

---

## Bibliography

---

### Books

**Altekar, R. V.** (2004). *Enterprise Resource Planning – Theory and Practice*. New Delhi, India: Prentice – Hall of India.

**Bryman, A.** (2008). *Social Research Methods* (3<sup>rd</sup> ed.). New Delhi, India: Oxford University Press.

**Chawla, D., & Sondhi, N.** (2011). *Research Methodology – Concepts and Cases*. New Delhi, India: Vikas Publishing House Pvt. Ltd.

**Chedzoy, O. B.** (2006). *Encyclopedia of Statistical Sciences*. New Jersey, USA: John Wiley & Sons Inc.

**Diwan, P., & Sharma, S.** (1999). *Enterprise Resource Planning – A Manager's Guide*. New Delhi, India: Excel Books.

**Goodman, P. S., & Harris, D. H.** (1995). *Productivity in Organizations, Emerging Needs and Opportunities for Human Factors Research*. Atlanta, GA: The National Academies Press.

**Goyal, D. P.** (2011). *Enterprise Resource Planning – A Managerial Perspective*. New Delhi, India: Tata McGraw Hill Education Private Limited.

**Hammer, M., & Champy, J.** (2003). *Reengineering the Corporation: A Manifesto for Business Revolution*. New York, USA: Collins Business Essentials.

**Kothari, C. R.** (2004). *Research Methodology – Methods and Techniques* (2<sup>nd</sup> ed.). New Delhi, India: New Age International Publishers.

**Monk, E. F., & Wagner, B. J.** (2009). *Enterprise Resource Planning*. New Delhi, India: Cengage Learning.

## Bibliography

---

**Parthasarathy, S.** (2007). *Enterprise Resource Planning (ERP) – A Managerial and Technical Perspective*. New Delhi, India: New Age International Publishers.

**Prokopenko, J.** (1987). *Productivity Management – A Practical Handbook*. Geneva, Switzerland: International Labour Organization.

**Salkind, N. J.** (2010). *Encyclopedia of Research Design*. California, USA: Sage Publications, Inc.

**Singla, A. R.** (2008). *Enterprise Resource Planning*. New Delhi, India: Cengage Learning.

**Strassmann, P. A.** (2004). *Defining and Measuring Information Productivity*. Connecticut, USA: The Information Economic Press.

**Summer, M.** (2005). *Enterprise Resource Planning*. New Delhi, India: Pearson Education.

### Articles / Papers

**Abugabah, A., & Sanzogni, L.** (2009). Enterprise Resource Planning Systems (ERP) and User Performance: A Literature Review. In *20th Australasian Conference on Information Systems*. Melbourne, Australia.

**Addo-Tenkorang, R., & Helo, P.** (2011). Enterprise Resource Planning (ERP): A Review Literature Report. In *World Congress on Engineering and Computer Science*. San Francisco, USA.

**Al-Mashari, M.** (2003). Enterprise Resource Planning (ERP) Systems: A Research Agenda. *Industrial Management & Data Systems*. 103:1, 22–27.

**Anderson, M., Banker, R. D., Menon, N. M., & Romero, J. A.** (2011). Implementing Enterprise Resource Planning Systems: Organizational Performance and the Duration of the Implementation. *Information and Technology Management*. 12, 197–212.

## Bibliography

---

**Bautista, L., Abran, A., & April, A.** (2012). Design of a Performance Measurement Framework for Cloud Computing. *Journal of Software Engineering and Applications*. 5, 69-75.

**Beheshti, H. M., & Beheshti, C. M.** (2010). Improving Productivity and Firm Performance with Enterprise Resource Planning. *Enterprise Information Systems*. 4:4, 445–472.

**Bingi, P., Sharma, M. K., & Godla, J. K.** (1999). Critical Issues Affecting an ERP Implementation, *Information Systems Management* 16:3, 7–14.

**Bohórquez, V., & Esteves, J.** (2008). Analyzing SMEs Size as a Moderator of ERP Impact in SMEs Productivity. *Communications of the IIMA*. 8:3, 67–80.

**Brynjolfsson, E. & Yang, S.** (1996). Information Technology and Productivity: A Review of the Literature. *Advances in Computer*. 43, 179–214.

