



CURRICULUM VITEA



Name AHMAD BIN JUSOH
Date of Birth 3 Dec 1973
Nationality Malaysian
Marital Status Married
Current Academic Rank Associate Professor
Research Interest

1. Quality Management
2. Decision Making Techniques
3. Issues in Higher Education
4. Operation (Innovation, Performance, Supply Chain) Management

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-As at 1 October 2018

ACADEMIC QUALIFICATION

Year	Degree and Institution
2008	Ph.D. Field of research: Quality Management Universiti Utara Malaysia (UUM)
2001	Master of Science (Quality and Productivity Improvement) Universiti Kebangsaan Malaysia (UKM)
1996	Bachelor of Management (Technology) Universiti Teknologi Malaysia (UTM)

AWARDS AND HONORS RECEIVED

2017	Indexed Journal Award – University Level (UTM)
2016	Highest Journal Citation Award – Faculty of Management
2016	Indexed Journal Award- Universiti Level (UTM)
2016	Excellence Service Award – Faculty of Management
2013	Excellence Service Award – University Level (UTM)
2008	Excellence Service Award – University Level (UTM)
2005	Excellence Service Award – University Level (UTM)

JOURNAL EDITOR/EDITORIAL/ADVISORY PANEL/JOURNAL ARTICLE REVIEWER

Editor Reviewer

1. **Journal:** Journal of Art and Social Sciences (JASS)
 - Appointment date: May 2017
 - Status of Journal: Refereed Journal (International)
 - Publisher: Raffles University Iskandar, Malaysia
2. **Journal:** Journal of Business Management and Accounting (JBMA)
 - Appointment date: Jan 2016
 - Status of Journal: Refereed Journal (International)
 - Publisher: IMBRe, Universiti Utara Malaysia
3. **Journal:** Advances in Business Research International Journal (ABRIJ).
 - Appointment date: February 2016
 - Status of Journal: Refereed Journal (International)
 - Publisher: UiTM

Editor Book Chapter

1. Service Quality Perspective: The Customers' viewpoint (2017). Johor Bahru: UTM Press. ISBN 978-983-52-1406-6
2. Understanding Customers in Service Industry (2015). Johor Bahru: UTM Press. ISBN 978-983-52-1048-8

Journal Article Reviewer

1. **Journal:**Resources, Conservation and Recycling
 - Appointment date: Sept 2018
 - Status of the Journal: Indexed by (i) Science Citation Index Expanded (**WOS**). IF 5.12 (2017), Q1 and (ii) **Scopus**
 - Article Title: Understanding Consumers' Behavior Intentions towards Dealing with the Plastic Waste: Perspective of a Developing Country
2. **Journal:**Waste Management
 - Appointment date: July 2018
 - Status of the Journal: Indexed by (i) Science Citation Index Expanded (**WOS**). IF 4.723 (2017), Q1 and (ii) **Scopus**
 - Article Title: Social Influence Fosters the Use of a Reusable Takeaway Box
3. **Journal:** Journal of Social Sciences and Humanities
 - Appointment date: April 2018
 - Status of the Journal: Indexed by **Scopus**
 - Article Title: Towards a holistic information and knowledge integration in collaborative supply chain; a conceptual model
4. **Journal:** Journal of Business Management and Accounting
 - Appointment date: Sept 2018
 - Status of the Journal: Non index
 - Article Title: Total Quality Management: Perspective of Saudi Healthcare Organizations

5. **Journal:**Journal of Environmental Management
 - Appointment date: Nov 2017
 - Status of the Journal: Indexed by (i) Science Citation Index Expanded (**WOS**). IF 4.010 (2016), and (ii) **Scopus**
 - Article Title: A model for measuring the environmental sustainability of events

6. **Journal:** International Journal of Productivity and Quality Management
 - Appointment date: March. 2017
 - Status of the Journal: Indexed by (i) **Scopus**
 - Article Title: Six Sigma Framework Methodology for Deep Drawing Process Improvement

7. **Journal:**Jurnal Pengurusan
 - Appointment date: Nov. 2017
 - Status of the Journal: Indexed by (i) **Scopus**
 - Article Title: *Peranan Inovasi Proses sebagai Pembolehubah Perantara dalam Perhubungan TQM Lembut & Keras dan Prestasi PKS Industri Makanan & Minuman Di Malaysia* (The mediating role of process innovation on the relationship between soft & hard TQM and Performance: Food & Beverage Industry in Malaysia)

