

## **7 Bibliografía**

---

Camp, Robert C., 1989.  
" Benchmarking: the Search for Industry Best Practices that Lead to Superior Performance -Part V"  
Quality Progress, Vol. 22 pp. 62 - 69.

Camp, Robert C., 1989.  
"Benchmarking: the Search for Industry Best Practices that Lead to Superior Performance"  
Quality Press, USA, 299 p.

Ceciland, Robert, 1992.  
"IES Fill Facilitator Role In Benchmarking Operations To Improve Performance"  
Industrial Engineering, pp. 30 - 33.

Eckerson, Wayne, 1991.  
"Users Benchmark Nets to Evaluate Strategic Worth"  
Network World, Vol. 8 pp. 1 - 47.

Eryck, H.G., 1991.  
"Benchmarking to Become the Best of Breed"  
Manufacturing Systems, Vol. 9 pp. 40 - 47.

Ferguson, Anne, 1989.  
"Britain's Best Factories"  
Management Today, pp. 68 - 96.

Geber, Beverly, 1990.  
"Benchmarking: Measuring Yourself Against the Best"  
Training, Vol. 27 pp. 36 - 44.

González, G.C., 1992.  
"El proceso Benchmarking".  
Excelentia, pp. 42 - 46.

Hendrick, John, 1992.  
"Benchmarking, Una Fuerza para el Aprendizaje  
Organizacional y el Mejoramiento del Desempeño"  
Mejoramiento Continuo, pp. 26 - 30.

Leibfried, K. and MacNair, C.J., 1990.  
"Benchmarking: A tool for Continuous Improvement"  
Harper Business, 388 p.

Owen, Jean V., 1992.  
"Benchmarking: Manufactura de Clase Mundial"  
Manufacturing Engineering.

Ziin, Tink, 1991.  
"Benchmarking Sistem Expectatives"  
Computers in Healthcare, Vol. 10.