# ACTIVITY BASED COSTING SOFTWARE FOR MANUFACTURING INDUSTRIES

### AZRULHIZAM BIN SHAPI'I

A project report submitted in partial fulfilment of the requirements for the award of the degree of Master of Science (Information Technology-Manufacturing)

Faculty of Computer Science and Information System
Universiti Teknologi Malaysia

MARCH, 2004

### UNIVERSITI TEKNOLOGI MALAYSIA

# **BORANG PENGESAHAN STATUS TESIS\***

JUDUL

ACTIVITY BASED COSTING SOFTWARE FOR

MANUFACTURING INDUSTRIES

**SESI PENGAJIAN** : **2003/2004**.

Saya

### **AZRULHIZAM BIN SHAPI'I**

(HURUF BESAR)

Mengaku membenarkan tesis (PSM/Sarjana/Doktor Falsafah)\* ini disimpan di Perpustakaan Universiti Teknologi Malaysia dengan syarat-syarat kegunaan seperti berikut :-

- Tesis adalah hakmilik Universiti Teknologi Malaysia
- Perpustakaan Universiti Teknologi Malaysia dibenarkan membuat salinan untuk tujuan pengajian sahaja.
- Perpustakaan dibenarkan membuat salinan tesis ini sebagai bahan pertukaran antara institusi pengajian tinggi.

4.	**Sila tanda	akan (✓)				
		SULIT	(Mengandungi maklumat yang berdarjah keselamatan atau kepentingan Malaysia seperti yang termaktub di dalam AKTA RAHSIA RASMI 1972)			
		TERHAD	(Mengandungi maklumat TERHAD yang telah ditentukan oleh organisasi/badan di mana penyelidikan dijalankan)			
	$\sqrt{}$	TIDAK TERHAD				
		•	Disahkan oleh			
	(TANDAT)	ANGAN PENULIS)	(TANDA ANGAN PENYELIA)			
Ala	ımat Tetap :					
N	IO 79, TAMAN RIA, JALAN					
SA	L <u>LEH, 84</u>	1000 MUAR,	DR. MUHAMMAD SHAFIE ABD LATII			

Tarikh:

FF

Nama Penyelia

CATATAN:

- Potong yang tidak berkenaan
- Jika tesis ini SULIT atau TERHAD, sila lampirkan surat daripada pihak berkuasa/organisasi berkenaan dengan menyatakan sekali sebab dan tempoh tesis ini perlu dikelaskan sebagai SULIT atau TERHAD

Tarikh:

Tesis dimaksudkan sebagai tesis bagi Ijazah Doktor Falsafah dan Sarjana secara penyelidikan, atau disertasi bagi pengajian secara kerja kursus dan penyelidikan, atau Laporan Projek Sarjana Muda (PSM)

"I/We\* hereby declare that I/we\* have read this thesis and in my/our\* opinion this thesis is sufficient in terms of scope and quality for the award of the degree of Master of Science (Information Technology-Manufacturing)

Signature	:
Name of Supervisor I	: Dr. Mul ammad Shafie Abd Latiff
Date	. 94/3/2004
Signature	:
Name of Supervisor II	: En. Wan Harun Wan Hamid
Date	1970372007
Signature	:
Name of Supervisor III	En. Jafri Mohd Rohani
Date	34/13/07

<sup>\*</sup> Delete as necessary

I declare that this thesis entitled "Activity Based Costing Software for Manufacturing Industries" is the result of my own research except as cited in the references. The thesis has not been accepted for any degree and is not concurrently submitted in candidature of any other degree.

Signature : .....

Name : AZRULHIZAM BIN SHAPI'I

Date : 29 MARCH 2004

To my beloved mother and father... Puan Hajah Norpipah and Tuan Haji Shapi'i

### **ACKNOWLEDGEMENTS**

First and foremost, I am indebted to my principal supervisor, Dr. Muhammad Shafie Abd Latiff, who has been very supportive at every stage of this study. I wish to express my utmost gratitude to him for his invaluable advice and patience in reading, correcting and commenting on the drafts of the project. His kindness and spiritual support has made me feel more confident during the study period. Without his generous assistance and encouragement, this study could never have been completed. I am especially grateful to my co-supervisors, En. Wan Harun Wan Hamid, En. Jafri Mohd Rohani, and Pn. Nurulhuda Firdaus for their kindness and encouragement. I appreciate their reading, guidance and comments on this study, as well as their provision of kind support and valuable information for the research. I wish to express my thanks to all lecturers, staff and friends from Faculty of Computer Science and Information System, University Technology Malaysia, for helpful comments.

