 38, No. 2.
- BLENDINGER, J &JONES, LT 1989: Start with culture to improve you schools. *The school administration.* Vol. 46, No. 5.
- BLESS, C & HIGSON-SMITH, 1995: Fundamentals of social research methods:

 An American perspective. Kenwyn: Juta & Co. Ltd.
- BLUMBERG, A & GREENFIELD, WD 1987: The effective principal: Perspectives On School Leadership. Boston: Allyn and Bacon.
- BOND, W 2001: Ideas Management. Pretoria: South African Excellence Model.

- BONGSTINGL, JJ 1996: On the road to quality: Turning stumbling blocks into stepping stones. *The school administrator.* Vol. 53, No. 16.
- BORG, WR & GALL, MD 1989: Educational research. An introduction. New York Longman Inc.
- BORG, WR 1979: Educational research. An introduction. New York: Longman Inc.
- BORROW, J 1993: Does quality management equal organisational learning. *Quality Progress.* Vol. 26, No. 7.
- BOZLM, M 2002: The college student as learner: Insight gained through metaphor analysis. *College student Journal.* Vol. 36, No. 1.
- BRIGHAM, SE, 1998: Total Quality Management. Lessons we can learn from industry. *American Association for Higher Education.* Vol. 13, No. 4.
- BRUCE, C & GEOFFREY, S 1997: Children's conceptions of their national Culture and identity. *Educational Studies*. Vol. 21, No. 2.
- BUSH, T & WEST-BURNHAM, J <u>eds</u>. 1994: The principles of Educational Management. Glasgow: Longman.
- BYRNESS, MA 1992: The quality teacher. Implementing Total Quality Management in the classroom. London: Cornesky and Associates Press.
- CACIOPPE, R & ALBRECHT 2000: Using 360 feedback and the integral model to develop leadership and management skills. *Leadership and OrganisationDevelopment Journal*. Vol. 21, No. 8.
- CALDWELL, BJ 1999: Strategic leadership, resource management and effective school reform. *Journal of Educational Administration*. Vol. 36, No. 5.
- CALITZ, L <u>ed.</u> 2001: Leadership in Education. Productive learning cultures. Sandown: Heinemann.
- CARLSON, N 1994: Quality wars: The triumphs and defeats of American Business. New York: The Free Press.
- CAROSELLI, M 1995: Creating high performance culture. Amherst: HRD Press.

- CARR, W & KEMMIS, S 1986: Becoming critical: Education, Knowledge and action research. Basingtoke, Hants: Farmer Press
- CELIKTEN, M 2004: The instructional leadership tasks of high school principals. *Journal of educational administration.* Vol. 39, No. 1.
- CHANCE, EW 1992: Visionary Leadership in schools: Successful strategies for developing and implementing an educational vision. Springfield, USA: Charles C Thomas.
- CHASE, L <u>ed.</u> 1992: Implementing TQM. A TQM Magazine Publication.

 Bedford: British Library Cataloguing-in-Publication Data.
- CHISHOLM, L & VALLY, S 1996: The culture of learning and teaching in Gauteng Schools. Johannesburg: Wits Education Policy Unit.
- CHIZMAR, JF 2000: Total Quality Management of teaching and learning. *Journal o f* Economic Education. Vol. 25, No. 2
- CHRISTIE, P & POTTERTON, M 1997: School development in South Africa.

 Johannesburg: Education Department; University of Witwatersrand.
- CHRISTIE, P 1998: Schools as (Dis) Organisation: the breakdown of culture of, learning and teaching in South African schools. *Cambridge Journal of Education.* Vol. 28, No. 3.
- CILLIERS, WJ 1999: An experiential learning process for the advancement of previously disadvantaged employees in an industrial context. University of Pretoria: D. Phil. (Thesis)
- COHEN, L & MANION, L & MORRISON, J 2000: Research methods in education. Routledge.
- COHEN, L & MANION, L 1994: Research methods in education. London: Routledge.
- COLEMAN, P 1998: Parent, Student and Teacher Collaboration. Carlifornia: Sage Pub. Co.
- COMFORT, RE & GIORGIA, J 1998: In a different voice: A student agenda for high school reform. *High School Journal*. Vol. 80, no.3.

- CONNACHER, R 1995: Staff development and professional growth. (In: Steyn, GM 1997: Educational Management: Personnel Management. Reader for ONB G. Pretoria: Department of Comparative Education, UNISA.
- CONNOR, PE & LAKE, LK 1988: Managing organisational change. New York: Praeger.
- CORTAZZI, M & JIN, L 1996: Cultures of learning: Language classroom in China. Cambridge. Cambridge University.
- COSTIN, IH 1999: Strategies for quality improvement. Orlando: The Dryden Press.
- COVEY, S 1998: Total Approach to quality. HRM. Vol. 8, No. 9.
- COX, M & MATHEWS, T 2001: American place high value on college education.

 Black issues in Higher Education. Vol. 19, No. 1.
- CRAMMER, SR 1996: Assumptions central to the quality movement, clearing house. *South African Journal of Education*. Vol. 69, No. 1.
- CRAWFORD, EDL & SHUTLER, P 1999: Total Quality Management in education: Problems and issues for classroom teacher. *The International Journal of Educational Management*. Vol. 13, No. 2.
- CREECH, WL 1994: The Five pillars of TQM: how to make Total Quality Management work for you. New York: Williamson Music, Inc.
- CRESWELL, JW 1998: Research design, qualitative and quantitative approaches. Thousand Oaks, California: Sage
- CRONJE, WW; JACOBS, BM & MURDOCH, 2002: The development of excellence Model. *Total Quality Management*. Vol. 10, No. 10.
- CROSBY, PB, 1979: Quality is free: The art of making quality certain. New York: McGraw Hill.
- CROSBY, PB, 1984: Quality without tears: The art of hassle-free management.