**Bulkley, N., & Alstyne, M. V.** (2004). Why Information Should Influence Productivity. MIT Sloan School of Management.

**Card, D. N.** (2006). The Challenge of Productivity Measurement. In *Pacific Northwest Software Quality Conference*. Portland, Oregon, USA.

**Chang, H., Chou, H., Yin, C., & Lin, C. I.** (2011). ERP Post-Implementation Learning, ERP Usage and Individual Performance Impact. In *Pacific Asia Conference on Information Systems, PACIS 2011*. Brisbane, Australia.

**Cheng, E. Y., & Wang, Y. J.** (2006). Business Process Reengineering And ERP Systems Benefits. In *11th Annual Conference of Asia Pacific Decision Sciences Institute*. Hong Kong.

**Cordella, A.** (2001). Does Information Technology Always Lead to Lower Transaction Costs?. In *9th European Conference on Information Systems*. Bled, Slovenia.

<http://csrc.lse.ac.uk/asp/aspecis/20010024.pdf> retrieved on 04.05.2014

---

## Bibliography

---

**Dorobăț, I., & Năstase, F.** (2012). Training Issues in ERP Implementations. *Accounting and Management Information Systems* 11:4, 621–636.

**Elragal, A. A., & Al-Serafi, A. M.** (2011). The Effect of ERP System Implementation on Business Performance: An Exploratory Case-Study. *Communications of the IBIMA* 2011.

<http://www.ibimapublishing.com/journals/CIBIMA/cibima.html> retrieved on 18.11.2011

**Engelstätter, B.** (2009). Enterprise Systems and Labor Productivity: Disentangling Combination Effects. In *DRUID Summer Conference 2009*. Copenhagen, Denmark.

<http://www2.druid.dk/conferences/viewpaper.php?id=5648&cf=32> retrieved on 18.11.2011

**Gupta, M. P., Kanungo, S., Kumar, R., & Sahu, G. P.** (2007). A Study of Information Technology Effectiveness in Select Government Organizations in India. *Vikalpa*. 32:2, 7–21.

**Haider, A. P. A.** (2013). ERP institutionalization: exploring the influential factors. *Journal of Enterprise Information Management*. 26:6, 642–660.

**Harris, L. R., & Brown, G. T. L.** (2010). Mixing interview and questionnaire methods: Practical problems in aligning data. *Practical Assessment, Research & Evaluation*. 15:1, 1 – 19.

**Hitt, L. M., Wu, D. J., & Zhou, X.** (2002). Investment in Enterprise Resource Planning: Business Impact and Productivity Measures. *Journal of Management Information Systems*. 19:1, 71–98.

<http://opim.wharton.upenn.edu/~lhitt/erp.pdf> retrieved on 13.09.2011

**Huang, P., Ceccagnoli, M., Chris, F., & Wu, D. J.** (2003). IT Knowledge Spillovers and Productivity: Evidence from Enterprise Software.

<http://ssrn.com/abstract=2243886> retrieved on 21.08.2013

---

## Bibliography

---

- Huntona, J. E., Lippincottb, B., & Reckb, J. L.** (2003). Enterprise Resource Planning Systems: Comparing Firm Performance of Adopters and Nonadopters. *International Journal of Accounting Information Systems*. 4:3, 165-184.
- Jacobs, F. R., & Weston Jr., F. C.** (2007). Enterprise resource planning (ERP)—A Brief History. *Journal of Operations Management*. 25:2, 357–363.
- Kretschmer, T.** (2012). Information and Communication Technologies and Productivity Growth: A Survey of the Literature. *OECD Digital Economy Papers*, No. 195.  
<http://dx.doi.org/10.1787/5k9bh3jllgs7-en> retrieved on 28 August, 2013
- Lasschuit, W., & Thijssen, N.** (2004). Supporting supply chain planning and scheduling decisions in the oil and chemical industry. *Computers and Chemical Engineering*. 28, 863–870.
- Li, J.** (2013). *Introduction to Productivity Measurement Framework*, Department of Industry, Innovation, Science, Research and Tertiary Education, Working Paper 02-13
- Linna, P., Pekkola, S., Ukko, J., & Melkas, H.** (2010). Defining and measuring productivity in the public sector: managerial perceptions. *International Journal of Public Sector Management*. 23:3, 300–320.
- Martin, R. L., & Milway, J. B.** (2007). Enhancing the Productivity of Small and Medium Enterprises through Greater Adoption of Information and Communication Technology. *Information and Communications Technology Council*, Canada.
- Matende, S., & Ogao, P.** (2013). Enterprise Resource Planning (ERP) System Implementation: A case for User participation. *Procedia Technology*. 9, 518–526.