Finally, I am particularly indebted to my dearest parents. I wish to give my heartily thanks to them for their continuous support and encouragement throughout my studies and my entire life, even though the value of my appreciation cannot compare with everything they have done for me. This thesis is lovingly dedicated to them.

### **ABSTRACT**

Manufacturing companies in Malaysia face ever-increasing competition in today's global marketplace. Companies must react quickly and manufacture high quality, low cost products to be successful in this new environment. Nowadays, complexity-manufacturing technology has led to increasing indirect cost or overhead cost in the calculation of the total production cost. The failure of traditional costing method in tracing overhead cost to products has caused the distortion of product cost. A new costing method named Activity Based Costing (ABC) has been introduced as an alternative for solving the problem. This ABC method has been implemented for product costing. The main purpose for this study is to develop computerized ABC system for the manufacturing companies. This software enables the companies to identify the characteristics of activities and the costs involved in activities. ABC can assign dollar values to every activity or process. The ABC software is hoped to improve further the process planning and action of manufacturing companies through cost savings and improving revenue.

### **ABSTRAK**

Syarikat-syarikat pembuatan di Malaysia pada hari ini sedang bersaing untuk menempatkan diri dalam pasaran global. Syarikat pembuatan ini perlu bertindak pantas dan perlu menghasilkan produk yang berkualiti tinggi, harga kos yang rendah supaya boleh berjaya di pasaran hari ini. Pada masa sekarang, harga kos untuk sesuatu produk dikira berdasarkan jumlah kos langsung dan kos tak langsung yang digunakan ketika mengeluarkan produk tersebut. Biasanya kegagalan kaedah pengekosan secara tradisional adalah mengenalpasti kos tak langsung yang boleh menyebabkan perubahan pada kos produk. Satu kaedah baru yang dinamakan kaedah pengekosan berasaskan aktiviti (ABC) telah diperkenalkan sebagai alternatif untuk menyelesaikan masalah tersebut. Kaedah ABC ini digunakan sebagai salah satu kaedah untuk mengekoskan produk. Tujuan utama kajian ini dilaksanakan adalah membangunkan perisian ABC yang boleh digunakan di syarikat-syarikat pembuatan. Perisian ini mampu untuk mengenalpasti ciri-ciri aktiviti dan kos untuk setiap aktiviti yang terlibat semasa pengeluaran produk. Penggunaan perisian ini diharap dapat membantu syarikat pembuatan membuat perancangan pengeluaran dan mendapat keuntungan melalui maklumat kos yang tepat.

## TABLE OF CONTENTS

CHAPTER		TITLE	PAGE
	TIT	LE PAGE	i
	STU	DENT DECLARATION	ii
	DEI	DICATION	iii
	ACI	KNOWLEDGEMENTS	iv
	ABS	STRACT	v
	ABS	STRAK	vi
	TAE	BLE OF CONTENTS	vii
	LIST	Γ OF TABLES	xiii
	LIST	r of figures	xv
	LIST	Γ OF APPENDICES	xvii
		·	
. 1	INT	RODUCTION	1
	1.1	Introduction	1
	1.2	Project Title	2
	1.3	Problem Statement	2
	1.4	Project Purpose	4
	1.5	Project Objectives	4
	1.6	Project Scope	4