 New York: McGraw Hill.
- DALE, DR 1998: For better results, add some TQM. *Vocational Educational Journal* Vol. 71, No. 4.
- DALIN, P 1998: School Development. Theories and Strategies. London: Cassell

- DATNOW, A & CASTELLANO, ME 2001: Managing and guiding school reform:

 Leadership in success for all schools. Educational Administration

 Quarterly. Vol. 37, No. 2.
- DAUGHETY, A 1996: Total Quality Education. *Contemporary Education*. Vol. 67, No. 2.
- DAVES, TP; HIDES, SWS & CASEY, TY 2002: School culture. *Education digest.* Vol. 59, No. 5.
- DAVIDOFF, S & LAZARUS, S 1997: The learning school: an organisational development approach. Kenwyn: Juta.
- DAVIES, EH 1999: Administration of the education system and school governance. Pretoria: Centre for Education Law and Education Policy. University of Pretoria.
- DAVIES, B 2003: Death to critique and dissent? The policies and practices of New Managerialism and of evidence-based practice. *Gender and Education*. Vol. 15, No. 1. James Cook University, Australia.
- DAY, C, 2000: Beyond transformational leadership. *Educational Leadership*. Vol. 23, No 7.
- DE VILLIERS, E; WETHMAR, M & VAN DER BANK, A eds. 2000: Ethics for partnership in education. Pretoria: Centre for education law and education policy. University of Pretoria.
- DE VOS, AS <u>ed.</u> 1998: Research at Grassroots. A primer for caring professions. Pretoria: J.L Van Schaick. Academia.
- DE VOS, AS <u>ed.</u> 2002: Research at Grass Roots. For the social sciences and human service professions. Pretoria: Van Schaik.
- DEAL, TE & PETERSON, KD 1998: How leaders influence the culture of schools. *Educational leadership.* Vol. 57, No 3.
- DELAMONT, S 1992: Fieldwork in educational setting: Methods, pitfalls and perspectives. Washington: The Falmer Press.

- DEMING, WE 1986. Out of the Crisis: Quality, Productivity and Competitive Position. Cambridge, MA: Cambridge University Press.
- DENSCOMBE, M 1998: The good research guide for small-scale social research Projects. Philadelphia: Open University Press.
- DENZIN, NK & LINCOLN, YS <u>eds</u>. 1994: Handbook of qualitative research. Thousand Oaks, California: Sage.
- DENZIN, NK 1978: The research act: A theoretical introduction to sociological methods. Chicago: Aldine.
- DEPARTMENT OF EDUCATION, 1995: Report of the committee to review the organisations, governance and funding of schools. Cape Town:

 Department of Education.
- DEPARTMENT OF EDUCATION, 1996: Changing management to manage change in education. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 1997: First steps school governance starter pack. A resource for school governing bodies. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 1997a: Strategic plan on positive culture of learning and teaching. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 1997b: Understanding the South African Schools Act. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 1998: The South African Education Charter: A concept document.
- DEPARTMENT OF EDUCATION, 1998a: Culture of Learning, Teaching and Service Campaign (Colts) Status Report. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 1999: Ripping up and trashing education. The *Teacher.* May, 1999: Braamfontein: Department of Education.
- DEPARTMENT OF EDUCATION, 1999a: Schools awash with drugs. *The Teacher.* June, 1999: Braamfontein: Department of Education.
- DEPARTMENT OF EDUCATION, 1999b: Evaluation of Yizo Yizo Print Materials.

 Johannesburg: CEPD and Clacherty & Associates Education Consultants.

- DEPARTMENT OF EDUCATION, 1999c: COLTS Status Report. No. 11: Pretoria Department of Education.
- DEPARTMENT OF EDUCATION, 1999d: Key elements in the Gauteng Department of Education's Culture of learning, teaching and services Implementation programme. Johannesburg: Gauteng Department of Education.
- DEPARTMENT OF EDUCATION, 1999e: Positive schools models. New ways of being at school. Cape Town: Western Cape Education Department.
- DEPARTMENT OF EDUCATION, 2000a: Adults struggle for matric. *The Teacher*. February, 2000: Braamfontein: Department of Education.
- DEPARTMENT OF EDUCATION, 2000b: Implementation plan for Tirisano.

 Pretoria. Department of Education. January 2000 December 2004.
- DEPARTMENT OF EDUCATION, 2000c: Teenage pregnancy dilemma. *The Teacher.* August, 2000. Braamfontein: Department of Education.
- DEPARTMENT OF EDUCATION, 2000d: A practical guide for educators to develop and maintain a culture of discipline, dignity and respect. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 2000e: Education For All (EFA). The South African Assessment Report, Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 2001: Annual Report: 2000/2001. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 2001a: Education in South Africa.

 Achievements since 1994. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 2001b: District D3 Tshwane North: Matriculation Results: 1996 2001. Johannesburg: Gauteng Department of Education.
- DEPARTMENT OF EDUCATION, 2001c: Implementation plan for Tirisano: Working Together to build South African education and training system for the 21st century 2001– 2002. Pretoria: Department of Education.
- DEPARTMENT OF EDUCATION, 2001d: Strategic Plan: 2000 2004.

 Johannesburg: Gauteng Department of Education.

- DEPARTMENT OF EDUCATION, 2002: Restructuring in the Department. *News Bulletin.* Vol. 5, No. 2. Department of Education.
- DEPARTMENT OF DUCATION 2003: Matriculation Results: D4. Pretoria.
- DERRICKSON, DR 1998: For better results, add some TQM. *Vocational Education Journal*. Vol. 71, No. 4.
- DIANE, F 1997: Diverse cultures common values. *Thrust for Educational Leadership* Vol. 24, No. 4.
- DOWLING, K 1999: Do academics need a code of ethics? South African Journal of Higher Education. Vol. 13, No.3
- DRUCKER, PF 1954: The practice of management. London: Harper & Row.
- DUFF, C 2000: Online Mentoring. Educational Leadership. Vol. 7 No.1
- DUIN, J 2002: Humanities new mission: Study and teaching. *Insight on the news.* Vol. 18, No. 11.
- DYER, D 1995: Educational research: Some general concerns and specific quibbles. Cambridge: Cambridge Institute on Education.
- DZIMBO, KP 1997: The leader's new work: building learning organisations. London. Routledge.
- EBBUT, D & ELLIOT, J 1985: Why should teachers do research? New York: Longman.
- EICHELBERGER, RT 1989: Discipline inquiry. Understanding and doing educational research. London: Longman.
- ELLIS, L 1994: Research methods in the social sciences. Dubuque: Wm C. Brown
- ERICKSON, F 1997: Culture in society and in educational practice. Issues and Perspectives. Needham Heights: Allyn & Bacon.
- EVANS, JR & FORD, MW 1997: Value driven quality. *ASQ Quality Management Journal*. Vol. 19, No. 4
- EVANS, JR & LINDSAY WM 1999: The management and control of quality. Cincinnati, Ohio South Western College Publishing.
- EVERARD, KB & MORRIS, G 1996: Effective school management. London: Paul Chapman Publishing Ltd.