8. **Journal:**Journal of Social Sciences and Humanities.
 - Appointment date: August. 2017
 - Status of the Journal: Indexed by (i) **Scopus**
 - Article Title: Towards a holistic information and knowledge integration in collaborative supply chain; a conceptual model

9. **Journal:**International Journal of Human Rights in Healthcare
 - Appointment date: Feb. 2017
 - Status of the Journal: Indexed by (i) **Scopus**
 - Article Title: Perception of Ethical Climate and Turnover Intention among Nursing Staff: Does Organizational Cynicism Mediate?

10. **Journal:** International Journal of Operational Research
 - Appointment date: July. 2017
 - Status of the Journal: Indexed by (i) **Scopus**
 - Article Title: Prioritizing critical failure factors for the adoption of ERP system using TOPSIS method

11. **Journal:** International Journal of Human Right in Healthcare
 - Appointment date: September 2016
 - Status of the Journal: Indexed by (i) **Scopus**
 - Article Title: Exploring the Relationship of Horizontal Violence, Organizational Cynicism and turnover Intention in the Context of Social Exchange Theory

12. **Journal:** Operations Research Perspectives.
 - Appointment date: July 2016
 - Status of the Journal: Indexed by (i) **Scopus**
 - Article Title: Statistical and Analytical Comparison of Multi-Criteria Decision Making Techniques under Fuzzy Environment

13. Journal: Sustainability.

- Appointment date: February 2016
- Status of the Journal: Indexed by (i) Science Citation Index Expanded (**WOS**). Q3.IF 0.942 (2014), and (ii) **Scopus**
- Article Title: Optimal Partner Combination for joint distribution alliance using integrated Fuzzy EW-AHP and TOPSIS under online shopping

14. Journal: Economic Research-Ekonomiska Istraživanja.

- Appointment date: January 2016
- Status of the Journal: Indexed by (i) Science Citation Index Expanded (**WOS**). IF 0.432 (2014), and (ii) **Scopus**
- Article Title: Financial Literacy, Financial Education, and Retirement Planning: Evidence from Malaysia

15. Journal: International Journal of Integrated Supply Chain

- Appointment date: January 2016
- Status of the Journal: Indexed by **Scopus**
- Article Title: A Fuzzy ANP Based Approach for selection of Knowledge Management Strategies to Build Resilient Supply Chain: An Empirical Case Study

16. Journal : International Journal of Information Technology and Decision Making (IJITDM)

- a. Appointment Date: June 2015
- b. Status of the journal: Indexed by (i) Science Citation Index Expanded (**WOS**). IF 1.406 (2014), and (ii) **Scopus**
- c. Article Title: An integrated MCDM model for conveyor equipment evaluation and selection in FMC based on fuzzy AHP and fuzzy ARAS with presence of vagueness

17. Journal: Mediterranean Journal of Social Sciences

- a. Appointment date: April 2015
- b. Status of the Journal: Indexed by **Scopus**
- c. Article Title: Structural Analysis of ISO/TS16949 Efforts in Malaysian Automotive Industry

18. Journal: Jurnal Pengurusan

- a. Appointment date: April 2015
- b. Status of the Journal: Indexed by **Scopus**
- c. Article Title: Quality Management in Islamic-Oriented Development (*Pengurusan Kualiti Dalam Pembangunan Berteraskan Islam*)

19. Journal: Economic Research-Ekonomiska Istraživanja.

- Appointment date: August 2015
- Status of the Journal: Indexed by (i) Science Citation Index Expanded (**WOS**). IF 0.432 (2014), and (ii) **Scopus**
- Article Title: Financial Literacy, Financial Education, and Retirement Planning: Evidence from Malaysia

20. Journal: International Journal of Cross Cultural Management

- Appointment date: August 2015
- Status of the Journal: Indexed by **Scopus**

- Article Title: This is a Swedish company. Linking national and organisational cultures in a multinational corporation