2	LIT	ERATU	RE REVIEW	5
	2.1	Gene	ral Look at Activity Based Costing (ABC)	5
		2.1.1	Costs	6
		2.1.2	Activity	6
	2.2	Туріс	al Situation In a Manufacturing Firm Today	7
	2.3	Probl	ems on Traditional Cost Systems	8
		2.3.1	Designed Based on the Manufacturing	
			Environment in the Early Twntieth Century	8
		2.3.2	Characteristics of Today's Manufacturing	
			Environment	9
		2.3.3	Inaccurate Product Costing System Lead	
			to Price Distortion	9
	2.4	Justifi	cation for a New Costing System	10
		2.4.1	The Traditional Costing System Does Not	
			Provide non-Finacial Information.	11
		2.4.2	Inaccurate Costing System	12
		2.4.3	Costing System Should Encourage	
			Improvements	13
		2.4.4	Overhead Cost is Predominant	14
	2.5	Histor	y and Development of ABC	15
	2.6	ABC's	s Structure	16
	2.7	ABC I	Methodology	19
		2.7.1	Identifying Activities or Cost Pools	20
		2.7.2	Activities and First Stage Cost Driver	21
		2.7.3	Second Stage Cost Drivers	21
		2.7.4	Information Gathering Procedures	22
		2.7.5	Proposed Procedure for Tracing Overhead	
			Expenses to Cost Objects	24
	2.8	Growi	ng Interest in ABC	27
	2.9	Why A	ABC is Needed?	30
	2 10	When	to Use ARC?	32

	2.11	Vital Factors in ABC implementation	33
		2.11.1 Top Management Support	34
		2.11.2 Other Major Initiatives	34
		2.11.3 Linkage to Performance Evaluation and	
		Compensation	35
		2.11.4 Training	35
		2.11.5 Non-Accounting Ownership	36
		2.11.6 Resources	36
		2.11.7 Information Technology Sophistication	37
	2.12	The Benefits of ABC	37
	2.13	Existing ABC Software	41
3		BLEM ANALYSIS	44
	3.1	Introduction	44
	3.2	Case Study: ABC System At Nistel	44
	3.3	Problem Analysis	47
	3.4	Process Structure in ABC System	47
		3.4.1 Set the objectives of ABC System	48
		3.4.2 Establish ABC Team	49
		3.4.3 Identify and Define Activities	49
		3.4.4 Identify Primary Activity Drivers	50
		3.4.5 Determine the activity Resource Pools	50
		3.4.6 Identify Secondary Activity Drivers	51
		3.4.7 Define Cost Object	52
		3.4.8 Compare Product Cost with Traditional Cost	52
	3.5	Calculation	52
		3.5.1 Normal Time	53
		3.5.2 Standard Time	55
		3.5.3 Capacity per Month	57

62

	3.6	ABC	Software Using Excel 2000	68
		3.6.1	Current ABC Software Disadvantages	72
	3.7	Sumn	nary	73
4	RES	EARCH	I METHODOLOGY	74
	4.1	Introd	luction	74
		4.1.1	Research Proposal	75
		4.1.2	Literature Review	75
		4.1.3	Case Study and Problem Analysis	75
		4.1.4	Report Writing	76
		4.1.5	Research Milestones	76
	4.2	Resea	rch Observation	76
	4.3	Metho	odology for ABC System	78
		4.3.1	Identify and Assess Needs	78
		4.3.2	Training Requirements	79
		4.3.3	Define Project Scope	79
		4.3.4	Identify Activities and Drivers	80
		4.3.5	Create a Cost and Operational Flow Diagram	80
		4.3.6	Collect Data	81
		4.3.7	Build a Software Model	81
		4.3.8	Interpret Results and Prepare Management	
			Reports	81
		4.3.9	Integrate Data Collection and Reporting	82
	4.4	Hypho	othesis: Manufacturing Company Needs and	
		Appro	priate ABC Software	84
	4.5	Softwa	are Development Methodology	84
		3.5.1 F	Process Architecture	85
	4.6	Data C	Collection	88

3.5.4 Total Available Capacity

	4.7	Instrumentation	91
	4.8	Summary	93
5		TEM DESIGN AND IMPLEMENTATION	94
	5.1	Introduction	94
	5.2	How ABC System Could Be Achieved	95
	5.3	Overview of the Software	96
	5.4	System Design	97
		5.4.1 Class Diagram for ABC System	98
		5.4.2 Use Case Diagram for ABC System	99
		5.4.3 Sequence Diagram	101
		5.4.4 Collaboration Diagrams	105
	5.5	Database Design	106
	5.6	Implementation	109
		5.6.1 Implementation Model	110
		5.6.2 User Interface	113
	5.7	Summary	119
		•	
6	RES	ULTS ANALYSIS AND DISCUSSION	120
	6.1	Introduction	120
	6.2	Resources Allocation	120
	6.3	Overhead Cost	122
	6.4	Cost for Each Product	128
	6.5	Total Product Cost	134
	6.6	Discussion	137
	6.7	Software Testing and Validation	139