## Bibliography

---

- McDonald, M. P.** (2010). How does IT raise Enterprise Productivity? [http://blogs.gartner.com/mark\\_mcdonald/2010/03/12/how-does-it-raise-enterprise-productivity/](http://blogs.gartner.com/mark_mcdonald/2010/03/12/how-does-it-raise-enterprise-productivity/) retrieved on 28.08.2013
- Milford, M., & Stewart, G.** (2000). Are ERP Implementations Qualitatively Different from Other Large Systems Implementations?. In *Americas Conference on Information Systems (AMCIS)*. Long Beach, California, USA.
- Mishra, A., & Mishra, D.** (2011). ERP Project Implementation: Evidence from the Oil and Gas Sector. *Acta Polytechnica Hungarica*. 8:4, 55–74.
- Modi, S. B., & Mabert, V. A.** (2011). The Enterprise Systems Industry Landscape. In S. Kumar, J. Esteves, & E. Bendoly (Eds.) *Handbook of Research in Enterprise Systems* (pp. 23–45). New Delhi: Sage Publications.
- Møller, C.** (2005). ERP II: A Conceptual Framework for Next-Generation Enterprise Systems?. *Journal of Enterprise Information Management*. 18:4, 483–497.
- Moon, Y.** (2007). Enterprise Resource Planning (ERP): a review of the literature. *International Journal of Management and Enterprise Development*. 4:3, 235–264.
- Neely, A., Mills, J., Platts, K., Richards, H., Gregory, M., Bourne, M., & Kennerley, M.** (2000). Performance measurement system design: developing and testing a process-based approach. *International Journal of Operations & Production Management*. 20:10, 1119–1145.
- Oyeranti, O. A.** (2000). Concept and Measurement of Productivity. In *Ninth Annual Conference of the Zonal Research Units of the Central Bank of Nigeria* (pp. 16–35). Abeokuta.

## Bibliography

---

**Parthasarathy, S., Anbazhagan, N., & Ramachandran, M.** (2007). An Exploratory Case Study on Performance Enhancement of ERP Projects. *INFOCOMP Journal of Computer Science*. 6:2, 01–08.

**Pekuri, A., Haapasalo, H., & Herrala, M.** (2011). Productivity and Performance Management – Managerial Practices in the Construction Industry. *International Journal of Performance Measurement*. 1, 39–58.

**Qutaishat, F. T., Khattab, S. A., Zaid, M. K. S. A., & Al-Manasra, E. A.** (2012). The Effect of ERP Successful Implementation on Employees' Productivity, Service Quality and Innovation: An Empirical Study in Telecommunication Sector in Jordan. *International Journal of Business and Management*. 7:19.

**Ragowsky, A., & Somers, T. M.** (2002). Enterprise Resource Planning. *Journal of Management Information Systems*. 19:1, 11–15 {editorial}.

**Ranganathan, C., & Brown, C. V.** (2006). ERP Investments and the Market Value of Firms: Toward an Understanding of Influential ERP Project Variables. *Information Systems Research*. 17:2, 145–161.

**Rao, S. S.** (2000). Enterprise Resource Planning: Business Needs and Technologies. *Industrial Management & Data Systems*. 100:2, 81–88.

**Rashid, M. A., Hossain, L., & Patrick, J. D.** (2002). The Evolution of ERP Systems: A Historical Perspective. In L. Hossain, J. Patrick, & M. Rashid (Eds.) *Enterprise Resource Planning: Global Opportunities and Challenges* (pp. 1–16). Hershey, PA: IRM Press.

**Reenen, J. V., & Sadun, R.** (2005). Information Technology and Productivity: It ain't what you do It's the way that you do IT. London School of Economics and Political Science.

