



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

CURRICULUM VITEA



Name NORHAYATI BINTI ZAKUAN

Date of Birth 21 February 1972

Nationality Malaysian

Marital Status Married with 4 children

Current Academic Rank Associate Professor

Research Interest

1. Quality Engineering and Management
2. Quality Control
3. Performance Measurement
4. Sustainable Manufacturing
5. Lean Manufacturing
6. Risk Management
7. Green Supply Chain Management

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ACADEMIC QUALIFICATION

Year	Degree and Institution
2009	PhD Field of research: Mechanical Engineering (TQM) Universiti Teknologi Malaysia (UTM)
2005	MSc (Distinction) in Engineering and Manufacturing Management, Coventry University, United Kingdom
1995	BEng in Mechanical Engineering (Industrial Engineering), Universiti Teknologi Malaysia (UTM)

AWARDS AND HONORS RECEIVED

2020	Gold Award at World Invention Academic Conference (WIAC2020)
2020	WCASET 2020 Dubai Best Research Paper Award
2020	Journal Publication Award. Citra Karisma UTM
2020	STAF AHIBS AWARD 2020 – COPYRIGHT
2020	STAF AHIBS AWARD 2020 - High Impact Journal Publication
2020	STAF AHIBS AWARD 2020 - H-Index
2020	STAF AHIBS AWARD 2020 - NON-INDEX Publication
2020	AWARD IN NALI EXHIBATION AND COMPETITION
2019	AWARD IN NALI EXHIBATION AND COMPETITION
2019	Anugerah Penulis dalam Jurnal Berindeks. Citra Karisma UTM
2018	Best Presenter Award (Global Academic Conference 2017)
2017	Anugerah Sitasi Fakulti (FM)
2015	Anugerah Pencapaian Gemilang Fakulti 2015
2013	Best Paper Award
2012	Anugerah Perkhidmatan Cemerlang (APC)
2009	Best Student Award of Postgraduate Student (PhD Mechanical), UTM

JOURNAL EDITOR/EDITORIAL/ADVISORY PANEL/JOURNAL ARTICLE REVIEWER

Editorial Board Member

1. International Journal of Management Sciences (2013 to date)
2. International Journal of Science, Technology and Society (2013 to date)
3. Asian Journal of Social and Economic Sciences (2016 to date)

Editor Book Chapter

1. Advances in Quality Engineering and Management (2011). Johor Bahru: UTM Press. ISBN: 978-983-52-0901-7
2. Advances in Management and Business Research (2016). Johor Bahru: UTM Press. ISBN: 9789835211430 series 1, chapter 1, 2.
3. Advances in Management and Business Research (2016). Johor Bahru: UTM Press. ISBN: 9789835211447 series 2, chapter 1, 3.

Journal Article Reviewer

1. Environmental Engineering and Management Reviewer 2019 – TO DATE - SCOPUS
2. Information Resources Management Journal Reviewer 2019 – TO DATE – SCOPUS
3. Journal of Business Research Reviewer 2018 – To date
4. Journal of Cleaner Production Reviewer 2018 – To date (Q1 Journal)
5. Journal Technical Gazzette
Status: ISI Journal, IF 0.723
Appointment Date: 8 November 2016
Title: The relationship between systematic risk and accounting variables based on COBB-DOUGLAS function capital asset pricing model and clear surplus relationship: A case study
6. International Journal of Productivity and Quality Management
Status: SCOPUS
Appointment Date: November 2014
Title: Structural Equation Modelling (SEM) of Technology Innovation Model using AMOS for Indian MSMEs

Conference Article Reviewer

1. **Conference:** The Asia Pacific Industrial Engineering and Management Systems Conference (APIEMS2010)
 - o Article Title: A Bi-directional Search Approach to the Strict Makespan Minimization of Job Shops

- Article Title: Invention Property-Function Network Analysis of Patents
 - Article Title: On the elevation of performance of joint TTQS certification system with human power promotion by enterprises
 - Article Title: Stochastic Inventory Models with Mixture of Backorders Involving Reducible Lead Time and Setup Cost with Budget Constraint
 - Article Title: A Hybrid Ant Colony Optimization for Dynamic AGVs Routing
 - Article Title: A Fuzzy- based User Friendly System for the Selection of Machining Parameters in CNC Machines
 - Article Title: Determining light electronic vehicle dimensions for Taiwanese'
 - Article Title: The Analyses of Interface Design of Web-based e-Picture Books in Taiwan
 - Article Title: Measurement of Geometric Error of Lathe Machine A Review
 - Article Title: Laser Cutting Quality Control of Melamine Using Artificial Neural Networks
 - Article Title: Laser Cutting problem modeling Using Statistical Tools
2. IEOM MALAYSIA CONFERENCE
Appointment Date: 11 April 2015
3. 4th International Graduate Conference on Engineering Science & Humanity 2013
Appointment Date: January 2013

ADMINISTRATIVE EXPERIENCE

1. Director, Business of Administration Department, Azman Hashim International Business School, UTM (March 2020-Present)

COMMITTEE

Faculty Level

1. AJK BULAN PENYELIDIKAN AHIBS 2020
2. AJK AUDIT PEMATUHAN PROGRAM UG 2020
3. AJK PERSEDIAAN DOKUMEN AUDIT PEMATUHAN 2020
4. AJK INOVASI DAN PENGKOMERSILAN 2020
5. AJK KEBAJIKAN PELAJAR PROGRAM FREE FOOD 2020
6. AHLI TASKFORCE MOOC RESEARCH METHODOLOGY 2020
7. TASKFORCE MYRA 2020
8. AHIBS RESEARCH POSTER COMMITTEE 2019
9. AJK INOVASI DAN PENGKOMERSILAN AHIBS 2018
10. AJK Penyelidikan Penerbitan Dan Perundingan (Jan 2016 to date)
11. Advisor, Postgraduate Student Society (2016)
12. Energy Manager (March 2011 to date)
13. Member, Ahli Jawatankuasa MHM (1 Jan 2014 – to date)
14. Member, Pengerusi Jawatankuasa promosi (1 Jan2014 – to date)
15. Member, Ahli Jawatankuasa persekitaran, keselamatan dan kesihatan pekerja (OSHE) (1 Jan