Conference Paper Reviewer

1. **Conference** : International Conference on Computational and Social Sciences 2015(ICCSS 2015)
 - Appointment Date: 25/5/15
 - Article Title: The role of the media and communication technology management
2. **Conference** : International Conference on the Future of ASEAN (ICoFA2015)
 - Appointment Date: 16/10/15
 - Article Title: A Study On Factors That Influence International Students To Further Study In Malaysia

ADMINISTRATIVE EXPERIENCE

Faculty Level

1. July 2018 – Present : Deputy Dean (Academic & Student Affairs), Azman Hashim International Business School
2. March 2017 – Jun 2018 : Deputy Dean (Research, Innovation, Networking & Commercialization), Faculty of Management
3. March 2015 – Feb. 2017 : Academic Manager (Research), Faculty of Management
4. Sept 2011 – Oct 2012 : Deputy Dean (Postgraduate Studies & Research), Faculty of Management & Human Resource Development
5. Mar 2010 – Aug2011 : Head of Department (Post Graduate Studies), Faculty of Management & Human Resource Development
6. Jan. 2009 – Feb. 2010 : Head of Program – Master of Management (Technology), Faculty of Management & Human Resource Development
7. Aug. 2004 – July 2006 : Head of Quantitative Panel, Faculty of Management & Human Resource Development

COMMITTEE

Faculty Level

1. 2009-2014: Committee of Post Graduate Studies, Faculty of Management, UTM
2. 2011: Committee of Postgraduate Curriculum Evaluation- Faculty Level.
3. 2011: Malaysian Qualifications Agency (MQA) Committee- Faculty Level.

Universiti Level

1. University Post Graduate Committee (JAPSU) – July 2018 to Present
2. University Curriculum Committee (JKKU) – July 2018 to Present
3. Sub Senate Committee (Examination & Graduation) – July 2018 to Present
4. Sub Senate Committee (Curriculum & Quality) – July 2018 to Present
5. Sub Senate Committee (Research and Innovation) – March 2017 – Jun 2018
6. Quality Service Award Committee - March to May 2017

7. Quality Service Award Committee - March to May 2016
8. Quality Service Award Committee - March to May 2015
9. Quality Service Award Committee - March to May 2014
10. Quality Service Award Committee - March to May 2013
11. Quality Service Award Committee - March to May 2012

RESOURCE PERSON / PROFESSIONAL TALK/ KEYNOTE SPEAKER

International level

1. Keynote Speaker

- Conference: 2nd ASIA International Conference 2016
- Venue: Kuala Lumpur
- Topic: Education for Sustainable Development: An Overview of the Malaysian Scenario & Future Research Agenda

2. Keynote Speaker

- Conference: ASIA International Conference 2015
- Venue: Kuala Lumpur
- Topic: Operation Management-The Future Direction

3. Session Chair

- Conference: Asia International Conferences 2015

Faculty Level

1. Postgraduate Talk: "How to survive your PhD" (Oct. 2016)
2. Facilitator for Lean Six Sigma Practices (Oct.2014)

University Level

1. Public Lecture: "Quality System & ISO 9000 in Higher Education" (April 2016)
2. Speaker and Facilitator for Business Process Transformation (Jan 2016-Dec 2016)
3. Speaker for ISO 9000 Certification- Institut Sultan Iskandar, UTM (June 2015)
4. Speaker and Facilitator for Research Methodology Course (July 2013)
5. Speaker and Facilitator for Lean six sigma Program: Registrar Office, UTM (August 2012)
6. Speaker and Facilitator for Knowledge-based Management & CRM: Corporate Affair Office, UTM (March 2012)
7. Speaker and Facilitator for DNA Analysis: Registrar Office, UTM (September 2010)

District Level

1. Speaker for Teacher Professional Development Programme. MARA Junior Science College, Johor Bahru. (January 2014)

PROFESSIONAL MEMBERSHIP AND RECOGNITION

National Level

1. Member of Malaysian Institute of Management-MIM (No. OM022176): March 2015 - Present
2. Member of Institute of Quality Malaysia-IQM (No. OM A8028): March 2015 to Present

TEACHING EXPERIENCES

Undergraduate Courses Taught

1. Research Methodology (SHAD3073)
2. Total Quality Management (SHAD2073)
3. Introduction to Operation Management (SHAD2053)
4. Quality System (SMU3813)
5. Production and Operation Analysis (SHD3793)
6. Statistics (SHD3793)