## Bibliography

---

- Ruivo, P., Johanssonb, B., Oliveiraa, T., & Neto, M.** (2013). Commercial ERP systems and user productivity: A study across European SMEs. *Procedia Technology*. 9, 84-93.
- Scacchi, W.** (1995). Understanding Software Productivity. In D. Hurley (Ed.), *Advances in Software Engineering and Knowledge Engineering Volume 4* (pp. 37–70). Singapore: World Scientific Publishing.
- Selmeci, A., Orosz, I., Györök, G., & Orosz, T.** (2012). Key Performance Indicators used in ERP performance measurement applications. In *2012 IEEE 10th Jubilee International Symposium on Intelligent Systems and Informatics (SISY)*. Subotica, Serbia.
- Simester, D., & Knez, M.** (2002). Direct and Indirect Bargaining Costs and the Scope of the Firm. *The Journal of Business*. 75:2, 283 – 304.
- Singla, A. R.** (2008). Impact of ERP Systems on Small and Mid Sized Public Sector Enterprises. *Journal of Theoretical and Applied Information Technology*. 4:2, 119–131.
- Stewart, G., Milford M., Jewels, T., Hunter, T., & Hunter, B.** (2000). Organisational Readiness for ERP Implementation. In *Americas Conference on Information Systems (AMCIS)*. Long Beach, California, USA.
- Subramoniam, S., Tounsi, M., Ghani, S. K., & Krishnankutty, K. V.** (2009). ERP and Beyond In: J. Gupta, S. Sharma and M. Rashid (Eds.) *Handbook of Research on Information Systems* (pp. 329 – 345). New York: Information Science Reference.
- Sun, B.** (2007). A Study on Tacit Knowledge Sharing in ERP Enterprises. In L. D. Xu, A. M. Tjoa, & S. S. Chaudhry (Eds.), *Research and Practical Issues of Enterprise Information Systems II Volume 1* (pp. 763–770). Boston: Springer.



## Bibliography

---

**Taylor, R.** (1990). Interpretation of the Correlation Coefficient: A Basic Review. *Journal of Diagnostic Medical Sonography*. 6:1, 35 – 39.

<http://www.sagepub.com/salkind2study/articles/05Article01.pdf> retrieved on 12.02.2015

**Yildirim, K, & Şahin, L.** (2007). The Effects of Development in Information Technologies on the Productivity of Business Enterprises. *Journal of Administrative Sciences*. 5: 2.

### Annual Reports

**Indian Oil Corporation Limited.** (2015). *Annual Report 2014 – 2015*. Retrieved from IOCL website <https://www.iocl.com/> on 21.07.2015

**Numaligarh Refinery Limited.** (2015). *Annual Report 2014 - 2015*. Retrieved from NRL website <https://www.nrl.co.in/> on 21.07.2015

### Audit Reports

**Comptroller and Auditor General of India.** (2005). *Report No. 6 of 2005 (Commercial)*. Retrieved from ICISA website <http://icisa.cag.gov.in/> on 24.04.2012

**Comptroller and Auditor General of India.** (2010). *Report No. CA 23 of 2009-10*. Retrieved from SAI website <http://www.saiindia.gov.in/> on 24.04.2012

**Comptroller and Auditor General of India.** (2011). *Report No. 10 of 2010-11*. Retrieved from SAI website <http://www.saiindia.gov.in/> on 24.04.2012

### Business Reports

**Deloitte.** (2011). *Enterprise Productivity - How Leading Consumer Products Companies Create Extraordinary Value in Good Times and Bad (and What you can Learn from Them)*. USA: Author.

## Bibliography

---

[http://www.deloitte.com/assets/Dcom-UnitedStates/Local%20Assets/Documents/us\\_consulting\\_enterpriseproductivity\\_020911.pdf](http://www.deloitte.com/assets/Dcom-UnitedStates/Local%20Assets/Documents/us_consulting_enterpriseproductivity_020911.pdf) retrieved on 11.04.2013

**United Nations Conference on Trade and Development.** (2006). *Information Economy Report 2006 – The Development Perspective.*

[http://unctad.org/en/Docs/sdteecb20061\\_en.pdf](http://unctad.org/en/Docs/sdteecb20061_en.pdf) retrieved on 21.07.2013

**Keystone Strategy.** (2007). *ERP End-User Business Productivity: A Field Study of SAP & Microsoft.*

<http://www.bws-ac.de/fileadmin/Dokumente/Keystone-ERPBUSINESSPRODUCTIVITYSTUDY.pdf> retrieved on 11.04.2013

**McKinsey Global Institute.** (2002). *How IT Enables Productivity Growth - the US Experience across Three Sectors in the 1990s.* San Francisco, CA: Author.