- 2014 – to date)
16. Chairman, Jawatan Kuasa Promosi dan Publisiti (1 January 2013 – 31 December 2013)
 17. Advisor, UTMOST (17 October 2013 – 19 October 2010)
 18. Member, Market Survey MHM (13 December 2013 – 31 December 2013)
 19. Pengawas Peperiksaan Fakulti (31 December 2013)
 20. Pengawas Peperiksaan (14 January 2012)
 21. Ketua Pengawas Peperiksaan 20122013 (27 May 2013)
 22. Ketua pengawas peperiksaan (16 January 2012 – 16 December 2012)
 23. Organizer, Industrial Visit to Perodua and HICOM (September 2006)
 24. Member, FPPSM Welfare Unit (2010-2011)
 25. Advisor, HBS FPPSM Sem 2 20112012 (1 January 2012 – 31 December 2012)
 26. Advisor, HBS FPPSM Sem 1 20112012 (1 June 2012 – 31 December 2012)
 27. Member, Badan Kebajikan FPPSM (1 January 2012 – 31 December 2012)
 28. Pemangku pengerusi jawatankuasa promosi dan publisiti (1 March 2012 – 2 April 2012)
 29. Member, Task Force penyediaan Dokumen MQA (18 July 2011 – 31 December 2011)
 30. Member, KFA - Financial management (26 March 2011 – 27 March 2011)
 31. Member, Badan Kebajikan FPPSM (1 January 2010 – 31 December 2011)

University Level

32. AHLI TASKFORCE BIDANG TUMPUAN UTAMA 2020
33. Ketua Research Group (SQRG), 01/01/2014 - 2020)
34. AHLI TASK FORCE BIDANG TUMPUAN UTAM KFA 4 2019
35. FASILITATOR UJIAN PENILAIAN KOMPETENSI CREAM 2019
36. FASILITATOR BENGKEL SOALAN CREAM 2019
37. PANEL PENILAI KONVENSYEN KUALITI 2019
38. Task Force, Audit Akreditasi Pengekalan Status Swa Akredatsi 2017
39. Auditor, Anugerah Kualiti Perkhidmatan 2017
40. Member, Research Initialization K-economy RA (1 Jan 2014- 18 Sep 2014)
41. Member, UTM Succession Planning Task Force under HRM Blueprint (May 2012 to date)
42. Member, Pengurusan K-Economy RA (1 Jan 2014 – 31 Dec 2014)
43. Member, Karnival Jom Masuk U (16 Aug 2014 – 17 Aug 2014)
44. Ketua, Task Force Human Capital (I Jan 2013 – 31 Dec 2013)
45. Advisor, Program Kursus UTM dan Khidmat Komuniti (1 Sep 2013 – 31 Dec 2013)
46. Technical Advisor, Pelan Pembangunan Individu Staf pengurusan UTM (3 May 2013 - 31 Dec 2013)
47. Ketua Pengawas Peperiksaan 20122013 (27 May 2013)
48. Member, Petugas Karnival PengajianTinggi Negara 2013 (1 Jan 2013 – 30 April 2013)
49. Member, Jawatankuasa Induk lean six-sigma Universiti (1 Jan 2013 – 31 December 2013)
50. Member, Jawatankuasa Pengurusan Risiko Universiti (1 Jan 2013 – 31 Dec 2013)
51. Member, Program Postgraduate Info Day 2013 (9 Nov 2013 – 10 Nov 2013)
52. Member, Task Force Memperkasa Bahagian HCD Pej Pendaftar (22 Nov 2013 – 24 Nov 2013)
53. UTM Innovation and Commercialization Festival (2010-2011)
54. Risk Management group leader for transformation program TPU.2 under KFA Financial

Management (March 2011 to date)

55. Member, Technology Transfer Centre (2006)
56. Member, Task Force Pengurusan Risiko - Universiti Autonomi (1 January 2013 – 31 December 2013) (6 April 2011 – 31 December 2011)
57. Member, Induk Pengurusan Risiko (1 January 2012 – 31 December 2012)
58. Member, KFA - Assets and facilities (1 January 2012 – 31 July 2012)
59. Advisor, KFA - Financial management (1 January 2012 – 31 July 2012)
60. Member, Key Fokus Area – Asset and Facilities
61. Member, Task Force Pengurusan Risiko - Universiti Autonomi (20 June 2011 – 31 December 2011).
62. Member, Program Festival Inovasi & Kreativiti UTM 2011 (21 November 2010 – 31 March 2011)

District Level

63. Program Kursus UTM dan Khidmat Komuniti (1 September 2013 – 31 December 2013)

National Level

64. MEMBER, PROTON X70 PROGRAM 2019
65. Assistant Chairman, Program TTGB Mrs M Muar (2016)
66. Exco, Alumni 85-89 Mrs M Muar (2016 to date)
67. Advisor, Persatuan Ibu Tunggal Kg Sri Paya (2015 to date)
68. Member, Institute Engineers Malaysia (1 Jan 2013 to date)
69. Member, Lembaga Jurutera Malaysia (1 Jan 2013 to date)
70. Member, Lawatan Jalinan Muhibbah UITM Terengganu (6 Feb 2014)
71. Member, Malaysian Energy Professional Association, 01/01/2013 to date)
72. Member, MoU between MPC and UTM (1 May 2013 – 31 Dec 2013)
73. Advisor, Perodua Eco-Challenge (1 May 2013 – 31 December 2013)
74. Advisor, Program PERODUA ECO Challenge (13 July 2012 – 15 July 2012)
75. Chairman, Perodua Eco Challenge (1 October 2012 – 30 September 2012)

