

- [3] Project Management Institute, Inc., *A Guide to The Project Management Body of Knowledge*, Fourth ed., Newtown Square, Pennsylvania: Project Management Institute, Inc., 2008.
- [4] P. R. Dumont, G. E. Gibson Jr. and J. R. Fish, "Scope Management Using Project Definition Rating Index," *Journal of Management in Engineering*, vol. 13, no. 5, pp. 54-60, Sep 1997.
- [5] L. D. Weller Jr., S. H. Hartley and C. L. Brown, "Principals and TQM: Developing Vision," *The Clearing House: A Journal of Educational Strategies, Issues and Ideas*, vol. 67, no. 5, pp. 298-301, 1994.
- [6] E. Angelica, *The Wilder nonprofit field guide to crafting effective mission and vision statements*, Third ed., Saint Paul, MN: Fieldstone Alliance, 2008.
- [7] Entrepreneur Media, Inc., "Mission Statement," 2014. [Online]. Available: <http://www.entrepreneur.com/encyclopedia/mission-statement>. [Accessed 01 Oct 2014].
- [8] M. A. Taghi and A. Karami, "Managers of small and medium enterprises: mission statement and enhanced organisational performance," *Journal of Management Development*, vol. 28, no. 6, pp. 555 - 562, 2009.
- [9] R. K. Michell, B. R. Agle and D. J. Wood, "Toward a Theory of Stakeholder Identification and Salience: Defining the Principle of Who and What Really Counts," *The Academy of Management Review*, vol. 22, no. 4, pp. 853-886, 1997.
- [10] M. C. Jensen, "Value Maximization, Stakeholder Theory, and the Corporate Objective Function," *Journal of Applied Corporate Finance*, vol. 14, no. 3, pp. 6-21, 2001.
- [11] R. H. Dugger and ReadyNation, "Success Begins with a Feasibility Study," *Community Development Investment Review*, vol. 9, no. 1, pp. 85-89, 2013.
- [12] J. Ingram and D. Johnson, "A feasibility study of an intervention to enhance family support for breast feeding in a deprived area in Bristol, UK," *Midwifery*, vol. 20, no. 4, p. 367-379, 2004.
- [13] The Organisation for Economic Co-operation and Development (OECD), "Feasibility Study Report," *Assessment of Higher Education Learning Outcomes*, vol. 2, 2013.
- [14] Cambridge University Press, "System," Cambridge University, 2014. [Online]. Available: <http://dictionary.cambridge.org/dictionary/american-english/system>. [Accessed 05 Oct 2014].
- [15] G. A. Rummler and A. P. Brache, *Improving performance: How to manage the white space on the organization chart*, 3rd ed., San Francisco, CA: John Wiley & Sons, 2012.
- [16] J. M. Wilson, "Gantt charts: A centenary appreciation," *European Journal of Operational Research*, vol. 149, no. 2, p. 430-437, 2003.
- [17] D. Haughey, "RACI Matrix," *Project Smart*, 2014.
- [18] Garven & Associates, *A Human Resource Guide for Small business Employers*, Saskatchewan : Saskatchewan Career and Employment Services.
- [19] Project Management Institute, "PMI's Pulse of the Profession: PMO Frameworks," Project Management Institute, Newtown Square, PA, 2013.
- [20] G. S. Parnell, P. J. Driscoll and D. L. Henderson, Eds., *Decision Making in Systems Engineering and Management*, Second ed., Hoboken, New Jersey, USA and Canada: John Wiley & Sons, Inc., 2011.
- [21] W. W. Eckerson, "Performance Management Strategy: How to Create and Deploy Effective Metrics," *The Data Warehousing Institute and MicroStrategy*, Renton, WA, USA, 2009.
- [22] E. R. Yescombe, *Principles of Project Finance*, 2nd ed., Academic Press, 2013.
- [23] C. Burgess, "Cost Estimating and Budgeting," in *Total Cost Management Framework*, First, Revised ed., J. K. Hollmann, Ed., Morgantown, WV: CreateSpace, 2012, pp. 143-150.
- [24] G. Lancaster and L. Massingham, "Sales forecasting," in *Essentials of marketing management*, London and New York, Routledge is an imprint of the Taylor & Francis Group, 2011, pp. 349-368.
- [25] J. S. Armstrong, *PRINCIPLES OF FORECASTING: A Handbook for Researchers and Practitioners*, First ed., NEW YORK, BOSTON, DORDRECHT, LONDON, MOSCOW: Kluwer Academic Publishers, 2001.

BIOGRAPHY

Mohammed Salem Alzahrani is an Assistant Professor and College of Engineering Vice Dean for Development and Quality, Umm Al-Qura University, Al-Leith, Makkah, Saudi Arabia. He earned B.S. in Systems Engineering with concentration on Operations Research and Industrial Engineering from King Fahd University of Petroleum and Minerals, Saudi Arabia. He earned M.S. and Ph.D. from Florida Institute of Technology in Systems Engineering and Operations Research. He worked for Shaqra University as the Dean of Admission and Registration. He had an industrial background in Quality Assurance during his service time for Saudi Arabian Airlines.