7	CONCLUSION AND FUTURE STUDY		142
	7.1	Conclusion	142
	7.2	Future Study	144
REFERE	ENCES		146
Appendices A - K			152 - 178

# LIST OF TABLES

TABLE NO.	TITLE	PAGE
2.1	Implementation of ABC in USA	27
2.2	ABC attraction among Canadian Company	28
2.3	ABC application areas in UK	28
2.4	Implementation benefits of ABC	29
2.5	Implementation barrier of ABC	29
2.6	The changes in manufacturing environment	30
2.7	The symptoms to identify need for ABC	33
3.1	Name of activity driver	51
3.2	Collected time, average time and normal time	54
3.3	Standard time	56
3.4	Production between October 2002 and March 2003	57
3.5	Bill of activities	67
4.1	Types of overhead resources	89
4.2	Resource 1 category	90
4.3	List of activities for resource 1	90
4.4	Minimum hardware requirement	91
6.1	Total Resources Cost for all products	122
6.2	Cost of activity in RM/month (from ABC database)	125
6.3	Cost of activity in RM/month (using Excel)	126
6.4	Cost of activity calculates using Excel and ABC software	127
6.5	Cost of activities for specific product (table from database)	129

6.6	Cost of activities for specific product (table from database)	131
6.7	Cost of product calculates using Excel and ABC software	132
6.8	Cost per unit product	134
6.9	Activity cost per month	139
6.10	Overhead cost for Product A	140
6.11	Total overhead cost	141
6.12	Cost per unit	141

### LIST OF FIGURES

FIGURE NO	D. TITLE	PAGE
2.1	Traditional costing method	10
2.2	Traditional costing method vs. ABC	18
2.3	Relationship among expense categories, activities, and	
	products	19
2.4	The proportion of material, direct labor and overhead	
	costs in today's world	31
2.5	Where the traditional cost systems focus their attention	31
2.6	Activity Analysis interface of CMS-PC4.0 Software	42
2.7	Cost Tracing	42
3.1	Methodology for ABC System	48
3.2	Notes on how to use the software	68
3.3	Input resource worksheet	69
3.4	Input activity worksheet	70
3.5	Input product worksheet	70
3.6	Resources allocation report	71
3.7	Activity cost allocation report	71
3.8	Summary of product cost report	72
4.1	The ABC methodology	83
5.1	ABC software stages	96
5.2	Main class diagrams for ABC System	98

5.3	Detail class diagram for ABC System	99
5.4	Symbol for actor and use case	99
5.5	Use case diagram for ABC System	100
5.6	Examples of sequence diagram	101
5.7	Sequence diagram for user registration by admin	102
5.8	Sequence diagram for input ABC information	103
5.9	Sequence diagram for ABC calculation process	104
5.10	Collaboration diagram for calculation process	105
5.11	Collaboration diagram for save information	106
5.12	Microsoft Access 2000 hierarchy	107
5.13	Tables in ABC database	108
5.14	Fields for table RegActivities	108
5.15	Datatypes of each fields in table RegActivities	109
5.16	Structure of ABC System	110
5.17	User module section	111
5.18	ABC registration module	111
5.19	ABC data module	112
5.20	ABC calculation module	112
5.21	Report module	113
5.22	ABC System Main Menu	114
5.23	Login/logout interface	115
5.24	Company Registration interface	115
5.25	ABC Information interface	116
5.26	ABC Data interface (Insert Resource Data)	117
5.27	ABC Calculation interface	118
5.28	ABC Report interface	118
6.1	Pie chart for resources allocation (RM)	122
6.2	Cost of activity in bar chart	128
6.3	Cost for specific product (bar chart)	133
6.4	Bar chart generated by Microsoft Excel 2000	136
6.5	Bar chart generated by ABC software	137