Postgraduate Courses Taught

1. Research Methodology (PHAM1010/MHAM1010)
2. Operation and Technology Management (MHD1713)
3. Total Quality Management (MHD1583)

RESEARCH PROJECTS

Fundamental Research Grant Scheme (FRGS Fund)

1. A new fuzzy multi-criteria model for development of sustainable community-based tourism through homestay programmes in malaysia: multi-stakeholder involvement management model. (Aug. 2016 – July 2018). *Member*
2. Optimized New Fundamental Hybrid Quantitative Approach for Development of Sustainability in Manufacturing Industry (Aug. 2016 – July 2018; RM117000). *Member*
3. Developing Total Quality of Campus Life Index for Higher Education Institution (HEI) in Malaysia. (Dec 2014-Nov 2016; RM81 300) **Leader**

Collaboration Project

1. Malaysian Competitiveness Report 2. (MPC & UTM). (Sept 2014 – March 2015; RM15000) **Leader**
2. Malaysian Competitiveness Report 1 (MPC & UTM) (April 2013 – March 2014; RM15000) **Leader.**

Contract Research

1. Quality of Criminal Investigation Management. Client: Royal Malaysian Police (PDRM). (February 2016 – Nov. 2016: RM123,684). *Members*
2. National Studies on Trade Facilitation. Client: Commonweal Secretariat, Switzerland (Vot 256; August 2001 – Dec. 2001). *Members*

Intensification of Research in Priority Areas Grant (IRPA)

1. Ethical Awareness among Engineering Students in Malaysian Publics Universities. (Vot 74143; March 2004 – June 2007). *Members*

Long Term Research Grant Scheme (LRGS)

1. Research on Social Cohesion. Investigating the ability of National Integrity Plan in the creation of integrity culture in public as the core element in the context of social cohesion (Meneliti keupayaan Pelan Integriti Nasional untuk mewujudkan budaya integrity dalam mesyarakat sebagai teras penting dalam konteks kesepaduan social) (LRGS/BU/2011/UKM/CMN). *Member*

Research University Grant

1. Development and measurement of student wellbeing quality (July 2017 – Jun 2019: RM37,800). **Leader**
2. Public Value Among Local Authorities (Dec.2016 – Feb. 2018; RM7000). *Member*
3. The impact of enterprise risk management practices on malaysian higher educational institutions performance (July 2016 – Jun 2018; RM50000). *Member*
4. The impact and impact of foreign workers on local community- A case study in Pengerang Kota Tinggi. (Dec. 2016 – Nov. 2017; RM7000). *Member*
5. Profiling of foreign workers in Pengerang, Kota Tinggi. (July 2016 –April 2017; RM34500). *member*
6. Work design practices for sustainable manufacturing in socio-technical context: designing worker sustainability index WSI to measure sustainability manufacturing performance (May 2015 – Oct 2016; RM35000). *Member*
7. The community impact of utm as an education provider. (Oct. 2014 - March 2016; RM60000). *Member*
8. The Study of UTM Commercialization and University-Industry linkages Impact on the Community (Oct. 2014 – March 2016; RM65000). *Member*.
9. Exploring New Technical Approach of Total Quality Management (TQM) and Business Transformation Performance Model for Japanese and Non-Japanese Companies in Malaysia Automotive Industry (April 2014 – September 2016; RM55000). *Member*
10. Public Value Dimension and future university characteristics. (April 2013 – March 2014) (RM10 000). **Leader**.
11. E-SQ, E-SC and E-loyalty in Malaysian Internet Banking (April 2011 – March 2013). *Member*

Institutional Grant

1. The impact of motivator factors on research productivity: The expectancy and Attribution Theory Analysis (Vot 77909; March 2009 – Feb. 2010)(RM10 000). **Leader**
2. The determination of relevant skills for undergraduate students of management of technology (Vot 75101; May 2004 – Dec. 2005). *Member*
3. Service quality dimensions in higher education institution. A case study.(Vot 71982; Jun 2003 – July 2004)(RM10 000). **Leader**
4. Selection of academic staff from public and private institution in Peninsular Malaysia (Vot 71575; May 2002 –April 2003). *Member*