- FARREL, MC & LAW, J 1999: The accountability of School Governing Bodies. *Educational Management and Administration.* Vol. 27 No.1.
- FIELD, PA & MORSE, J 1985: Nursing research. The application of qualitative approaches. London: Croom & Helm.
- FIELDS, JC 1994: Total Quality for schools. A suggestion for American Education. Milwaukee, Wisconsin: ASQC Quality Process.
- FRANK, DB & COTTLE, TJ 2000: strive to eliminate student shame, exclusionary culture from schools. *The Brown University Child and Adolescent Behaviour Letter.* Vol. 16, No. 7.
- FRASE, LE 1994: Structuring schools for success. California: Sage Pub. Co.
- FREIBERG, HJ 2000: Measuring school climate. Let me count the ways. *Educational Leadership.* Vol. 57, No. 8.
- FUGLESTAD, OL & LILLEJORD, S 2002: Leadership in education. Sandown. Heinemann.
- FULLAN, MG 1996: Why teachers must become change agents. *Educational Educational Leadership.* Vol. 23, No. 2.
- FULLAN, M 2001: Leading in a culture change of change. San Francisco: Jossey Bass.
- GALPIN, T 1997: Connecting culture to organisation change. London: McCraw-Hill.
- GATES, B 1998: What it takes to be a winning school (In: *The Saturday Star*, October 10. p2).
- GEORGE, TH & WEIMERKIRCH, WW 1998: Total Quality Culture. *Total Quality Management.* Vol. 8, No. 3.
- GILCHRIST, R 1996: Effective schools. Case studies of excellence. *Educational Leadership.* Vol. 23, No. 3.
- GILLIAN, P 2001: The power of collaborative research in teacher's professional development. *Australian Journal of Early Childhood.* Vol. 26, No. 2.
- GINNS, I; HEIRDSFIELD, A; ATWEH, B & WATTERS, JJ 2001: Beginning teachers becoming professionals through action research. *Educational Action Research*. Vol. 9, No. 2.

- GIROUX, HA 1987: Critical pedagogy and the role of resisting intellectual. (In: Creativity and liberal learning 1987: New Jersey: Ablex).
- GOETZ, PW 1998: The New Encyclopaedia Britanica. Vol. 3. Chicago: Encyclopaedia Britanica, Inc.
- GOLUB, BL <u>ed.</u> 1996: Total Quality Management: A cross functional perspective. Canada: John Wiley & Sons, Inc.
- GRANT, G; MERGEN, E & WIDRICK, S 2002: Measuring the dimensions of quality in higher education. *Total Quality Management*. Vol. 13, No. 9.
- GREEN, D & HARVEY, L 1998: Defining quality. Manual of Quality Assurance.

 Procedures and Practices. Amsterdam: Hogeschool Amsterdam.
- GREENHOOD, MS & GAUNT, HJ 1994: Total Quality Management for schools. London: Cassel.
- GRIFFITH, J 2000: Principal leadership of parental involvement. *Journal of Educational Administration*. Vol. 39, No. 2.
- GUBA, EG 1981: Criteria for assessing trustworthiness of naturalistic inquiries.

 Educational Resources Information Centre. Annual Review Paper 2.
- GULTEN, H 2000: Going against the national cultural grain. A longitudinal case study of organisational culture change in Turkish Higher Education. Total Quality Management. Vol. 11, No. 1.
- GULTEN, H 2000: Organisational change; corporate culture; Total Quality Management in Higher Education. *Total Quality Management*. Vol. 11, No. 1.
- HAMMERSLEY, M 2003: Some questions about evidence-based practice in education. *Annual conference of the British Educational Research Assosciation.* Leeds, September.
- HARGREAVES, H & HOPKINS, D 1993: The empowered school. London: Cassel.
- HARLEY, K; BARASA, F; BERTRAM, C; MATTSON, E & PILLAY, S 2000: The Real and the ideal: teacher roles and competences in South African policy and practice. *International Journal of Educational Development* Vol. 20, No. 7

- HARRIS, K 1990: Empowering teachers towards a justification for intervention. *Journal of philosophy of education.* Vol. 24, No. 7.
- HARRIS, A 2004: Distributed leadership and school improvement: Leading or misleading? *Journal of the British educational leadership, management and administration.* Vol. 32, No. 1.
- HARRISON, JA 1998: School governance: is the clash between teachers and principals inevitable? *Journal of Educational Administration*. Vol. 36, No. 1.
- HASHARHAR-FRANCIS, A 1999: School-focused In-service training: the key to restructuring schools. *Journal of In-service Education*. Vol. 25, No. 2.
- HAUSMAN, CS 2000: Principal role in magnet schools: transformed or entrenched. *Journal of Educational Administration*. Vol. 38, No. 1.
- HERBERT, EA 1998: Design Matters: How School Environment Affects Children. *Educational Leadership.* Vol. 56, No. 9.
- HEIKKINEN, HLT; KAKKORI, L & HUTTUNEN, R 2001: This is my truth, tell me yours: Some aspects of action research quality in the light of truth theories. Educational Action Research. Vol. 9, No. 2.
- HELLER, BM, 2001: Media survey finds education industry executives optimistic about the future. *Educational Technology Markets*. Vol. 12, No. 10.
- HERSEY, P & BLANCHARD, KH 1982: Management of organisation behaviour, utilising human resources. New Jersey: Prentice-Hall.
- HERZOG, J & BERG, CJ 1992: Education in South Africa, issues and trends. Pretoria: Academia.
- HEYSTEK, J 1999: Parental participation in school activities is it sufficient? South African Journal of Education. Vol. 19, No. 1.
- HILLARD, F 1990: Improving the quality of work life. New Jersey: Hillsdale.
- HILLMAN, WT & ALBERT, TJ 1999: Total Quality Management and Higher Education: The employer's perspective. *Total Quality Management*. Vol. 10, No.7.
- HOLMES, G & McELWEE, G 2003: Total quality studies: Models in Human Resources. Vol. 7, No. 6.