6.6 Bar chart for product unit cost

141

## LIST OF APPENDICES

APPENDIX	TITLE	PAGE
Α	The Project Gantt Chart	152
В	Production Line Flow Chart	155
C	ABC Software Flow Diagram	157
D	Database Design	159
Е	Resource Information	165
F	Depreciation Data	168
G	Rental Data	170
Н	Utilities Data	172
I	Manufacturing Overhead Data	174
J	Administration Data	176
K	Hser Manual	178

--

### **CHAPTER 1**

### INTRODUCTION

### 1.1 Introduction

The present era of global competition leading all companies towards a renewed commitment to excellence in manufacturing. Attentions to the quality of products and process, level of inventories of workforce policies have provided an edge to become world-class companies (Gunasekaran, 1999). However, most manufacturing companies today still use the same traditional costing that were developed decades ago for competitive environment which is drastically different from today. The main reasons for adopting new costing system is traditional costing systems tend to distort product costs and lead to poor strategic decision-making (Kaplan, 1990). One innovative costing method designed to deal with the deficiencies of traditional costing systems is Activity Based Costing (ABC) which was first introduced by Kaplan and Cooper in 1980's. ABC is an information system that maintains and processes data on a firm's resources, activities and products (Wan Harun, Jafri, and Zailis, 2001). It is used to traces resources costs to each activity and uses various cost drivers to trace the cost of activities to product. The use of ABC can be extended to identify performance of each activity and

cost objects. In this study I will develop ABC software that can be use in manufacturing companies. This ABC software will be programmed to facilitate the company in product costing that use ABC method.

### 1.2 Project Title

Activity Based Costing (ABC) Software for Manufacturing Industries.

### 1.3 Problem Statement

Manufacturing companies in Malaysia face ever-increasing competition in today's global marketplace. Companies must react quickly and manufacture high quality and low cost products to be successful in this new environment. Examples of companies succeed in implementing ABC are Volkswagen (Canada) and Cummins Engine Company (UK) (Gurses, 1999). As the manufacturing environment moves to computer-integrated manufacturing and the products that are manufactured are diverse, conventional cost systems can report seriously distorted product costs.

To make proper decisions, managers must have accurate and up to date costing information. Traditional costing systems based on volume-based allocation of overhead have lost relevance in a manufacturing environment (Roztocki, et. al, 1999). Traditional

costing systems tend to distort product costs and lead to poor strategic decision making. This is why a new cost management system is needed. The managers must determine the "true" cost for a product. Inaccurate cost information can result in incorrect decisions. because not all of the consequences have been taken into account. Furthermore, because of distorted cost information, an insufficient analysis/allocation of overhead costs can result in overpriced high-volume products and under priced special products. These problems led to the idea of Activity Based Costing (ABC), particularly in companies producing a range of products. ABC aims not only to allocate overhead costs more accurately but also to pinpoint areas of waste. Underlying ABC is the assumption that activities (such as purchasing, receiving, setting-up and running a machine, etc.) consume resources, and products consume activities. The performance of activities triggers the consumption of resources that are recorded as costs in the accounts. This means that ABC traces costs to products according to the activities performed on them. The result is more accurate cost information, with less distortion. Three benefits accrue from this: a focused manufacturing strategy, products designed to increase customer value, and continuous improvement of operating activities throughout the manufacturing organisation (Helberg, Galletly and Bicheno, 1994).

ABC is a costing method used to trace overhead costs directly to cost objects (i.e. product, services). ABC is a method that calculates costs based on activities and it is suitable especially for multi-products company. It is more accurate method to calculate product's cost. ABC allocates all resources cost, first to activities and then to product. Resources are economics element that applied or used in the performing of activities and indirectly support cost objects. The ABC software shows how ABC system is using to reduce process and product costs.