International Level

76. TECHNICAL COMMITTEE CHAIR ICIM2020 IMEPRIAL COLLEGE
77. AJK 2nd Asia International Multidisciplinary Conference 2018
78. Organizing Committee of International Conference on Management Accounting and Business Entrepreneurship (2016)
79. Committee Member, Eurasian Business Economic Society (01/01/2015 to date)
80. Member, Sustainable Sanitation System Competition (22 – 24 September 2014)
81. Member, IEOM Society (1 May 2014 to date)
82. Organizing committee of MIMEC2013 (1 June 2014 – 31 December 2014)

Special Appointments:

83. Quality Control Circle (QCC) Committee, Assistance Leader (1995 to 2002)
84. ISO 9002 Committee, Document Controller (1996)
85. 5S Committee, Secretary (1996 to 1997)
86. ISO 14001 Committee, Auditor (1998 to 2002)
87. Mitsubishi Employee Communication Committee (MECC), Member (1999 to 2000)
88. Safety and Health Committee, Member (2001 to 2002)

RESOURCE PERSON / PROFESSIONAL TALK

Faculty Level

1. MENTOR PROGRAM AHIBS TALENT 2020
2. PENILAI ANUGERAH KECEMERLANGAN PEJABAT TNCAA 2020
3. PENILAI MAJLIS ANUGERAH STAF AHIBS 2020
4. JUDGE, E-POSTER COMPETITION 2020
5. SUBGROUP INVITED SPEAKER CORNERSTONE 2020
6. INVITED SPEAKER FOR FREE (CORNERSTONE & JAMBOARD) 2020
7. ADVISOR PROGRAM UGPPF 2020
8. ASSISTANT DIRECTOR CORNERSTONE SYMPOSIUM 2019
9. Speaker, Kursus pengenalan Pengurusan Kejat (Lean) (19 October 2014 – 21 October 2014)
10. Examiner, PSM Sem 1 2014/2015 (14 December 2014)
11. Projek PSM semester 2013/2014 – 1 (23 December 2013)
12. Coordinator, HBS Case Study (1 February 2013 – 30 June 2013)
13. Coordinator, Department Colloquium (FKMP, Bil. 1, 2006)
14. Coordinator, Seminar from Petronas for final year students (April, 2006)
15. Coordinator, HBS Case Study (1 September 2010 – 31 August 2011)
16. Speaker, Workshop on Mechanical Students Performance, UTHM (August, 2007)
17. Academic Advisor 2011 – to date
18. Advisor, Facilitator Bengkel Harvard Business School FPPSM (6 June 2012)
19. Pengacara majlis sambutan hari raya peringkat faculty (21 September 2011)
20. Coordinator, HBS case study (29 September 2011 – 31 December 2011)
21. Facilitator HBS Mac 2011 (26 March 2011 – 27 March 2011)
22. Facilitator, Kajian DNA Organisasi FPPSM (1 December 2010 – 14 December 2010)
23. Coordinator, HBS Case Study FPPSM (1 September 2010 – 31 August 2011)
24. Chairman, Majlis Sambutan Hari Raya FPPSM (8 October 2010)

University Level

25. PENILAI ANUGERAH KUALITI PERKHIDMATAN 2020
26. PENILAI ANUGERAH KECEMERLANGAN PEJABAT TNCAA 2020
27. PENILAI PROPOSAL SKIM GERAN PENYELIDIKAN KEMENTERIANPENGAJIAN TINGGI 2020
28. SPEAKER, PROGRAM AS102 2019
29. MENTOR, PEMBANGUNAN KELOMPOK BAKAT 2019
30. Fasilitator, ASPIRE 48-52 2018
31. Speaker, SIT-IN Program 2018

