

## LITERATURE, STANDARDS AND LINKS

### LITERATURE

van Assen, Marcel, van den Berg, Gerben, Pietersma, Paul: Key Management Models. The 60+ models every manager needs to know.

CEN Workshop Agreements on Test and Evaluation of Demining Machines and for QM for Mechanical Demining, accessible at <http://www.mineactionstandards.org/cwa/cwa-in-english/>

CEN Workshop Agreement – Test and Evaluation of Metal Detectors, accessible at <http://www.mineactionstandards.org/cwa/cwa-in-english/>

Damelio, Robert: The Basics of Process Mapping 2<sup>nd</sup> Edition, Productivity Press, 2011, accessible at <http://www.crcpress.com/product/isbn/9781563273766>

Few, Stephen: Information Dashboard Design: The Effective Visual Communication of Data, 2006.

Geneva International Centre for Humanitarian Demining: A Guide to Contracting in Mine Action – Second Edition, May 2012, accessible at <http://www.gichd.org/fileadmin/pdf/publications/Guide-to-Contracting-May2012.pdf>

Geneva International Centre for Humanitarian Demining: A Review of External Post-clearance Inspection in Mine Action, March 2012, accessible at <http://www.gichd.org/fileadmin/pdf/publications/Review-Ext-PostClear-Inspection-Mar2012.pdf>

Geneva International Centre for Humanitarian Demining: A Guide to Liability and Insurance in Mine Action, 2011, accessible at <http://www.gichd.org/fileadmin/pdf/publications/Guide-Liability-Insurance-June2011.pdf>

Geneva International Centre for Humanitarian Demining: Priority Setting in Mine Action, Policy Briefs 1-4, November 2011, accessible at <http://www.gichd.org/lima/reports-publications/detail/publications/priority-setting-in-mine-action-issue-briefs/>

GICHD (Gabiella McMichael and Asa Massleberg): Landmines and land rights in South Sudan, November 2010, accessible at [http://www.gichd.org/fileadmin/pdf/ma\\_development/wk-landrights-oct2010/LMAD-wk-Sudan-case-study-Nov2010.pdf](http://www.gichd.org/fileadmin/pdf/ma_development/wk-landrights-oct2010/LMAD-wk-Sudan-case-study-Nov2010.pdf)

Gesellschaft für Internationale Zusammenarbeit (GIZ): Capacity Works. The Management Model for Sustainable Development.

Morra Imas, Linda G., Rist, Ray C.: The Road to Results. Designing and Conducting Effective Development Evaluations, The World Bank, 2009.

Kusek, Jody Zall, Rist, Ray C.: Ten Steps to a Results-based Monitoring and Evaluation System, The World Bank, 2004, accessible at <http://www->

[wds.worldbank.org/servlet/WDSContentServer/WDSP/IB/2004/08/27/000160016\\_20040827154900/Rendered/PDF/296720PAPER0100steps.pdf](http://wds.worldbank.org/servlet/WDSContentServer/WDSP/IB/2004/08/27/000160016_20040827154900/Rendered/PDF/296720PAPER0100steps.pdf)

Marr, Bernard: Key Performance Indicators. The 75 measures every manager needs to know, FT publishing, 2012

NATO: Glossary of terms and definitions (English and French), AAP-06, Edition 2013, accessible at <http://nsa.nato.int/nsa/zPublic/ap/aap6/AAP-6.pdf>

OECD/DAC: Glossary of Key Terms in Evaluation and Results Based Management, 2002, accessible at <http://www.oecd.org/development/peer-reviews/2754804.pdf>

## FURTHER READING

Deming, Edward W.: Quality, Productivity and Competitive Position, Massachusetts Institute of Technology, Center for Advanced Engineering Study, 1982.

Eriksson, Daniel: Total Quality Management in Mine Action, 2008, accessible at <http://www.jmu.edu/cisr/journal/12.1/notes/eriksson/eriksson.shtml>

Gambiroza, Nikola: The CROMAC QA/QC System, 2009, accessible at <http://www.jmu.edu/cisr/journal/14.1/Notes/gambiroza.shtml>

Handy, Charles: The Age of Unreason, Harvard Business School Press, Boston Mass., 1990.

Harutyunyan, Armen: Information Quality Management in Mine Action, 2011, accessible at <http://www.jmu.edu/cisr/journal/15.2/specialrpt/harutyunyan/harutyunyan.shtml>

Imai, Masaaki: Kaizen. The Key to Japanese Competitive Success, 1986.

Imai, Masaaki: Gemba Kaizen: A Commonsense, Low-cost Approach to Management, 1997.

Ishikawa, Kaoru: Guide to Quality Control, Asian Productivity Organization, Tokyo 1984.

ISO: ISOfocus, 2004-

A bimonthly magazine published since 2004, accessible at [http://www.iso.org/iso/home/news\\_index/iso\\_magazines/isofocusplus\\_index/isofocusplus\\_2013.htm](http://www.iso.org/iso/home/news_index/iso_magazines/isofocusplus_index/isofocusplus_2013.htm)

ISO: Management Systems, 2001-2009.

