

To Whom It May Concern

Proof of Attendance at IEEM2014, 09 to 12 Dec, 2014 in Malaysia held at Sunway Resort Hotel & Spa

Prepared for

Saja Albliwi Heriot-Watt University

IEEM14-P-0336: Critical Literature Review on Maturity Models for Business Process Excellence Saja ALBLIWI, Jiju ANTONY, Norin ARSHED Heriot-Watt University, United Kingdom