- HOPKINS, D 1995: A teacher's guide to classroom research. Philadelphia: Open University.
- HOPKINS, MA & WEST, M 1994: School improvement in an era of change.

 London: Cassell
- HOPKINS, D 2001: School Improvement for real. London: Routledge Falmer.
- HORINE, JE; HAILEY, WA & RUBACH, L 1993: Transforming schools quality. *Quality Progress.* Vol. 26, No. 7.
- HORNBY, G 2000: Improving Parental Involvement. London: Cassell.
- HOUSER, R 1998: Counseling and educational research. Evaluation and application. New Delhi. Sage Publishers.
- HOY, WK & MISKEL, CG 1987: Educational administration: theory, research and practice. New York: Random House.
- HUYSAMEN, GK 1998: Methodology for social and behavioural sciences.

 Halfway House. International Thomson Publishing.
- ISHIKAWA, K 1983: Guide to quality control. Tokyo: Asian Productivity organisation.
- ISHIKAWA, K 1985: What is Total Quality Control the Japanese Way. Englewood Cliffs, N.J. Prentice-Hall.
- ISHLER, RE 2002: Together we can make a difference: collaboration between schools and universities. *National Forum, Springs.* Vol. 74, No. 2.
- JABLONSKI, JR 1992: Competing in the nineties Through Total Quality Management. San Diego: Pfeiffer & Company.
- JACOBS, DJ 1999: Quantum leaps in quality assurance in Higher Education. *Bulletin*. News for the Human Sciences. Vol. 5, No. 2.
- JENKINS, HO 1991: Getting it right. *A handbook for successful school leadership.* Quality progress. Vol. 26, No. 2.
- JOHNSON, B & CRISTENSEN, 2000: Educational research: Quantitative and Qualitative research. Needham Heights: Allyn & Bacon.
- JOHNSON, KH 1999: Workforce 2000. The strategic issues. Strategy and Leadership. Vol. 27, No. 1.

- JOHNSTON, DP 1999: Total Quality Management: Leadership for quality school transformation. *Quality Progress*. Vol. 13, No. 2.
- JOHNSTONE, JH 1987: Values, culture, and the effective school. *NASS Bulletin*, Vol. 71, No. 4.
- JURAN, J 1985: Planning for quality. New York: The Free Press.
- JURAN, J 1989: Leadership for quality. An executive handbook. New York: The Free Press.
- KAHN, J 1998: What makes a company great? *Human Resources Management*. Vol. 138, No. 8.
- KAISER, JC 2000: Modern Education system. Pretoria: Van Schaik.
- KANJI, GK & ASHER, M 1998: Education and Training for Total Quality Management Total Quality Management. Vol. 4, No. 1.
- KARUSNER, S 2004: 2004: Total Quality Management. A service quality function deployment. *International Journal of Productivity and Performance Management.* Vol. 53, No. 2.
- KATHLEEN, AS; MICHAEL, S; MIKE, S 1998: How TQM can work in Education.

 New York: The Atlanta consulting group.
- KATO, K 2001: Exploring the cultures of learning: a case of Japanese and Australian classrooms. *Journal of Intercultural studies*. Vol. 22, No. 1.
- KELLOWAY, EK & BARLING, 2000: What we have learned about developing Transformational leaders. *Leadership and Organisation Development Journal* Vol. 21, No. 7.
- KEMMIS, S 1999: The action research planner. Victoria, Australia: Deakin University
- KERZNER, 1997: Total Quality Management: The key to business improvement.

 New York: John Wiley & Sons, Inc
- KERZNER, H 2001: Project Management. A system approach to planning, scheduling and controlling. New York: John Wiley & Sons, Inc.
- KILLINGSWORTH, BL; HAYDEN, MB & DELLANA, SA 1999: Total Quality Management involvement in the classroom: Integrating TQM in a system analysis and design. *College Student Journal*. Vol. 33, No. 3.

- KIRK, J & MILLER, M 1986: Reliability and validity in qualitative research.

 Beverly Hills, CA: Sage.
- KOCH, JV 2003: TQM: Why is its impact in higher education so small? *TQM magazine*. Vol. 15, No. 5.
- KOCH, JV & FISHER, JL 1998: Higher Education and Total Quality Management. *Total Quality Management*. Vol. 9, No. 8.
- KOWALSKI, TJ 1997: School Reform Community Education and problem of Institutional culture. *Community Educational Journal*. Vol. 4, No. 3.
- KREFTING, L 1991: Rigor in qualitative research: The assessment of trustworthiness. *American Journal of Occupational Therapy*. Vol. 45, No.3
- KRUGER, 2001: The implementation of Total Quality Management. Module 3: UNISA
- KRUGER, AJ & LAKE, 2001: Schools aspects, value and culture. *Journal of ducational change.* Vol. 2, No. 4.
- KRUGER, AJ & SCHALKWYK, OJ 1997: Classroom Management. Pretoria: Van Schaik.
- KRUGER, AJ & VAN DEVENTER, 2003 <u>ed.</u> An educator's guide to school management skills. Pretoria: Van Schaik.
- KRUSE, SD 2001: Creating communities of reform: continuous improvement planning teams. *Journal of Educational Administration*. Vol. 39, No. 4.
- LANBERT, LG 1988: Building school culture: an open letter to principals.

 NASSP Bulletin. Vol. 72, No. 506.
- LATTA, TJ & DOWNING, BV 1994: Total Quality Management for schools.