Assessor/Reviewer for university research grant

Research University Grant - Tier 1 (2018)

1. The E-Lifestyle Segmentation: Understanding Of The MpkU Population Readiness And Living Pattern. A Preparation Towards The Ict-Hub City (PY/2017/01662)
2. Fundamental Approach To Develop A Quadruple Helix Model For Sustainable Collaboration For Flood Mitigation In Malaysia (PY/2017/01338)
3. The Impact Of Industrial Revolution 4.0 Toward Production Equipment Management In

Malaysia (PY/2017/01441)

4. Islamic Leadership Principles And Its Applicability In Talent Management Using Fuzzy Graph Approach: Government Linked Companies In Johor (PY/2017/01835)

Research University Grant-Tier 2 (2017)

1. A Multigroup Analysis Of Gender Effects In The Blended-Learning Satisfaction (PY/2017/00591)

Research University Grant-Tier 1 (2017)

2. An Empirical Assessment Of Islamic Leadership Behaviour In Johor Government-Linked Companies (PY/2017/00231)
3. Development Of Production Equipment Management Best Practices For Genetec Technology Berhad (PY/2017/00351)

Research University Grant-Tier 2 (2016)

1. The Perception, Awareness And Behaviour On Intellectual Property Rights Of Malaysian Smes (PY/2016/07861)
2. Profiling The Target Segment Of Utm Spinn Off Company (PY/2016/07897)
3. A Qualitative Study Exploring Experiences And Challenges In Diabetic Self-Care Management Among Type 2 Diabetic Patients (PY/2016/07941)
4. Supply Chain Management Practices In Malaysia Palm Oil Industry(PY/2016/07910)
5. The Impact Of Value Innovation Through Blue Ocean Strategy On Performance In Halal Industry (PY/2016/07874)
6. The Impact Of Total Quality Management Practices On Performance In Malaysian Public University (PY/2016/07821)
7. Sustainability Of Islamic Banking Institution Performance Through Prudent Risk Management Practice (PY/2016/07586)
8. Examining The Intention To Share Work Knowledge With Colleagues From Other Race (PY/2016/07364)
9. Measuring Science, Technology And Innovation Activities Using Patent Citation Data (PY/2016/06221)

POSTGRADUATE SUPERVISION : PhD

PhD Students- Graduated

1. Abdul Sami (2018). Ethical leadership, ethical culture and public value among public sector banks in Pakistan

2. Lo Ying Tuan (2018). Moderating effect of brand image on relationship quality in chain restaurant industry
3. Adil Alkindy (2018). Transformational leadership, psychological empowerment and work performance of Omani Civil Service Agencies Service. (*co-supervisor*)
4. Kamarudeen Babatunde Bello (2017). The Moderating Effect of Consumerism Awareness in the Relationship between Corporate Social Responsibility, Perceived Service Quality and Patronage Intentions
5. Amir Honarpour (2016). The relationship between knowledge management, total quality management, innovation and organizational performance
6. Norazryana Mat Dawi (2016). The relationship between service quality, customer satisfaction and behavioral intentions with moderating effects of switching barriers
7. Ehsan Kish Hazrat Sultan (2016). Critical success factors of ERP post-implementation
8. Kamyar Kianpor (2016). Consumer Participation Intention in Green Reverse Supply Chain Management
9. Muhammad Shafri (2016). The role of local wisdom in the relationship between service quality and job performance
11. Noor Aslinda Binti Abu Seman (2016). The mediating effect of green innovation on the relationship between green supply chain management and environmental performance in Malaysia manufacturing industries (*co-supervisor*)
12. Abbas Mardani (2015). The influence of soft total quality management on organizational performance with the moderating effect of national culture dimensions
13. Kwok See Ying (2015) The relationship between experience, value, service quality and satisfaction in tourism industry
14. Abdulhakim Ahmad Dardar (2014). Implication of training on job satisfaction and turnover intention with the moderating effect of alternative job opportunity.
15. Hojatallah Mousapour (2014). A strategic and Multi-Stakeholder approach to the impact of ISO/TS 16949 on Organization Performance.

