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1. BALLOU, Ronald H. (1992). *Business logistics management*. 3rd ed. Eaglewood Cliffs: Prentice-Hall International Editions. 688 pp. ISBN **0-13-093410-0. (*for books)***
2. FOX, Sam. (1994). Empowerment as a catalyst for change: an example from the food industry. *Supply Chain Management*, Vol. 2, No. 3, pp. 29-33. (*for article*)
3. MARTIN, Charles L. (1998). Relationship marketing: a high-involvement product attribute approach. *Journal of Product and Brand Management*, Vol. 7, No. 1, pp. 6-26 // http://www.apmforum.com/emerald/marketing-research-asia.htm (referred on 03/10/2002). (*for e-article*)

**Author's Name and Surname (Calibri Light, 10 pt, bold)**

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