 Lancaster: Technomic Publishing Co.
- LEININGER, MM 1985: Nature, rationale and importance of qualitative research Methods: New York: Grune & Stratton.
- LEITHWOOD, K & JANTZI, D 1990: Transformational leadership: How principals can help reform school cultures, school effectiveness and improvement. Vol. 30, No. 2

- LEITHWOOD, K & JANTZI, D 2001: The effects of transformational leadership on organisational conditions and student engagement with school. *Journal of Educational Administration*. Vol. 39, No. 1.
- LEONARD, LJ & LEONARD, P 1999: Reculturing for collaboration and leadership. *The Journal of Educational Research.* Vol. 92, No. 4.
- LESSEM, R 1991: Total Quality Learning. Building a learning organisation.

 Oxford: Blackwell Business
- LINCOHN, YS & GUBA, EG 1985: Naturalistic inquiry. Beverly Hills: Sage
- LOEWEN, 1997: Strategic planning: Principles of Total Quality Management. *Education Administration*. Vol. 121, No. 2.
- LUKHWARENI, MH 2002: Total Quality Management as a response to educational changes in school management. University of Pretoria: Ph.D (Thesis).
- MacMILLAN, RB 1999: Influence of workplace conditions on teacher's job satisfaction. *The journal of educational research.* Vol. 93, No. 1.
- MAGQAZA, OB 2003: The restoration of culture of teaching and learning in secondary schools of the Eastern Cape Province. University of Free State. M. Ed (Dissertation).
- MAKGOBA, MW 1997: From diversity to engaging differences: a novel approach to knowledge, production and curricular transformation. (In: CLOETE, N et al. (eds) knowledge, identity and curriculum transformation in Africa. Cape Town: Maskew Miller).
- MAKINA, J 1999: The status of youth in South Africa: *Education sector report. Soshanguve:* Technikon Northern Gauteng.
- MAKINA, JC 1997: Reconstruction of culture of teaching and learning. Soshanguve: Technikon Northern Gauteng. (Blue Print).
- MAKINA, JC 2000: Matric results improvement in Soshanguve schools: The ETSE 2000 strategy. Soshanguve: Technikon Northern Gauteng.
- MANLEY, MN & MANLEY 1996: Developing a total quality improvement course for preparation of technical management personnel. *ATEA Journal*. Vol. 23, No. 5.
- MARLOW, E 1997: Improving the school culture. *Education.* Vol. 118, No. 1.

- MARLOW, L 2002: The art of leadership skills are all about instilling a culture of oneness and innovation among staff. *Journal of Banking and Financial Services*. Vol. 116, No. 1.
- MARSHAL, C & ROSSMAN, GB 1998: Designing qualitative research.

 Newsbury Park: Sage.
- MASLOW, AH 1954: Motivation and personality. New York: Harper and Row.
- MATTHEWS, SS 2001: Enforced cultural change in Academe. A practical case study: Implementing quality management systems in Higher Education.

 Assessment & Evaluation in Higher Education. Vol. 26, No. 1.
- MAY, T 1995: Social research. Issues, Methods and Process. Philadelphia: Open University Press.
- McGREGOR, DM 1957: An easy look at performance appraisal. *Harvard Business review*. Vol. 35, No. 7.
- McMANUS, KL 2003: A development perspective on innovation and creative in small enterprise. *Journal of business venturing.* Vol. 17, No. 1.
- McMILLAN, JH & SCHUMACHER, 1993: Research in education. A conceptual introduction. New York: Harper Collins College Publishers.
- MEARS, P 1995: Quality Improvement. Tools and Techniques. New York: McGraw-Hill.
- MERRIAM, S 1998: Case studies research in education, a qualitative approach.

 San Francisco: Jossey Bass
- METCALF, M 1997: Mary Metcalfe in Lord Alexander memorial lecture. Gauteng Department of Education.
- MILLS, H 1995: Motivating your staff to excellence: Some considerations. (In: Steyn, GM, 1997: Educational Management: Personnel Management. Reader for ONB 452-G. Pretoria: Department of Comparative Education, UNISA.
- MINGUZZI, A & PASSARO, R 2002: State value entrepreneurship education. *Journal of Education business.* Vol. 16, No. 3
- MOKGOLANE, E & VALLY, S 1998: Between vision and practice: Policy, processes and implication. Vol. 3, No. 3. Wits UPE.

- MOKUKU, T 2001: Encounters with action research in the African context: A case study in the school curriculum in Lesotho. *Educational Action Research.* Vol. 9, No. 2.
- MOLLER, J 1999: Re-structuring Educational Leadership in Norwegian schools: a trade- off between accountability and autonomy. *Journal of Inservice*. *Education*, Vol. 25, No.3.
- MOLOI, KC 1997: Classroom climate as an aspect of the learning environment: Implication for the management of teacher: competency. Johannesburg Rand Afrikaans University (Med Thesis).
- MONARENG, MA 1995: The influence of parent involvement on the management style of secondary school principals. University of Pretoria. Med. (Dissertation).
- MONYOOE, LA 1999: Creating favourable conditions for the Colts in South Africa. South African journal of Higher Education. Vol. 13, No. 3.
- MOORE, DR 1993: Chicago school reform meets TQM. *Journal of quality and participation*. Vol. 16. No. 6.
- MORROW, W 1989: Definition of teacher education and profesional development of teachers, working paper submitted to the National Commission on Higher Education, Pretoria.
- MOTHATA, MS 1998: Teachers and Teacher Organisation (In: South African Education and Training: 1998: Johannesburg: Hodder and Stoughton).
- MOTWANI, J & KUMAR, A 1997: The need for the implementing Total Quality

 Management in education. *International Journal of Education Management*, Vol. 11, No. 3.
- MOUTON, J & MARAIS, HJ 1996: Basic concepts in the methodology of social sciences. Pretoria: Human Sciences Research Council.
- MOUTON, J 2001: How to succeed in your Master's and Doctoral Studies. A South African guide and resource book. Pretoria: Van Schaik.
- MPHAHLELE, RV 1999: Management by objectives as a strategy for secondary schools. University of Pretoria. Med. (Dissertation).

- MURGATROYD, S & MORGAN, C 1993: Total Quality Management and the School. Philadelphia: Open University Press.
- MURGATROYD, S 1993: Implementing Total Quality Management in the school.

 Challenges and opportunities. *School organisation*. Vol. 13, No. 6.
- NACHLAS, JA 1999: An alternative view of education quality. *Quality Progress*.