Phd Students – on going supervision

1. Nur Rifhan A. Rahim. The influences of total quality of campus life to generic skills among undergraduate students in public universities
2. Mohd Abidzar bin Zainol Abidin. The relationship between quality management practices, information system capability and performance.
3. Wael Ibrahim Al Sarrani: Quality Leadership Style in Saudi Arabia Public Hospital.
4. Mohd Zamri Bin Husaini. Institutional Sustainability Policy and Practices: A case study of HEI
5. Al Arawi Mohamed Ali Saleem: Sustainability attitude and behavior among civil servant in Oman
6. Muddasar Ghani Khwaja: Relational Service quality in E-commerce.
7. Zahid Hussain: Supply Chain Management Practices in Textile Industry
8. Ismail Hussien Droup Adam: The relationship between Lean, Sustainability practices and performance
9. Harith Yas Khudhair: The moderating effect of customer profiling on Service Quality and satisfaction.
10. Mohammad Shakir Bin Ramli. The Expectancy Theory Analysis In Assessing Research Productivity Of Malaysian Research University

POSTGRADUATE SUPERVISION : MASTER DEGREE

Master by Research – Graduated:

1. Salihah Sapar (2012). The relationship between service quality, attitude and personality on e-learning satisfaction.

Master by Mixed-mode – Graduated:

1. Salimi Bin Sulaiman (2016) A comparison of quality assurance initiative in the building construction industry
2. Intan Nursyazwani Sallehuddin (2016) The Effect of Website Quality and Hotel Service Quality on Customer Satisfaction
3. Norhafizah Adam (2016). The moderating effects of e-WOM on the relationship between e-service quality and online hotel booking intention.
4. Mohammed Nawzad Sabir (2015). The Relationship between Entrepreneurship Traits and Attitude towards Knowledge Commercialization
5. Shiela Sa'odah Hassan (2014). The integration of customer relationship management and service quality towards customer satisfaction.
6. Anis Syahira Zulkifli (2014). Public Value Dimensions and characteristics of Future University.
7. Nur Rifhan A. Rahim (2012). The role of knowledge sharing in postgraduate student graduation (*Peranan Perkongsian Pengetahuan Terhadap Jangkaan Tempoh Graduasi Mahasiswa Pasca Ijazah*).
8. Kamyar Kianpour (2012). Environmental friendly as a new dimension of product quality from consumers' perspective.
9. Abdul Muiz Abd Hayat (2010). Product Quality, service counter and satisfaction on mobile broadband service

Master by Taught Course: Graduated

1. Nurul Izza Mohamad Nordan (2010). The relationship between service quality and customer satisfaction: A case study at Pos Malaysia Berhad.
2. Abdul Malek Yahya Ali Nusair (2010). Measuring service quality in an academic library from the perspective of local and international students
3. Yew Yit Hooi (2010). The relationship between service quality and international student satisfaction in higher education institution
4. Yeoh Hooi Chin (2010). The relationship between customer satisfactions, brand image and customer loyalty from the perspective of Proton's customers.
5. Hazira Handan (2010). Employee perception on implementation & importance of Quality Management System in CAC, Maybank Berhad
6. Asri Amat (2005). TQM implementation at Majlis Perbandaran Johor Bahru. A Case study
7. Mohd Raizalhilmy Mohd Rais (2005). The effectiveness of R&D management at Research Management Centre.

POSTGRADUATE EXAMINATION /VIVA

PhD - Internal Examiner

1. Khor Saw Chin (2015). The influence of intellectual capital and TQM on corporate performance
2. Nor Hamimah Mastor (2014). Continued use of tax e-filing among personal taxpayers in Malaysia
3. Ungku Norulkamar Ungku Ahmad (2011) The relationship between Technostress and organizational commitment

4. Au Tai Yiat (2011).The relationship between management commitment, sustainability and competitiveness in the implementation of quality management system- ISO.