A bimonthly magazine published from 2001-2009 which provides comprehensive coverage of international developments relating to ISO's management system standards, including news of their implementation by diverse organizations around the world, accessible at [http://www.iso.org/iso/home/news\\_index/iso-magazines/home/news\\_index/iso-magazines/home/news\\_index/iso-magazines/home/news\\_index/iso-magazines/ims\\_2009.htmback%20to%20top](http://www.iso.org/iso/home/news_index/iso-magazines/home/news_index/iso-magazines/home/news_index/iso-magazines/home/news_index/iso-magazines/home/news_index/iso-magazines/ims_2009.htmback%20to%20top)

ISO: Quality management principles, 2012, available at [http://www.iso.org/iso/qmp\\_2012.pdf](http://www.iso.org/iso/qmp_2012.pdf)

Loxton, Charles: Quality Management in Demining Organisations, 2007, accessible at <http://www.jmu.edu/cisr/journal/11.1/notes/loxton/loxton.shtml>

Mizuno, Shigeru (ed.): Management for Quality Improvement. The 7 New QC Tools, Productivity Press, Cambridge, MA, USA, 1988.

Soin, Sarv Singh: Total Quality Control Essentials, in: Key Elements, Methodologies and Managing for Success, McGraw Hill, New York, 1992.

## STANDARDS

### Main standards

BS OHSAS 18001:2007 Occupational Health and Safety Management

ISO 9000:2005 Quality management systems -- Fundamentals and vocabulary

ISO 9001:2008 Quality management systems -- Requirements

ISO 9004:2009 Managing for the sustained success of an organization -- A quality management approach

ISO 10002:2004 Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations

ISO 10007:2003 Quality management systems -- Guidelines for configuration management

ISO 10012:2003 Measurement management systems -- Requirements for measurement processes and measuring equipment

ISO 14001:2004 Environmental management systems -- Requirements with guidance for use

ISO 15489-1:2001 Information and documentation -- Records management -- Part 1: General

ISO/IEC 17021:2011 Conformity assessment -- Requirements for bodies providing audit and certification of management systems

ISO 19011:2011 Guidelines for auditing management systems

ISO 31000:2009 Risk management -- Principles and guidelines

IMAS 04.10 Glossary

IMAS 07.1 Land Release

IMAS 07.30 Accreditation of Demining Organizations

IMAS 07.40 Monitoring of Demining Organizations

IMAS 08.10 Non-technical Survey

IMAS 08.20 Technical Survey

IMAS 09.30 Explosive Ordnance Disposal

IMAS 09.10 Clearance requirements

IMAS 09.11 Battle Area Clearance

IMAS 09.20 Guidelines for Post Clearance Sampling

IMAS 09.42 Operational Testing of MDDs and Handlers

IMAS 12.10 Mine/ERW Risk Education

IMAS 14.10 Guide for the Evaluation of Mine Action Interventions

### Other relevant standards

IEC 60300-1:2003 Dependability management -- Part 1: Dependability management systems

IEC 61160:2006 Design review

ISO 10001:2007 Quality Management -- Customer satisfaction -- Guidelines for codes of conduct for organizations  
ISO 10003:2007 Quality management -- Customer satisfaction -- Guidelines for dispute resolution external to organizations  
ISO 10005:2005 Quality management systems -- Guidelines for quality plans  
ISO 10006:2003 Quality management systems -- Guidelines for quality management in projects  
ISO/TR 10013:2001 Guidelines for quality management system documentation  
ISO 10014:2006 Quality management -- Guidelines for realizing financial and economic benefits  
ISO 10015:1999 Quality management -- Guidelines for training  
ISO/TR 10017:2003 Guidance on statistical techniques for ISO 9001:2000  
ISO 10019:2005 Guidelines for the selection of quality management system consultants and use of their services  
ISO/IEC 90003:2004 Guidelines for the application of ISO 9001:2000 to computer software

### LINKS (ACCESSED 8.10.2013)

<http://www.alnap.org/about.aspx>  
<http://www.compasqualite.org/en/index/index.php>  
[www.efqm.org](http://www.efqm.org)  
<http://www.gartner.com/it-glossary/>  
[www.gichd.org](http://www.gichd.org)  
[http://www.giz.de/en/aboutgiz/quality\\_management.html](http://www.giz.de/en/aboutgiz/quality_management.html)  
<http://www.hapinternational.org/>  
[www.iso.org](http://www.iso.org)  
[http://www.iso.org/iso/home/about/iso\\_members.html](http://www.iso.org/iso/home/about/iso_members.html)  
<http://www.jointstandards.org/>  
[www.mineactionstandards.org](http://www.mineactionstandards.org)  
<http://www.mineactionstandards.org/cwa/cwa-in-english/>  
[http://www.mineactionstandards.org/fileadmin/user\\_upload/MAS/documents/imas-international-standards/english/series-14/IMAS-14-10-Ed1-Am2.pdf](http://www.mineactionstandards.org/fileadmin/user_upload/MAS/documents/imas-international-standards/english/series-14/IMAS-14-10-Ed1-Am2.pdf)  
[http://www.mineactionstandards.org/fileadmin/user\\_upload/MAS/documents/imas-international-standards/english/series-12/IMAS-12-10-Ed2-Am2.pdf](http://www.mineactionstandards.org/fileadmin/user_upload/MAS/documents/imas-international-standards/english/series-12/IMAS-12-10-Ed2-Am2.pdf)  
<http://www.nist.gov/baldrige/>  
<http://www.oecd.org/dac/>  
<http://www.oecd.org/dac/2754804.pdf>  
<http://www.oecd.org/development/evaluation/dcdndep/41612905.pdf>  
<http://www.smallarmsstandards.org/>  
<http://www.sphereproject.org/>  
<http://www.sphereproject.org/resources/download-publications/?search=1&keywords=&language=English&category=22>  
[www.tuv.de](http://www.tuv.de)  
<http://www.un.org/disarmament/convarms/Ammunition/IATG/>  
<http://www.uneval.org/normsandstandards/>  
<http://www.unicef.org/tdad/unicefpppmanualfeb07.pdf>  
<http://www.urd.org/article/the-association>