 Rolling Hills: EAQA USA.
- NACHLAS, JA 2001: An alternative view of education quality. *Quality Progress*.

 Rolling Hills: EAQA USA
- NEUMANN, Y & NEUMANN, EF, 1999: The president and the college bottom line: the role of strategic leadership styles. *The International Journal of Educational Management*. Vol. 13, No. 2.
- NEUROTH, J; PLATRIK, P & CLEVERLAND, J 1992: Total Quality Management Applying Handbook. The Baldridge Criteria to schools. Lansing: American School Association.
- NEWMAN, JM 1998: Research methods in education. Boston: Allyn and Bacon.
- NICHOLLS, J 1992: Leadership of customer-driven TQM. Ellenborough: Stanley Thornes.
- NKOMO, M 1998: Unity, diversity, reconciliation and the curriculum: Dealing with diversity in South African education Kenwyn: Juta.
- OAKLAND, J 2000: Total Quality Management: text with cases. Oxford: Butterwort Heinemann.
- OLE NORGAARD, M & RICCI, R 1997: Total Quality Management: A case study. *Total Quality Management*. Vol. 6, No. 7.
- PASA, SF 2000: Leadership influence in a high power distance and collectivist culture. *Leadership and Organisation Development.* Vol. 21, No. 8.
- PASSE, J 2002: Like it or not: social educators must keep up with popular culture. Social Education. Vol. 66, No. 4.
- PEAK, MH 1995: TQM transforms the classroom. *Management Review.* Vol. 9, No.8.
- PENA, DC 2000: Parental involvement: Influencing factors and implications. *The Journal of Educational Research.* Vol. 94, No. 1.

- PEARCE, JA & Robinson, J 2000: Strategic management: formulation, implementation and control. New York: McGraw-Hill.
- PETERSON, KD & DEAL, TE 1998: How leaders influence the culture of schools. *Educational leadership.* Vol. 56, No. 13.
- POOL, SW 2000: The learning organisation: Motivating employees by integrating TQM philosophy in a supportive organisational culture. *Leadership and* Organisation Development Journal. Vol. 21, No. 8.
- POTGIETER, JM; VISSER, PJ; VAN DER BANK, AJ; MOTHATA, MS & SQUELCH, JM 1997: Understanding the South African Schools. What public school governors need to know. Pretoria: Department of Education.
- POTTER, T 2001: Real teaching, real learning: Thinking about content and Methods. *Social education*. Vol. 66, No. 4.
- POUNDER, DG <u>ed.</u> 1998: Restructuring schools for collaboration. Promises and Pitfalls. New York: State University of New York Press.
- PRETORIUS, F 1998: The system of Education and Training (In: South African Education and Training 1998: Johannesburg: Hodder and Stoughton).
- PRISLOO, AP 2001: The SABS ISO 9000 series quality management systems.

 Module: TQM104 W. Pretoria: UNISA.
- ROSNER, J ed. 1999: School culture. London: Paul Chapman.
- PURKEY, W & NOVAK, JM 1984: Inviting School Success. Belmont, California: Wadsworth.
- PURKEY, W & NOVAK, JM 1988: Education: by invitation only. Indiana: Phi Delta Kappa.
- PURKEY, W & SCHMIDT, J 1987: The inviting relationship. New Jersey: Prentice-Hall.
- QUONG, T & WALKER, A 1999: Total Quality Management and school restructuring: A case study. *School Organisation*. Vol. 16, No. 2.
- QUONG, T 1996: School quality management: a critical perspective. School Organisation. Vol. 19, No. 4.
- RAGAGLIA, G 1993: The Benchmarking Management Guide. Cambridge: Productivity.

- RAMOTSE, TP 2002: Total Quality Management as tool to improve the quality of education results in Atamelang. University of North West: Med (Thesis).
- RAMSEY, RD 1999: Lead, Follow, or Get out of the way. California: Sage Pub.
- RAO, A; CARR, LP & DAMBOLENA:1996: Total Quality Management. A cross functional perspective. New York: John Wiley & Son
- RAPPAPORT, L 1996: A school based quality improvement programme.

 NASSP Bulletin.
- RAVID, R 2000: Practical statistics for educators. Maryland: University Press of America & Inc.
- REPUBLIC OF SOUTH AFRICA (RSA). 1995: Labour Relations Act, No. 66 of *Government Gazette* Vol 377, No 17566. Pretoria: Government Printers.
- REPUBLIC OF SOUTH AFRICA (RSA). 1995a: White Paper on Education and Training. *Government Gazette*,Vol 357, No. 16312, Notice No. 196 of 1995. Cape Town: Parliament of the Republic of South Africa Department of Education).
- REPUBLIC OF SOUTH AFRICA (RSA). 1996: South African Schools Act, no 84 of *Government Gazette*, Vol 377, No 17579. Cape Town: Office of the President.
- REPUBLIC OF SOUTH AFRICA (RSA). 1996a: Constitution of the Republic of South Africa. No. 108 of 1996. *Government Gazette, Vol* 378, No 17678. Cape Town: President's Office.
- REPUBLIC OF SOUTH AFRICA (RSA). 1996b: Green Paper on Higher Education

 Transformation. Pretoria: Department of Education
- REPUBLIC OF SOUTH AFRICA (RSA). 1996c: National Education Policy Act, No. 27 of 1996. *Government Gazette*, Vol 370, No. 17118. Cape Town: Office of the President.
- REPUBLIC OF SOUTH AFRICA (RSA). 2000: Norms and Standards for Educators. *Government Gazett*. Vol. 415, No. 20844. Pretoria: Department of Education.

- REPUBLIC OF SOUTH AFRICA, 2001: Public service regulations, 2001. Government Gazette No. 1. Vol. 427, No. 21951. Pretoria: Office of the President.
- ROBINS, A 1998: Personnel Power 11. The driving force. San Diego, CA: Robbins International inc.
- ROBSON, C 1999: Real world research. A resource for social scientists and Practitioner researchers. Oxford: Blackwell.
- ROONEY, J 2000: Survival skills for New Principal. *Educational Leadership*. September 2000.
- RUDESTAM, KE & NEWTON, RR 1992: Surviving your dissertation. A Comprehensive guide to content and practice. Newbury Park: Sage.
- SABAR, N & HASHARHAR-FRANCIS, A 1999: School-focused In-service training: the key to restructuring schools. *Journal of In-service Education*, Vol. 25, No. 2.
- SAGOR, R 1992: How to conduct collaborative research. Washington: ASCD.
- SAHNEY, S 2004: A SERVQUAL and QFD approach to total quality education.

