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Rabbani, M., Aghabegloo, M. & Farrokhi-Asl, H. (2016). Solving a bi-objective mathematical programming model for bloodmobiles location routing problem. *International Journal of Industrial Engineering Computations, 8*(1), 19-32.

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Department of Land Transport. (2013). *Transport statistics report in 2013*. Retrieved May 20, 2015, from <http://apps.dlt.go.th/statistics_web/brochure/statreport113.pdf>

Shannon, C. E. & Weaver, W. (2010). *Communication Theory: Model of Communication*. Retrieved December 2, 2016, from <http://communicationtheory.org/shannon-and-weaver-model-of-communication/>

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Nasution, H. N. & Mavondo, F. T. (2005). The impact of service quality on customer value in the hotel industry. *ANZMAC Conference 2005*, 5-7 December 2005. Fremantle, Western Australia: ANZMAC.

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