### REFERENCES

- Abrahams, M. D. and Reavily, M. N. (1998). Activity Based Costing: Illustrations from the State of Iowa. *Reprint, Government Finance Review*. 1(1): 1-10.
- Azrulhizam Shapi'i (2002). Solving Shortest Path Problem Using Floyd-Warshall Algorithm. Universiti Teknologi Malaysia: Bachelor Degree Thesis.
- Bukovinsky, D., Sprolige, H. And Talbott, J. (2000). Activity Based Costing for Sales and Administrative Costs. *The CPA Journal*. 70(4): 70-72.
- Cagwin, D. and Bouwman, M. J. (2000). The Association Between Activity Based Costing And Improvement In Financial Performance. *Accounting Colloquium* (University of Arkansas). 5(2): 65-68.
- Campi, J.P. (1992). It's Not as Easy as ABC. Journal of Cost Management for the Manufacturing. 6(3): 5-11.
- Chan, M.F.S., Keung, K.F. and Chung, W.W.C. (2000). A Design of an ABC Template for Easy Assimilation in SME. *Logistics Information Management*. 13(3): 126-137.
- Chongkruksut, W. (2002). *The Adoption of Activity Based Costing In Thailand*. Faculty of Business and Law, Victoria University: Ph.D. Thesis.

- Cooper, R. (1987). Does Your Company Need A New System?. *Journal of Cost Management*. 6(3): 45-49.
- Cooper, R. (1990). Implementing an Activity-Based Costing System. *Journal of Costing Management*. Spring: 33-42.
- Cooper, R. (1991). A Structured Approach to Implementing ABC. Accountancy. 78-80.
- Cooper, R. and Kaplan, R.S. (1991). Profit Priorities from Activity-Based Costing. *Harvard Business Review*. 5(6): 130-135.
- Cooper, R. and Turney, P.B.B. (1989). Internally Focused Activity-Based Costing Systems. *Harvard Business School Press*. 2(4): 65-78.
- Dikolli, S. and Smith, M. (1996). Prototyping for Effective Data Management.

  Managerial Auditing Journal. 11(1): 19-22.
- Doost, R.K. (1997). Viewpoint: Mysons and Me and ABC Costing. *Managerial Auditing Journal*. 12(7): 354-357.
- Emblemsvag, J. (2001). Activity Based Life-cycle Costing. *Managerial Auditing Journal*. 16(1): 17-27.
- Esculier, G.G. (1997). Techniques: Using Improper Costing Methods May Lead to Losses. *The TQM Magazine*. 9(3): 228-230.
- Foote, P. S. (1994). Refining Activity Based Costing. *American Institute of Certified Public Accounts*. 11(2): 112-125.

- Gosselin, M. (1997). The Effect of Strategy and Organisational Structure on The Adoption and Implementation of Activity Based Costing. *Accounting*, *Organisations*, and Society. 22(2): 105-122.
- Gunasekaran, A. (1999). A Framework for The Design and Audit of an Activity Based Costing System. *Managerial Auditing Journal*. 14(3): 118-126.
- Gunasekaran. A., Marri, H.B. and Grieve, R.J. (1999). Justification and Implementation of Activity Based Costing in Small and Medium-Sized Enterprises. *Logistics Information Management*. 12(5): 386-394.
- Gurses, A.P.(1999). An Activity-Based Costing and Theory of Constraints Model for Product-Mix Decisions. Virginia Polytechnic Institute and State University: Masters Thesis.
- Heizer, J., and Render, B. (1999). *Operations Management*. Fifth Edition. New Jersey: Prentice Hall.
- Helberg, C., Galletly, J.E. and Bicheno, J.R. (1994). Simulating Activity-based Costing. *Industrial Management and Data System.* 94(9): 3-8.
- Hongren, C.T., Foster, G. and Datar, S.M. (2000). Cost Accounting: A Managerial Emphasis. Tenth Edition. New Jersey: Prentice Hall.
- Innes, J. and Mitchell, F. (1991). ABC: A Survey of CIMA members. *Management Accounting (UK)*. 69(2): 28-30.
- Innes, J., Mitchell, F. and Yoshikawa, T. (1994). *Activity Costing For Engineers*. United Kingdom: John Wiley and Sons Ltd.