 International Journal of productivity and performance management.

 Vol. 53, No. 2.
- SALLIS, E 1993: Total Quality Management. London: Kegan Paul.
- SANDERS, MG 1999: School's programs and progress in the National Network Of Partnership schools. *The journal of Educational Research*. Vol. 94, No. 4.
- SCHARGEL, FP 1994: Transforming education through Total Quality Management: A practitioner's guide. Brooklyn, New York: Eye on Education.
- SCHLEH, EC 1960: The Human Side of Interprise. London: McGraw-Hill.
- SCHMIDT, K 1998: Applying the four principles of Total Quality Management to the classroom. *Tech Directions.* Vol. 58, No. 1.

- SCHNEIDER, WE 2000: Why good management fail: The neglected power of organisational culture. *Strategy and leadership.* Vol. 28, No. 1.
- SCHULTZE, S 1997: Research in education. A conceptual introduction. New York: McGraw-Hill
- SERGIOVANNI, TJ & STARRAT, RJ 1983: Supervision: Human perspectives.

 New York: McGraw-Hill.
- SHAN, MH 1998: Professional commitment and satisfaction among teachers.

 San-Fransisco: Jossey Bass.
- SHARPLES, SLUSHER & SWAIM, 1998: Measuring the dimension of quality Education. *Total Quality Management*. Vol. 11, No. 2.
- SHLOMO, W & MOTI, F 1999: Application of the Total Quality Management approach principles and the ISO 9000 standards in engineering education. *European Journal of Engineering Education.* Vol. 24, No. 3.
- SIEGEL, P & BYRNE, S 1994: Using quality to redesign school system. The cutting edge of common sense. San Francisco: Jossey-Bass Publishers.
- SILINS, HC & MURRAY HARVEY, R 2000: Students as a central concern.

 School, Students and outcomes measures. *Journal of Educational*Administration. Vol. 38, No. 3.
- SILVERMAN, D 1998: Qualitative research. Theory, method and practice. London: Sage.
- SINCLAIR, SA 1994: Managing Educational Change. *Education today.* Vol. 39, No. 1. Gwent: Pontypool College.
- SINCLAIR, SA 1996: Managing Educational Change. *Education today.* Vol. 39, No.1
- SLACK, 1998: Implementation: Key to organisational change. Strategy and Leadership. London: Pitman.
- SLACK, N; CHAMBERS, S; HARLAND, C; HARRISON, A & JOHNSON, R 1998: Operations management. London: Pitman.
- SMITH, A 1996: Making schools more effective. Coventry: Centre for Educational Development.

- SMITH, DPJ & SCHALEKAMP, S 1997: Restoring a culture of learning and teaching: Results of phase one of a project in the West Rand Department of Education. Johannesburg: Unpublished paper
- SOWETAN, 2002: Sex abuse: A report tabled in parliament unveils trends of Widespread sexual abuse and rape of children. *Sowetan*. 23 January 2002.
- SQUELCH, JM 1999: An educator's guide to labour law. Pretoria: Centre for education law and education policy. University of Pretoria.
- STANDARD GENERATING BODY, 2001: Qualifications from the Educators in Schooling SGB. Field 05: Education, Training and Development. Pretoria: South African Qualifications Authority.
- STARRATT, RJ 1993: Leadership and vision. *Australian council for Educational Administration*. Victoria: Hawthorne.
- STEENKAMP, RJ 1998: A quantum leap needed for quality protection. Pretoria: Van Schaik.
- STEENKAMP, RJ 2001: Developing the TQM system and tools and techniques for the continuous improvement of quality. Module: TQM102 U. Pretoria: UNISA.
- STEFFY, BE & LINDLE, JC 1994: Building Coalitions. California: Corwin Press Inc.
- STEIN, MRC, THORKILSEN, RJ 1999: Parental Involvement in Education. Insights and applications from the research. Bloomington, Indiana: Phi Delta Kappa International.
- STELNOKOV, E 1996: What was Dr. W Edwards Deming? *Contemporary Education.* Vol. 67, No. 2.
- STEPHEN, G & ARNOLD, W 1998: Total Quality Management. Strategies and Techniques Proven at today's successful companies. New York: John Wiley & Sons, Inc.
- STEYN, GM 1999: Out of the crisis: Transforming schools through Total Quality Management. *South African Journal of Education.* Vol. 19, No. 4.

- STEYN, GM 2000: Applying principles of total quality management to a learning process: a case study. *SAJHE/SATHO*. Vol. 14, No. 1.
- STRIKE, KA & TERNASKY, P <u>eds.</u> 1993: Ethics for Professionals in Education.

 Perspective for preparation and practice. New York: Teachers College,

 Columbia University.
- STRINGER, ET 1996: Action research: A handbook for practitioners. New Dehli:
- SUN, J 2000: Organisation development and change in Chinese state-owned enterprises: A human resources perspective. *Leadership and Organisation Development.* Vol. 21, No. 8.
- SUNDAY TIMES, 2000: Going nowhere fast: 31 December, 2000.
- SUNDAY TIMES, 2002: Asmal orders probe into missing matrics. 30 December, 2001.
- SWARIS, RG 1994: Essential TQM tool and techniques. Cheltenham: Stanley Thornes.
- TANG, KA & ZAIRI, M 1998: Total Quality Management, service and industry. *Total Quality Management.* Vol. 9 No. 7.
- TANG, KH & ZAIRI, M 1998a: Benchmarking quality implementation in a service context: A comparative analysis of financial services and institutions of Higher Education. *Total Quality Management*. Vol. 9, No. 7.
- THE CITIZEN, 2001: Sex abuse at South African schools increases. *The Citizen.* 26 October 2001.
- THE STAR, 2001: Girl crippled for failing maths test, teacher in court. *The Star* 26 October 2001.
- THE TEACHER, 1999: Some shocking findings. *Yizo Yizo* on the screen, show us the way. Braamfontein. *The Teacher*. February 1999. Department of Education.
- THE TEACHER, 2000a: Asmal's vision of Tirisano and many promises seem to be a doomed daydream. *The Teacher*. November, 2000. Braamfontein: Dept. of Education