32. Facilitator, Moderation IDP Assesment 2018
33. Fasilitator, ADV-IDP 2018
34. Facilitator, Community Engagement Re-Use for 2nd Chance 2018
35. Examiner, Program ASPIRE 2018
36. Fasilitator kompetensi fungsian 2018
37. Jury, Konvensyen, Inovasi, Effisien Dan Produktif (3/10/2016)
38. Facilitator, Bengkel Lean Six Sigma: Piawaian Proses Utama Universiti (9/5/2016)
39. Facilitator, Bengkel Pembangunan Soalan Penilaian Idp Gred 44 (27/7/2016)
40. Facilitator, Moderation of IDP Result Group 4 (15/11/2016)
41. Facilitator, Program Ujian Kompetensi Gred 41(17/4/2016)
42. Facilitator, Bengkel Program Cream Ujian Kompetensi Gred 41 (4/4/2016)
43. Facilitator, Bengkel Penyediaan Dokumen Dan Audit BPT (19/10/2016)
44. Facilitator, Bengkel Piawaian Proses Kerja (20-21/6/2016)
45. Assessor, Anugerah Kualiti Perkhidmatan (2016 to date)
46. Auditor, Audit Tapak Business Proses Transformation (2016 to date)
47. Speaker, Piawaian Proses Kerja (28/4/2016)
48. Facilitator, Program Penyediaan Laporan Anugerah Inovasi Perdana (5/4 – 31/12/2016)
49. Facilitator, Bengkel Permurnian IDP (27/05/2015)
50. Facilitator Pembangunan soalan IDP (07-09/05/2015)
51. Facilitator, Bengkel penyelarasan IDP & SP, (03-04/07/2015)
52. Facilitator, IDP (08/07/2015)
53. Facilitator, IDP SP (21- 24 Jun 2015)
54. Facilitator, IDP (21 Jun 2015)
55. Facilitator, IDP (27- 29 July 2015)
56. Facilitator, Lean (03 Nov 2015)
57. Facilitator, Lean (05 Nov 2015)
58. Facilitator, Lean (11 Nov 2015)
59. Facilitator, Lean (17 Nov 2015)
60. Facilitator, Lean (22 Oct 2015)
61. Facilitator, Cream (26/11/2015)
62. Facilitator, Cream (26/8/2015)
63. Facilitator, TTT (29/9/2015)
64. Facilitator, IDP (14/6/2015)
65. Facilitator, Bengkel Modul Kepimpinan UTM (21/10/2015)
66. Facilitator, program CREAM (12-13 /08/2015)
67. Facilitator, Cream ujian kompetensi (17 /08/2015)
68. Facilitator, Kursus Train the Assessor Bagi Program Pelan Pembangunan Individu Staf Pengurusan UTM Gred 44 Hingga Gred 54 (7– 8 January 2014)
69. Speaker, Program Pembangunan Profesional (14– 15 March 2014)
70. Facilitator, IDP staf pengurusan kumpulan 1 (3 April 2014)
71. Facilitator, IDP staf pengurusan kumpulan 1 (6 - 9 April 2014)
72. Facilitator, Penyediaan Pelan Pembangunan Individu Staf pengurusan UTM (30 April 2014 – 4 May 2014)
73. Facilitator, Program ke arah persijilan ISO 9001:2008 PHB (15 Nov 2014 – 31 Dec 2014)

74. Editor, Book chapter: Advances in Quality Engineering and Management Research (1 Jan 2013 – 14 May 2013)
75. Facilitator, Bengkel pemurnian pelan pembangunan individu (11 June 2013)
76. Facilitator IDP UTM (11 April 2013)
77. Consultant, Facilitator IDP UTM (23– 24 Sep 2013)
78. Consultant, Facilitator IDP UTM (11 April 2013)
79. Consultant, Facilitator Perbincangan IDP UTM (11 January 2013)
80. Consultant, Penganjuran Bengkel Penerbitan Journal Berimpak (19-20 Dec 2013)
81. Speaker, ISO9001 (23– 24 February 2013)
82. Speaker, ISO9001 (9– 10 March 2013)
83. Speaker, ISO9001 (16- 17 March 2013)
84. Speaker, ISO9001 (2 -3 March 2013)
85. Speaker, ISO9001 (28– 29 September 2013)
86. Speaker, ISO9001 (5– 6 October 2013)
87. Facilitator, IDP UTM (15 May 2013)
88. Facilitator, IDP UTM (23– 24 July 2013)
89. Facilitator, Bengkel IDP (30 May 2013)
90. Speaker, Kursus pengurusan risiko dalam pembangunan modal insane (10– 12 July 2012)
91. Facilitator, Bengkel pengurusan risiko HCM Dokumentasi akhir (23– 24 July 2012)
92. Facilitator, Bengkel pengurusan risiko Pertukaran staf (4 May 2012)
93. Speaker, Bengkel pengurusan risiko Siri 1 (10– 11 January 2012)
94. Facilitator, Bengkel pengurusan risiko siri 2 (28 March 2012)
95. Pengacara majlis makan malam FPPSM-TLDM (25 Septermber 2011)
96. Panel Penilai UTM Short Term Research Grant Proposal (22 Sep 2010 – 1 Nov 2010)

National Level

97. PENILAI PROJEK PENGURUSAN RISIKO 2020
98. INTERNAL AUDITOR BADAN PROFESIONAL MEPA 2020
99. FACILITAOR, PROGRAM LIBATSAMA KOMUNITI PEMBANGUNAN USAHAWAN MUDA 2019
100. EXAMINER, KENAIKAN PANGKAT KE JAWATAN PROFESOR MADYA UTHM 2018
101. Speaker, Penceramah Train the Assessor TH, (29-01/2015)
102. Speaker, Penceramah Assessor Cemerlang TH (15-17/04/2015)
103. Speaker, Program Pengurusan Risiko USM (25– 27 February 2014)
104. Speaker, Audit Lanjutan ISO9001:2008 LTH (9– 11 March 2014)
105. Consultant, Audit lanjutan ISO 9001:2008 (9– 11 March 2014)
106. Speaker, Pengurusan ISO pengurusan perolehan LTH (27– 28 January 2014)
107. Speaker, Pemantapan KPI Jabatan Sumber Manusia (29– 30 January 2014)
108. Consultant, Perunding pemantapan KPI Jabatan Sumber Manusia (29– 30 January 2014)
109. Speaker, Penceramah pengurusan ISO (12– 13 March 2014)
110. Consultant, Perunding Semakan pengurusan IS (12– 13 March 2014)
111. Speaker, Peneramah ISO Pemasaran dan penyewaan (5– 6 March 2014)