- Kaplan, R. S. (1984). Yesterday's Accounting Undermines Production. *Harvard Business Review*. 2(4): 95-101.
- Kaplan, R. S. (1990). The Four-Stage Model of Cost Systems Design. *Management Accounting*. 12(6): 22-26.
- Kaplan, R. S. (1992). In Defence of Activity-Based Cost Management. *Management Accounting*. 58-63.
- Krumwiede, K.P. and Roth, H.P. (1997). Implementing Information Technology Innovations: The Activity-Based Costing Example. *Advanced Management Journal*, 62(4): 4-13.
- Krumwiede, K.P. (1998). Why It is Tried and How It Succeeds. *Management Accounting Journal*. 14(3): 32-38.
- Maher, M. (1997). Cost Accounting: Creating Value for Management. Fifth Edition. USA: McGrawth Hill.
- Morrow, M. (1992). Activity Based Management. Hertfordshire: BPCC Wheatons Ltd.
- Miller, A. J. (1992). Designing and Implementing a New Cost Management System. *Cost Management*. 12(2): 41-53.
- Mohamed Faizal Bin Che Omar (2003). Application Of Activity Based Costing System In A Manufacturing Company: A Case Study. Universiti Teknologi Malaysia: Bachelor Degree Thesis.
- Morakul, S. and Wu, F.H. (2001). Cultural Influences on The ABC Implementation in Thailand's Environment. *Journal of Managerial Psychology*. 16(2): 142-158.

- Norkiewicz, A. (1994). Nine step to implementing ABC. Management Accounting.
- Lea, B. R. (1998). The Impact of Management Accounting Alternatives in Different Manufacturing Environment. Clemson University: Ph.D. Thesis.
- Lere, J.C. (2000). Activity based costing: a powerful tool for pricing. *Journal of Business and Industrial Marketing*. 15(1): 23-33.
- Londe, B.J.L. and Ginter, J.L. (1999). A Summary of Activity Based Costing Best Practices. *Ohio State University's Supply Chain Management Research Group*. 2(3): 15-22.
- O'Guin, M. C. (1991). *The Complete Guide to Activity Based Costing*. New Jersey: Prentice Hall.
- Ooi, G., Soh, C. and Lee, P.M. (1999). An Activity Based Costing Approach to Systems Development and Implementation. *Journal of Cost Management*. 10-14.
- Page, J. and Hooper, P. (1987). Accounting and Information Systems. Third Edition. Englewood Cliff: Prentice Hall.
- Raffish, N., and Turney, P. (1991). The CAM-I Glossary of Activity Based Management. *CAM-I*. 2(4): 33-40.
- Roberts, M.W. and Silvester, K.J. (1996). Why ABC failed and How It May Yet Succeed?. *Journal of Cost Management*. 9(1): 23-35.
- Roztocki, N., Valenzuela, J.F., Porter, J.D., Monk, R.M. and Needy, K.L. (1999) A Procedure for Smooth Implementation of Activity Based Costing in Small Companies. *Journal of Cost Management*. 32(3): 26-42.

- Roztocki, N. (1998). The Integrated Activity Based Costing And Economic Value Added Information System. School of Business, State University of New York: Nw Paltz.
- Sharman, P. (1996). Activity/Process Budgets: A Tool for Change Management. *Cost Management*. 70(2): 21.
- Sekaran, U. (2000). Research Methods for Business: A Skill-Building Approach. New York: John Wiley & Sons.
- Shields, M.D. (1995). An Empirical Analysis of Firms: Implementation Experiences with Activity-Based Costing. *Journal of Management Accounting Research*. 7(2): 148-164.
- Shields, M.D., McEwen, M.A. (1996). Implementing Activity-Based Costing Systems Successfully. *Journal of Cost Management*. 9(1): 15-22.
- Sohal, A.S. and Chung, W.W.C. (1998). Activity Based Costing in Manufacturing: Two Case Studies on Implementation. *Integrated Manufacturing System*. 9(3): 137-147.
- Sullivan, W.G. (1992). A New Paradigm for Engineering Economy. *The Engineering Economist*. 36(3): 187-200.
- Turney, B.B.P. (1996). Activity Based Costing The Performance Breakthrough. London: CLA.
- Wan Harun Wan Hamid, Jafri Mohd Rohani and Zailis Abu Bakar (2003). Simulating and Integrated ABC and Six Sigma: A Tutorial. *Jabatan Kejuruteraan Pengeluaran dan Industri, Fakulti Kejuruteraan Mekanikal, Universiti Teknologi Malaysia*.