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A Passion for Excellence	Peters, TJ ; Austin, N	: Fontana, 1986
A Primer in Positive Psychology	Peterson, C	Oxford University Press, 2006
A Quality Auditing Manual	Fox, MJ	: Technical Communications Publishing, 1993
A Way of Being	Rogers, CR	Houghton Mifflin, 1996
Achieving Quality Standards : A Step-by-Step Guide to BS5750 ISO 9000	Munro-Faure, L ; Munro-Faure, M ; Bones, E	: Pitman Publishing, 1993
Antifragile: Things That Gain From Disorder	Taleb, NN	Penguin, 2013
Are you Managing?	Stemp, P	: Nicholas Brealey, 1988
Assertiveness: How to Be Strong in Every Situation	Potts, C; Potts, S	Capstone, 2013
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Competitive Strategy - Techniques for Analyzing Industries and Competitors	Porter, ME	: The Free Press, 1980
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Customers For Life: How To Turn That One-Time Buyer Into A Lifetime Customer (Revised Edition)	Sewell, C; Brown, P	Crown Business, 2002
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