- THE TEACHER, 2000b: Teachers have used their positions of trust to abuse learners. *The Teacher*. November, 2000. Braamfontein: Dept. of Education.
- THE TEACHER, 2001: School warned to shape up or else... *The Teacher*. February 2001. Braamfontein: Department of Education.
- THE TEACHER, 2001a: Sexual harassment is part of high school initiation. *The Teacher.* March 2001. Braamfontein: Department of Education.
- THE TEACHER, 2001b: The low status of teaching has caused pupils enrolment to plummet. *The Teacher*. September 2001. Braamfontein: Department of Education.
- THURLOW, M BUSH, T & COLEMAN, M 2003: Leadership and strategic management in South African schools. London: Commonwealth.
- TJOSVOLD, D & WONG, ASH 2000: The leader relationship: building teamwork with and among employees. *Leadership and Organisation Development Journal*. Vol. 21, No. 7.
- TORRINGTON, J & WEIGHTMAN, J 1989: Effective Management. Hertfordshire: Prentice Hall International.
- TRAFFORD, B & HARBER, C 1999: Democratic Management and School Effectiveness in Two Countries. *Educational Management & Administration.* Vol. 27, No. 1.
- TRIBUS, M 1996: Quality education according to the teaching of Deming and Feuerstein. *Schools Psychology International.* Vol. 30, No. 9.
- VAN DER LINDE, CH 1998: Clinical supervision in teacher evaluation. A pivotal Factor in the quality management of education. *Winter* 98. Vol. 119, No. 121.
- VAN DER LINDE, CH 2000: The teachers stress and its implications for schools as an organisation. How can TQM help. *Winter* 2000. Vol. 121, No. 2.
- VAN DER LINDE, CH 2001: Strategic quality planning for teachers in the new millennium: *Education*. Vol. 121, No. 3.

- VAN DER MERWE, HM 2000: The concept of transformation viewed from the perspective of higher education. *SAJHE/SATHO*. Vol. 14, No. 3.
- VAN DER WESTHUIZEN, PC <u>ed.</u> 1999: Effective Educational Management.

 Pretoria: HAUM Tertiary.
- VAN DER WESTHUIZEN, PC <u>ed.</u> 2002: Schools as Organisations. Pretoria: Van Schaik.
- VAN SCHOOR, WA 2001: An overview of TQM and the creation and maintenance of a quality culture. Module: TQM101 T. Pretoria: UNISA.
- VAN WYK, JK 1998: Organisation and Governance of Education in South Africa. (In:South African Education and training 1998: Pretoria: Hodder and Stoughton).
- VAN WYK, 2002: Shooling: Contemporary Education: Global issues and trends. Sandton: Heinemann.
- VAZZANA, G; ELFRINK, J; & BACHMANN, 2000: A longitudinal study of Total Quality Management processes in Business Colleges. *Journal of Education for Business*. Vol. 76, No. 2.
- VOS, AJ & BRITS, VM, 1990: Comparative Education: Pretoria. Van Schaik.
- WAGHID, Y 2000: Notions of transformative possibility: equality, accountability, development and quality within higher education. *SATHO*. Vol. 14, No. 3.
- WALLEN, MW & FRAENKEL, TH 2001: The power of collaborative research and observation. *Australian Journal of Education*. Vol. 26, No. 2.
- WEIR, J; RADLOFF, A & HUDSON 2000: Collaboration staff development for quality teaching and learning in the Free State. *SATHO*. Vol. 14, No. 2.
- WEISS, JW & WYSOCKI, RK 1998: 5 Phase project management. A practical Planning and implementation guide. Amsterdam: Addison Wesley.
- WELLER, LD & McELWEE, G 1997: Strategic management of quality, an American and British perspective. *Journal of research and development.* Vol.30, No. 13.
- WELLER, LD 1999: School standard problems: using the TQM tools to identify root causes. *Journal of Educational Administration.* Vol. 38, No. 1.

- WELLER, LD 2000: School attendance problems: using the TQM tools to identify root causes. *Journal of Educational Administration.* Vol. 38, No. 1.
- WESNER, JW; HIATT, JM & TRIMMBLE, DC 1994: Winning with quality. New York: Addison Wesley Publishing Company.
- WEST-BURNHAM, J 1992: Managing quality in schools. London: Longman
- WESTERN CAPE EDUCATION DEPARTMENT, 1999: Positive Schools models.

 New ways of being at school. Cape Town: Western Cape Education

 Department.
- WIDRICK, SM; MERGEN, E & GRANT, 2002: Measuring the dimension of quality in Higher Education. *Total Quality Management.* Vol. 13, No. 1.
- WILLEY, RC 1996: Total Quality Management and the corporate strategy.

 New York: John Willey & Sons. Inc.
- WILLIAMS, RL 1994: Essentials of Total Quality Management. New York:

 Amacom.
- WILLIS, TH & TAYLOR, AJ 1999: Total Quality Management and Higher Education: The employer's perspective. *Total Quality Management. Vol.* 10, No. 7.
- WILSON, J 1993: Total quality in education. New York: Amacom.
- WONG, WYL & KANJI, GP 1998: A holistic perspective on quality quest and Quality Gains: The role of the environment. *Total Quality Management*. Vol. 9, No. 5.
- WOODARD, DB & DUNCAN, TL 1997: A culture for academic excellence: Implementing the quality principles. NASPA Journal. Vol. 37, No. 2.
- XIN, MA 1999: Influences of workplace conditions on teacher's job satisfaction. *The Journal of Educational Research.* Vol. 93, No. 1.
- YOUNGERMAN, S 1998: The power of Cross-Level Partnerships. *Educational Leadership.* Vol. 56, No. 13.
- Zackrison, RE 2003: How do our values influence us? *Effective consultants*. Brussels. EBO9 12, 311.