[http://www.mckinsey.com/~media/mckinsey/dotcom/insights%20and%20pubs/mgi/research/technology%20and%20innovation/how%20it%20enables%20productivity%20growth/mgi\\_how\\_it\\_enables\\_productivity\\_report.ashx](http://www.mckinsey.com/~media/mckinsey/dotcom/insights%20and%20pubs/mgi/research/technology%20and%20innovation/how%20it%20enables%20productivity%20growth/mgi_how_it_enables_productivity_report.ashx) retrieved on 11.04.2013

**Telstra Corporation Limited.** (2009). *The Telstra Productivity Indicator - A report on Business Attitudes towards Improving Productivity in Australia.* Melbourne, Australia: Author.

<http://www.telstra.com.au/business-enterprise/download/document/business-telstra-productivity-indicator-2009.pdf> retrieved on 18.03.2013

## Company Reports

**Indian Oil Corporation Limited.** (2015). *Memorandum of Understanding between Indian Oil Corporation Limited and Government of India.*

[https://www.iocl.com/download/Govt\\_MoU\\_15-16.pdf](https://www.iocl.com/download/Govt_MoU_15-16.pdf) retrieved on 11.07.2015

## Bibliography

---

**Numaligarh Refinery Limited.** (2015). *Memorandum of Understanding between Numaligarh Refinery Limited and Bharat Petroleum Corporation Limited.*

[http://www.nrl.co.in/mou/2015\\_16/MoU-2015-16.pdf](http://www.nrl.co.in/mou/2015_16/MoU-2015-16.pdf) retrieved on 11.07.2015

**Global Reporting Initiative.** (2011). *Sustainability Reporting Guidelines, Ver 3.0.*

<https://www.globalreporting.org/resourcelibrary/G3-Sustainability-Reporting-Guidelines.pdf> retrieved on 23.02.2015

### Government Reports

**Government of Canada.** (2014). *Performance Measurement Framework for the Canadian Transport Agency.* Retrieved from Government of Canada website <https://www.otc-cta.gc.ca/eng/performance-measurement-framework> on 21.06.2014

**Government of Scotland.** (2004). *Background Analysis to the Framework for Economic Development in Scotland.* Retrieved from Government of Scotland website <http://www.scotland.gov.uk/Publications/2004/09/19882/42504> on 11.04.2013

### Newspaper Report

**Nazir, M. M.** (2005, August 25) ERP Implementation in Oil Refineries, *Daily Business Recorder*, Karachi

### Online Reports

**Anonymous.** (n.d.). Use of Information Technology by Oil Refining Companies in North-East [WWW page]. URL <http://www.posoowa.org/story/use-information-technology-oil-refining> retrieved on 17.12.2011

**Anonymous.** (2005). Calcom Goes Live With mySAP [WWW page]. URL <http://www.efytimes.com/e1/fullnews.asp?edid=7492> retrieved on 02.06.2013

## Bibliography

---

**Anonymous.** (2010). Century Plyboards selects IBM to consolidate disaster recovery operations [WWW page]. URL [http://www.informationweek.in/informationweek/news-analysis/174806/century-plyboards-selects-ibm-consolidate-disaster-recovery-operations?utm\\_source=reference\\_article](http://www.informationweek.in/informationweek/news-analysis/174806/century-plyboards-selects-ibm-consolidate-disaster-recovery-operations?utm_source=reference_article) retrieved on 02.06.2013

**Baker, E. H.** (2007). IT Productivity: Measuring the Immeasurable [WWW page]. URL <http://www.cioinsight.com/c/a/Trends/IT-Productivity-Measuring-the-Immeasurable> retrieved on 09.10.2014

**Ebert, C.** (2013). Measuring Productivity [WWW page]. URL <http://www.computer.org/web/software-technologies/content?g=5954967&type=blogpost&urlTitle=measuring-productivity> retrieved on 09.10.2014

**Resnik, D. B.** (2011). What is Ethics in Research & Why is it Important? [WWW page] URL <http://www.niehs.nih.gov/research/resources/bioethics/whatis/> retrieved on 09.10.2013

**Rubin, H.** (2012). How to Assess Your Firm's IT Productivity [WWW page]. URL <http://www.wallstreetandtech.com/infrastructure/how-to-assess-your-firms-it-productivity/a/d-id/1265562?> retrieved on 09.10.2014