112. Consultant, Perunding ISO Bahagian Pemasaran dan penyewaan (5– 6 March 2014)
113. Speaker, Progran Pengurusan Risiko (24– 28 November 2014)
114. Consultant, Program risiko USM (25 February 2014 – 27 February 2014)
115. Competitiveness Partner for MCR (17 Sep 2014 – 31 Dec2014)
116. Consultant, Perbincangan penilaian Kompetensi UTHM (5– 7 April 2013)
117. Consultant, Penyediaan garis panduan UTHM (13– 15 November 2015)
118. Speaker, Model Kompetensi UTHM 5-6 Mac 2013 (5– 6 May 2013)
119. Facilitator, Bengkel Penyediaan Rangka Kerja Pelan Penggantian UTHM (29 – 30 Jan 2013)
120. Facilitator, Pembinaan model kompetensi UM (1 January 2013 – 31 August 2013)
121. Judges, Program Tunas Sainstis MRSM Pontian (27 June 2012)
122. Chairman, Peningkatan Ekonomi Persatuan Ibu-Ibu Tunggal negeri Johor (1 Jan 2012 – 31 Dec 2012)
123. Consultant, Research Colloquium di BATC Kuala Lumpur (10 March 2010)

International Level

124. KEYNOTE SPEAKER, 6TH ASIA INTERNATIONAL CONFERENCE 2020
125. PENILAI KERTAS JOURNAL ICIM2020
126. PRESENTER, INTERNATIONAL E-CONFERENCE ON NEW NORMAL IN EDUCATION 2020
127. PRESENTER, 6TH INTERNATIONAL CONFERENCE ON INFORMATION MANAGEMENT 2020
128. PRESENTER, WORLD CONFERENCE ON APPLIED SCIENCE AND TECHNOLOGY 2020
129. SESSION CHAIR 27TH WORLD CONF ON APPLIED SCIENCE 2020
130. Presenter, International Conference on Engineering and Technology (RTET 2018)
131. Presenter, MOIME 2018
132. Session Chair - MOIME 2018
133. Presenter, IPCIEEM2015 (13 Oct 2015)
134. Presenter, MOIME2014 (29– 30 March 2014)
135. Presenter, International Conference on Mechanical & Manufacturing Engineering (ICME 2014) (29– 30 October 2014)
136. Presenter, 2nd Applied International Business Conference (7– 8 December 2013)
137. Presenter, 1st International Material, Industrial and Manufacturing Engineering Conference (MIMEC 2013) (4– 6 December 2013)
138. Presenter, 2013 IEEE Business Engineering and Industrial Applications Colloquium (7 – 9 April 2013)
139. Presenter, 10th EBES Conference (23– 25 May 2013)
140. Presenter, International Manufacturing Engineering Conference 2013 (1– 3 July 2013)
141. Presenter, International Conference of Arts, Social Sciences and Technology 2012 (3– 5 March 2012)
142. Presenter, 2012 International Conference on Asia Pacific Business, Innovation and technology Management (13– 15 Jan2012)
143. Presenter, 3rd International Conference on Mechanical and Manufacturing Engineering

2012 (11– 13 November 2012)

144. Presenter, World Congress on Administrative and Political Science (29 Nov– 2 Dec 2012)

Courses Conducted:

145. Training for New Engineers and Staffs on Mitsubishi Business System (MBS). Mitsubishi, Senai (1996 to 2002)
146. Training for Engineers and Staffs on 5S. Mitsubishi, Senai (1996 to 2002)
147. Training for Staffs on KAIZEN. Mitsubishi, Senai (1996 to 2002)
148. Training for New Engineers on MELCAD System. Mitsubishi, Senai (1996 to 2002)
149. Training for New Engineers on Supplier Audit. Mitsubishi, Senai (1997 to 2002)
150. Training for New Engineers on Pro-Engineer System. Mitsubishi, Senai (1997 to 2002)
151. Training for Staffs on Statistical Process Control (SPC). Mitsubishi, Senai (1999 to 2002)
152. Training for Staffs on Time Lapse Video. Mitsubishi, Senai (2000 to 2002)

Special Projects:

153. Development of 5 colours Printer (Flexo) for Carton Box. Mitsubishi, Senai and Harta Packaging, Batu Pahat (1998)
154. Conducting of M-Trial for New Model of VCR Mitsubishi, Senai and Mitsubishi Kyoto, Japan (1999 to 2002)
155. Model Cost Analysis for Price Reduction of VCR Mitsubishi Senai and Mitsubishi, Scotland, UK (2000 to 2002)
156. Development of Docutech Print for VCR Instruction Book Mitsubishi, Senai and Printelligence, Nilai (2000)
157. Study on Korea Metal Materials Mitsubishi Senai, Mitsubishi Kyoto Japan and AE Technology, Johor Baru (2000)
158. Study on New Material for VCR Cushion (Pulp) Mitsubishi Senai, Mitsubishi Kyoto Japan and Broadway Ptd. Ltd, Singapore (2001 to 2002)

PROFESSIONAL MEMBERSHIP AND RECOGNITION

1. Member, LEMBAGA TEKNOLOGIST MALAYSIA
2. Member, The Malaysia TRIZ Innovation and Association (International)
3. Graduate, The Institute of Engineers, Malaysia (IEM)
4. Member, Board of Engineers, Malaysia (BEM) – Registration No.: 72901A
5. Member, Malaysian Energy Professionals Association (MEPA) – 287 ID
6. Member, Eurasian Business Review and Eurasian Economics Review
7. Editorial Board Member, International Journal of Management Sciences
8. Editorial Board Member, International Journal of Science, Technology and Society
9. Editorial Board Member, Asian Journal of Social and Economic Sciences
10. Member, Industrial engineering and Operations Management Society