PhD - External Examiner

1. Loke Wei Kit (UUM: 2018). The Mediating Effect of Technological Innovation in The Relationship Between Knowledge Management and Psychological Empowerment with Business Performance.
2. AbdulSattar Abdul Jabbar Sultan (UUM:2017) The moderating effect of civil conflict on E-commerce adoption among Small and Medium Enterprises in Iraq
3. Azhar Thevaras Victor (AeU: 2017) Implementation and Maintenance of ISO 9001in Malaysian Training Academy
4. Abdulrahman Ahmad AlGhamdi (UUM:2016) Determinants of Total Quality Management: A study on the public hospitals in Saudi Arabia
5. Teoh Sok Yee (UUM:2016) Corporate Social Responsibility Participation Among Manufacturing SMEs: The Moderating effect of owner-managers' personal value
6. Mohammed Faleh Al Harbi.(UUM:2012).The moderating effect of organizational culture on the relationship between leadership style and quality management practices in Public Hospital in Saudi Arabia

PhD Proposal Defense- Examiner:

1. Raghed Ibrahim Esmaeel (2017). The mediating effect of OEE and advance manufacturing technology on the relationship between fit manufacturing and business performance
2. Adaviah Masod (2016). The moderating role of personal Communication Messages and campaign frequency towards Pro-environmental behavior
3. Tan Jit Huat (2016). Relationship between lean practices and operational performance
4. Wee Sin Yi (2016). Market Orientation, Supply Chain Collaboration and Operational Performance in Malaysian manufacturing
5. Saloma Anak Emang (2016) Antecedents and precedents of International Students' satisfaction in Malaysian Research Universities
6. Hendrikus Kadang (2015) The Study of Heritage Tourist's Behavioural Intention to Revisit Tana Toraja Heritage Site.
7. Muhammad imran Qureshi (2015).Work Design Practices for Sustainable Manufacturing in Socio-Technical Context.
8. Siti Aisah binti Sahlan (2015). The Moderating Effect of Entrepreneurial Self-Efficacy on the Relationship of Personal and Environmental Factors with Commercialization Behavior.
9. Muryani Arsal (2014). A study on service quality and customer satisfaction factors in Sulawesi.
10. Noori Chegini (2014).Effect of firm resources on project management performance.
11. Muhammad Ahmad Ur Rehman (2014). Service Quality and customer's trust and the moderating role of personality traits.
12. Jamal Ahmed Hama Kareem (2014). The role of ethical and psychological factor in %s and TPM implementation.
13. Mastora Mustafar (2014). The mediating effect of quality management practices on R&D resources and company performance.
14. Seyed Bahaedin Mousavi (2014). The effect of e-CRM on customer loyaltywith the mediating role of relationship quality.
15. Ezzat Abdulaziz Mansoor (2013). Cultural factor and the use of electronic information in Saudi Arabia.

16. Zahra Ehsani (2013). The effect of customer perceived value on CRM performance.
17. Mehdi Nosratpour (2013). The impact of Supply Chain Quality Management practices on competitive advantages.
18. Seyed Aghil Sajjadi (2012). Supply Chain Management Model and practices in Iran automotive industry.
19. Tiong Kung Leong (2012). The implementation on non-technical maintenance in Malaysian construction industry.
20. Mohammad Rahmani Karchegani (2012). The influence of intellectual capital on firm performance through innovation.
21. Ibrahim Danjuma (2011). Service quality, customer satisfaction and attachment in technological universities in Nigeria.
22. Timoor Marjani (2010). The role of knowledge sharing practices in enhancing project success.
23. Dewi Fariha Abdullah (2010). Intellectual capital in the internal auditing function: Influence on corporate performance and governance.

Master of Philosophy- Internal Examiner

1. Yap Soon Jing (2017). Applying outcome-satisfaction model in measuring university performance, students satisfaction and loyalty in higher education institution

Master Disertation - Internal Examiner.

