

*Total Quality Management & Business Excellence*

**‘GOPAL KANJI PRIZE’**

**2008**

The journal of *Total Quality Management & Business Excellence* and Routledge are delighted to announce the annual prize for the best article published in the Journal

**Winners are: Changsoo Sohn and Suresh K Tadisina**

**[Article: “Development of e-service quality measure for internet-based financial institutions”](#)  
[Vol. 19 No. 9 pp903-918](#)**

**Runners up is: Ching-Chow Yang**

**[Article: “Improving the definition and quantification of quality costs”](#)  
[Vol.19, No. 3 pp 175-191](#)**

The winning articles will be published on the Routledge website for a limited period and the winners will receive a free subscription to the Journal as well as a £500 cash prize