TEACHING EXPERIENCES

Undergraduate Courses Taught

1. Manufacturing Process (SHAD3083)
2. Total Quality Management (SHAD2073)
3. Manufacturing Process (SMU3713)
4. Introduction to Operation Management (SHAD2053)
5. Advance Manufacturing (SMU3742)
6. Undergraduate Project Writing (SHAD4014)
7. Undergraduate Project Proposal (SHAD3042)
8. Engineering and Management (SHM4542)
9. Industrial Engineering (DDA3052)
10. Introduction to Operation Management (SHD2733)
11. Quality System (SMU3813)
12. PSM Writing (SHD3824)
13. PSM Proposal (SHD3812)
14. Introduction to Operation Management (SHAD2053)
15. Introduction to Industrial Engineering (SMU2812)
16. Service Learning (UKQL3012)
17. Manufacturing process (SMU3713)
18. Work design (SMU3822)
19. Metrology (DDD2043)
20. Fabrication (MKM1102)

Postgraduate Courses Taught

1. Research method (MHAM1010)
2. Research method (MHAF1010)
3. Research method (PHAM1010)

RESEARCH PROJECTS

I. GOVERNMENT GRANT

Leader

1. Development of Non-Technical Quality Management and Maintenance Framework for Malaysia Construction Industry. (1st July 2011 - 30th June 2013; RM50,000.00). **FRGS**
2. Optimized New Fundamental Hybrid Quantitative Approach for Development of Sustainability in Manufacturing Industry (RMC Reference No. PY/2016/07176; 1Aug 2016-31/July/2018) 117,000.00. **FRGS**

Member

1. Fundamental research on new approach to identify improvement opportunity via focus index (16 Dec 2013 – 15 Dec 2015; RM58,500.00). **FRGS**
2. A hybrid optimization model for sustainable supplier selection with multi-period multi-

- product lot-sizing. (1 July 2014 – 30 June 2017; RM83,400.00). **FRGS**
3. Developing Total Quality of Campus Life Index for Higher Education Institution (HEI) in Malaysia (RMC Reference No. PY/2014/04081; 1 Dec 2014 – 31 Dec 2016; RM81,300.00). **FRGS**
 4. Fundamental Approach to Develop Sustainability- Value Added Concept For Public Universities Financial Sustainability via lean Six Sigma Concepts. (RMC Reference No PY/2016/07127; 1Aug 2016 - 31 July 2018) 52,800.00. **FRGS**
 5. Developing risk management performance model for research University (RMC Reference No. PY/2013/00656; 1 Jun 2013 – 31 May 2015; RM90 000.00) **ERGS**

II. PRIVATE FUNDING GRANT

Leader

1. Pengauditan dan Penambahbaikan Sistem Pengurusan Kualiti Tabung Haji (RMC Reference No. PY/2013/00772; 1 Jan 2014 – 30 June 2014; RM27,500.00). **CR**
2. Pembangunan dan pengauditan sistem pengurusan kualiti ms iso 17025:2005, makmal institut oseonografi, UMT (VOT: R.J130000.7329.4B044; 30 May 2011 – 31 Dec 2014; RM37,000.00). **OTR**
3. Pembangunan Model Kompetensi Staf Pentadbiran Bukan Akademik Universiti Malaya (RMC Reference No. PY/2013/00138; 1 Jan 2014 – 31 Jan 2014; RM25,260.00). **OTR**
4. Penyelidikan berkaitan pembangunan proses dan sistem pengurusan kualiti syarikat dalam skop kerja-kerja pembinaan (RMC Reference No. PY/2018/03608; 1 July – 31 Dec 2020; RM33,000.00). **CR**

Member

1. Kajian amalan prinsip pengurusan kualiti, kepuasan dan gelagat komunikasi jemaah haji Malaysia. (VOT: R.J130000.7329.4B166; 1 July 2014 – 28 Feb 2016; RM42,000.00). **OTR**
2. Rekabentuk dan binaan bangunan menggunakan teknologi sistem binaan berindustri (ibs) dan model sistem pengurusan kualiti iso 9001:2008. (VOT: R.J130000.7329.4B168; 1 July 2014 – 30 Jun 2016; RM37,500.00). **OTR**
3. Malaysia Competitiveness Report 2. (PY/2014/03518; Oct 2014 – Dec 2014). (RM15 000). **OTR**
4. Malaysia Competitiveness Report. (PY/2013/00587; Jan 2014 – March 2014). (RM15 000) **OTR**
5. Pembangunan Sistem Pengurusan Kualiti Perkhidmatan Pengurusan Hartanah Tabung Haji (RMC Reference No. PY/2012/01177; 1 Jan 2014 – 25 Jan 2014; RM55,000.00). **CR**
6. Penilaian dan Pembangunan Penjamin Kualiti, Akademik dan E-Pembelajaran dalam Sistem Pengurusan Kualiti ISO 9001:2008 P&P, UMT (21 July 2011 - 31 December 2011; RM40,000.00). **CR**
7. Pembangunan sistem pengurusan kualiti perkhidmatan pengurusan perolehan TH (21 July 2011 – 31 December 2011; RM30,000.00). **CR**

8. **Pembangunan SPK ISO 9001:2008 Perkhidmatan dan Pembangunan Pelajar, UMT (14 July 2011 – 31 December 2011; RM30,000.00). CR**