**Taylor, P.** (2008). Special Report: Productivity and IT [WWW page]. URL <http://www.ft.com/cms/s/0/882c56b4-c9fe-11df-87b8-00144feab49a.html> retrieved on 09.10.2013

### Online Dictionaries

**Operating Cost.** (2014). In investopedia.com. Retrieved May 4, 2014, from <http://www.investopedia.com/terms/o/operating-cost.asp>

**Opportunity Cost.** (2014). In merriam-webster.com. Retrieved May 4, 2014, from <http://www.merriam-webster.com/dictionary/opportunity%20cost>

## Bibliography

---

**Research Design.** (2014). In businessdictionary.com. Retrieved May 4, 2014 from <http://www.businessdictionary.com/definition/research-design.html>

### Websites

**“Bivariate Statistics.”**

<http://www.angelo.edu/faculty/ljones/gov3301/block14/objective3.htm>. Laurence F Jones, Angelo State University retrieved on 14.02.2015

**“Bongaigaon Refinery.”**

<http://www.iocl.com/AboutUs/BongaigaonRefinery.aspx>. Indian Oil Corporation Ltd. retrieved on 15.03.2012

**“Digboi Refinery (Upper**

**Assam).”**<http://www.iocl.com/AboutUs/DigboiRefinery.aspx>. Indian Oil Corporation Ltd. retrieved on 15.03.2012

**“Empirical Research – Based on the Scientific Method.”**

<https://explorable.com/empirical-research>. Explorable.com retrieved on 21.05.2014

**“Enterprise resource planning.”**

[http://en.wikipedia.org/wiki/Enterprise\\_resource\\_planning](http://en.wikipedia.org/wiki/Enterprise_resource_planning). Wikimedia Foundation, Inc. retrieved on 13.05.2014

**“G3 Guidelines.”** <https://www.globalreporting.org/reporting/G3andG3-1/g3-guidelines/Pages/default.aspx>. Global Reporting Initiative retrieved on 21.12.2014

**“Glossary.”**

<http://wps.pearsoned.co.uk/wps/media/objects/1822/1865828/glossary/glossary.html>. Pearson Education retrieved on 15.03.2012

## Bibliography

---

**“Guwahati Refinery (Assam).”**

<http://www.iocl.com/AboutUs/GuwahatiRefinery.aspx>. Indian Oil Corporation Ltd. retrieved on 15.03.2012

**“How do you calculate gross refining margins?”**

[http://articles.economictimes.indiatimes.com/2004-10-25/news/27375705\\_1\\_refining-margins-customs-duty-oil-refinery](http://articles.economictimes.indiatimes.com/2004-10-25/news/27375705_1_refining-margins-customs-duty-oil-refinery). Bennett, Coleman & Co. Ltd retrieved on 21.12.2014

**“Indian Oil Corp.: Director Reports, Company Results of Indian Oil Corp.”**

[http://profit.ndtv.com/stock/indian-oil-corporation-ltd\\_ioc/reports-directors-report](http://profit.ndtv.com/stock/indian-oil-corporation-ltd_ioc/reports-directors-report). NDTV Convergence Limited retrieved on 14.02.2015

**“Numaligarh Refinery Limited.”**

<http://nrl.co.in/aboutus.asp?pg=main&lnk=profile>. Numaligarh Refinery Limited retrieved on 15.03.2012

**“Opportunity cost.”** [http://en.wikipedia.org/wiki/Opportunity\\_cost](http://en.wikipedia.org/wiki/Opportunity_cost). Wikimedia Foundation, Inc. retrieved on 04.05.2014

**“Quality costs.”** [http://en.wikipedia.org/wiki/Quality\\_costs](http://en.wikipedia.org/wiki/Quality_costs). Wikimedia Foundation, Inc. retrieved on 04.05.2014

**“Welcome to Ministry of Petroleum & Natural Gas.”**

<http://petroleum.nic.in/refi.htm>. Ministry of Petroleum & Natural Gas, Government of India retrieved on 17.12.2011

**“What is Sap Abap?”** <http://www.technofunc.com/index.php/erp/153-what-is-sap-abap>. Chartered Technofunctional Institute retrieved on 23.03.2013

**“What is Sap Basis?”** <http://www.technofunc.com/index.php/erp/154-what-is-sap-basis>. Chartered Technofunctional Institute retrieved on 23.03.2013