1. Abu Hurairah Abd Rahim (2016). Critical factors effecting QMS performance in Johor Port Berhad
2. Sivaprakash a/l Vatumalai (2015). The Lean Manufacturing Performance in Malaysia Automotive Industry
3. Mohd Khairulnizam bin Zahari (2015). The relationship between TQM, organization culture and organization culture in Malaysian and Korean-based company.
4. Wee Sing Yee (2014). Critical success factor in Knowledge Sharing Among Employee in ABC company.
5. Irwan Hardy Borian (2014). Relationship between job stress and job performance. A study in a police department.
6. Azwan amin (2014). Critical success factor in TQM implementation in Medical Device Industry.
7. See Wan Cuan (2014). Application of lean construction in construction industry.
8. Mohd Hamizan Abdul Aziz (2014). The impact of TQM on innovation performance.
9. Noor Mazreen Mohd Nor (2013). The effect of QMS ISO 9000 on customer satisfaction and behaviour.
10. Wong Shui Pen (2013). The relationship between personal adjustment, motivation, and quality preferences towards satisfaction among expatriate Academics.
11. Narges Hossiani (2013). Criteria of institutional selection, service quality, adjustment and satisfaction among international postgraduate students.
12. Mohd Irwan Abdul Rani (2013). Organizational Justice of performance appraisal, job satisfaction and turnover intention.
13. Wee Sin Yee (2013). The antecedents of supply chain implementation in MNC in Johor Bahru.
14. Muhammad Khairi Abdul Majid (2013). The moderating effect of technology acceptance on e-service quality, perceived value and satisfaction.
15. Noraini Ali (2012). The effect of service quality dimension on satisfaction and post purchase communication behaviour.

16. Kamaruzzaman (2011). The impact of networking and ICT usage on performance of tourism enterprises.
17. Penilai Projek Sarjana: "MMHE satisfaction of its vendor performance"- Long Hadi Long Muda.
18. Tee Chai Huat (2010).The impact of Service Quality and Customer satisfaction in hotel industry
19. Sangeetha a/p balasubramaniam (2010). Service quality and satisfaction in airlines industry
20. NoorDiana Drani (2010). technological progress and national policies in science & technology)
21. Seyed Mohamad Kashany Nejad (2010). Investigation of effective element in the procedure of usage of e-commerce in iran":
22. Burhanuddin Othman (2010). Supplier Development program: an exploratory study
23. Faranaz Beheshti Zavareh (2010) Electronic Service Quality for Iranian Banking and its effect on customer satisfaction-

Master Dissertation – External Examiner

1. Darwinah Mohd Darwin Lim (UUM 2015). Identification of Risk Management Practices in Supply Chain Process at Palm Oil Factory using AHP approach
2. Sasitharan a/l Dayanan. (UUM 2014) An empirical Investigation of smartphone technology acceptance among Malaysian young adults.
3. Shakila Jamaluddin (UUM 2014) Examine the role of people, strategic driver, basic stability and lean promotion office towards the successful of lean manufacturing implementation.
4. Siti Muyassarah Abdul Nasir (UUM. 2013).Examining the role of cost, quality, flexibility and cycle time towards competence performance of product modularity study of manufacturing firm in Northern Malaysia.
5. Noor Raihani binti Zainol. (UUM: 2011).Identifying Factors in Successful Implementing of Modularity Product: Study of Malaysian Manufacturing Firm.
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2. Facility management development program: Succession planning program for Managerial Staf (Grade 44 and above) , Client: Universiti Teknologi Tun Hussein Onn Universities Onn (Phase 1 and Phase 2): (RM38,808 and RM16632)
3. Quality management and development program : A study of " customer satisfaction index " and " employee engagement index " , Client: Tabung Haji Sdn Bhd. (RM79,000)
4. Quality management and development program : Application of Quality Management System ISO 9001 : 2008. Client: Universiti Sultan Zainal Abidin. (RM37,000)
5. Quality management and development program : Application of Quality Management System ISO 9001 : 2008in library services , Universiti Malaysia Kelantan. (RM32,500)

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A. Powerpoint Slide

1. Operation Management-Direction for Future Research (2016)- *Main Inventor*

B. Training Module

1. Training Module: Basic Steps in Data Analysis (2016) -*Main Inventor*
2. Introduction to Moderator and Mediator Analysis Using SPSS (2015) -*Main Inventor*

C. Questionnaire

1. Total Quality of Campus Life Questionnaire (2016) -*Main Inventor*
2. Measurement Instrument of Service Quality in Higher Education (2015) -*Main Inventor*
3. Questionnaire of Acceptance of Internet Banking System for ICT Professional (2012)-*Co-Inventor*

D. Research model/framework

1. Total Quality of Campus Life Conceptual Model (2016) -*Main Inventor*
2. Model of e-Service Quality, e-Satisfaction and e-Loyalty of Malaysia's Internet Banking Users (2012): *Co-Inventor*
3. Acceptance of Internet Banking System Model for ICT Professionals (2012) *Co-Inventor*