III. UNIVERSITY GRANT

Leader

1. The Impact of Enterprise Risk Management Practices on Malaysian Higher Educational Institutions performance. (RMC Reference No. PY/2016/06279; 1 July 2016- 30 June 2018). 50,000.00. **TIER 1**
2. Exploring New Technical Approach of Total Quality Management TQM and Business Transformation Performance Model for Japanese and NonJapanese Companies in Malaysia Automotive Industry (RMC Reference No. PY/2014/01648; 1 April 2014-30 Sep 2016) 55,000.00. **TIER 1**
3. Development of Quality Management System Maintenance Framework for Construction Industry (RMC Reference No. PY/2012/01158; 1 Jan 2013 – 31 Dec 2013; RM38,00.00). **TIER 2**
4. A causal model for quality engineering practices and ISO/TS16949 in automotive industry (RMC Reference No. PY/2011/00940; 1 April 2011 – 31 July 2012; RM40,000.00) **TIER 2**
5. Critical Success Factors of Total Quality Management Implementation in Higher Education Institution (RMC reference No. PY/2011/02043; 1 September 2011 – 31 August 2012; (RM10,000.00) **IE**
6. Developed a New Hybrid Quantitative Approach for Islamic Total Quality Management (i-TQM) towards organizational performance in Malaysian Halal Food Industry. (RMC reference No. PY/2019/01794; RM100,000.00). **UTM Fundamental Research Grant.**
7. Benchmarking and development of quality management systems framework for malaysia construction industry. (RMC reference No. PY/2018/03608; RM15,000.00). **IIIG**

Member

1. Development of Holistic Framework for Evaluation and Selection of Remanufacturing Operations, (RMC Reference No, PY/2016/06276; 01 July 2016 – 30 June 2018) 50,000.00. **TIER 1**
2. Profiling of Foreign Workers In Pengerang. RMC Reference No PY/2016/06926; 15 July 2016 14 April 2017, 34,500.00. **IISJ**
3. Internet self-efficacy, Students' Experiences in E-learning as Predictors of Learning Outcomes and Course Satisfaction. (RMC Reference No. PY/2016/06889; 15 July 2016- 30 April 2018). **DPP**
4. Service Quality for new home Delivery service at secret recipe (RMC Reference No. PY/2014/03707; 01 May 2015 -31 Oct 2016. 30,000.00. **TIER 1**
5. Public Value Dimension of Higher Education Institution (RMC Reference No. PY/2013/00550; 1 Jan 2014 – 31 Jan 2014; RM10,000.00). **FLAGSHIP**
6. The Community Impact of UTM as an Education Provider (RMC Reference No. PY/2014/03990; 1 Oct 2014 – 31 March 2016; RM60,000.00). **FLAGSHIP**

7. Development of a Framework For Establishment of End-of-Life Vehicle Remanufacturing System in Malaysia (RMC Reference No. PY/2014/02369; 1 Apr 2014 – 31 March 2016; RM70,000.00). **TIER 1**
8. Methodology for Assessment of Sustainable Product Design. (RMC Reference No. PY/2012/01635; 1 Jan 2013 – 31 Dec 2013; RM55,000.00). **TIER 2**
9. Electronic Service Quality (e-sq) for Malaysia's Internet Banking Services and its Effect on e-Customer satisfaction and e-loyalty. (PY/2011/01596; 1 January 2012 – 30 June 2012). (RM40,000.00) **TIER 2**
10. Framework of End-of Life Vehicles (ELVs) Recycling System in Malaysia (PY/2011/01403; 1 January 2012 – 31 July 2012). (RM40,000.00) **TIER 2**
11. Performance measurement of multi-tier supply chain in the Malaysian food industry (PY/2011/01640; 1 April 2011 – 31 March 2012) (RM40,000.00). **TIER 2**
12. Developing National Customer Satisfaction Index for Service Industry in Malaysia (PY/2011/01602; 1 April 2011 – 31 March 2012) (RM40,000.00). **TIER 2**

POSTGRADUATE SUPERVISION: PhD

PhD Students- Graduated

Main supervisor

1. Tiong Kung Leong (2014). The Effective Maintenance of Quality Management Systems in Construction industry
2. Md Fauzi bin Ahmad Mohamad (2014). Comparative study of TQM practices between Japanese and local companies in automotive industries in Malaysia
3. Noor Aslinda binti Abu Seman. (2016). Development of Green Supply Chain in Malaysian Manufacturing Industries
4. Mariam binti Setapa. (2018) The Impact of Enterprise Risk Management ERM Practices on Malaysian Public Higher Educational Institution IPTA.
5. Raghed Ibrahim Esmaeel. (2020) The mediating effects of overall equipment effectiveness and advanced manufacturing technology on the relationship between fit manufacturing and business performance in manufacturing industry
6. Abba Adam (2021) The Role of Industry 4.0 Application on The Relationship Between Green Supply Chain Management Practice and Organisational Performance
- 7.

Co-supervision

1. Ghasem Rezaei (2015). The Relationship between Culture of Excellence and Organizational Performance through the Mediating Role of Knowledge Sharing.
2. Kamyar Kianpour (2016). Green Reverse Supply Chain Management and Customer participation intention Model.
3. Hamed Gholami (2017) A Green Human Resource Management Strategic Leadership towards Green University.
5. Roszlina Bte Mat Sirat. Ergonomics Implementation in Malaysian Manufacturing Companies.
6. Mohd Azlis Sani b. Md Jalil. Development of Malaysian Train Driver Performance Model.

Phd Students – on going supervision

7. Nor Suhada Binti Mohd Amin. Structural Analysis of Total Quality Management TQM in Malaysian Halal Industry.
8. Pragash Sopromanen. To Study the Impact of Integrated Management Systems on Organization performance in Manufacturing Industry.
9. Nasser Salim Mohammed Asadi. Risk Management in Construction Industry
10. Nadhrah binti Manas. Quality Risk Management in Higher Education
11. Fatima Rahamatalla Asadalla Sulaiman Almarzooqi. Supply Chain Management
12. Amoako Kwatia Dennis. Green Supply Chain Management in Ghana
13. Ali Abdalla Ali Ahmed Alhosani. Risk Management in UAE
14. Said Ahmed Said Ahmed. Supply Chain management
15. Khalid Shehada Hussain Amer. Quality Management
16. HAMDAN I. H. ALMASRI. Quality management
17. Mohd Khairulnizam Bin Zahari. Risk Management
18. Saeed Mohamed Mohamed Abdalla Alsalami. Supply Chain Management
19. Aldriweesh, Ezdihar Mohammed S. Quality Management
20. Al Mazyad Tareq Saleh A. Crisis Management
21. Zaki M H Algadhi. Supply Chain Management

Co-Supervision:

22. Mohammad Mehdi Moslehi. Development of Talent management Model
23. Nur Fakhira Alya Binti Mohd Ashari. Risk Management in Sport Industry

POSTGRADUATE SUPERVISION: MASTER DEGREE

Master by Research – Graduated:

1. Lim Chee Meng. (2020) Quality in Project Management

Master by Research: on-going co-supervision

1. Muhammad Naquib Bin Mohd Tajudin (2014). Developing Risk Management Model for Research Univeristy
2. Nor Amalina binti Mohd Abdullah (2011). Implementation of Enterprise Risk Management in Organization

Master by Mixed-mode – Graduated:

Main supervison

3. Zaid Mohamad Al Fayad (2013). Development of Structural Model of Relationship

between TQM, IT and OP for the Courts at the New Palace of Justice Jordan.

4. Mohd Khairulnizam bin Zahari. (2015) The Effect of TQM Practices with Mediating Effects of Organizational Culture in Malaysia Manufacturing Industries.
5. Muhammad Haikal bin Ab Rahim. (2016) The Impacts of Effective Safety Management on Safety Performance with Knowledge Sharing as Mediator in Oil and Gas Industry.
6. Salwahida Binti Mohd Mohaiyidin (2017) Sustainable Manufacturing Practices.
7. Ghirubaagiri A/P Kanesvaran. (2018) Strategies amp Barriers in TPM implementation
- 8.

Master by Mixed-mode: on-going supervision

9. Nurul Ashikin Binti Ab Latip. Correlation of TQM and Risk Management on Research Project Performance in Higher Education.
- 10.

POSTGRADUATE EXAMINATION /VIVA

PhD - Internal Examiner

1. PEMERIKSA DALAM TESIS PHD MARYAM 2020
2. PEMERIKSA DALAM TESIS PHD ISMAIL DROUP 2020
3. PEMERIKSA DALAM TESIS PHD NABILA BINTI MOHAMAD HAMEL 2019
4. PEMERIKSA DALAM TESIS PHD WONG WUI KEIT 2019
5. Abbas Mardani. 2014. The Influence of Soft Total Quality Management on Organizational Performance by Moderating of Strength National Culture Dimensions
6. Shah Iskandar Fahmie Bin Ramlee. 2016. Kesan Mediator Amalan Pembangunan Sumber Manusia Terhadap Hubungan Amalan Lean Dan Prestasi Sektor Perkhidmatan Perusahaan Kecil dan Sederhana.

PhD - External Examiner

PhD Proposal Defense- Examiner:

1. Noor Ullah Khan. 2016. Antecedants of sustainable performance in Malaysian manufacturing firms.
2. Ehsan Salavathesari. 2016. Supply chain flexibility – Moderating Effects of supply complexity in Iranian SMEs Industry
3. Wong Han Fei. 2016. Determinants of key account management effectiveness of Malaysia
4. Ahsan b Qamar. 2014. Effects of Training and Development (T&D) and Commitment on Turnover Intention among Academic Staff of Public Sector Universities of Pakistan
5. Abbas Mardani. 2014. The Influence of Soft Total Quality Management on Organizational Performance by Moderating of Strength National Culture Dimensions
6. Amir Honarpour. 2013. Total Quality Management and Knowledge Mangement Relationship and Thier Impact on Innovation

7. Hojatallah. 2013. Investigating of Impact of ISO/TS 16949 on Organizational Performance by Multi-Stakeholder Approach in Automotive Industry
8. Kamaruddin b Abu Bakar. 2013. The Impact of the Adoption of Green Strategy and the Transformation of Green Entrepreneurship Towards the Sustainable Business of SMEs
9. Mehdi Nosratpour. 2013. The Impact of SCQM Practices and Innovative on Competitive Advantage and Organizational Performance
10. Shah Iskandar Fahmie b Ramlee. 2013. Implementasi Amalan Pengilangan Lean dalam Sektor Perkhidmatan Perusahaan Kecil dan Sederhana (PKS) Malaysia
11. Syed Muhammad Javed Iqbal. 2013. Role of Project Managers' Leadership Behaviors in Project Success: An Empirical Study in Higher Education Commission Projects in Pakistan
12. Norlaile binti Salleh Hudin. 2013. Supply Chain Risk Management Practices in Malaysian Automotive Industry
13. Ajagbe Akintunde Musibau. 2011. The Role of Venture Capital in Commercialization.
14. Imran Abbas Jadoon. 2011. Mediation Effect of Boardroom Power in Ownership Structure and Firm Performance Relationship: A Case Study from Emerging Market of Pakistan.
15. Mehdi Nosratpour. 2012. The Impact of TQM and SCM Practices on Competitive Advantage and Organizational Performance.
16. Abduljalil Sarli. 2012. The Mediating Effects of Lifestyle, Personality, and Travel Satisfaction between Destination Image and Loyalty in Tourist Behavior.
17. Zarrin Pirzadeh. 2011. Supplier-Manufacturer Collaboration in New Product Development in Automotive Industry.
18. Amer Rajput. 2011. Combined Effect of Trust, Commitment and Supplier Development on Buyer-Supplier Performance in Textile Industry.
19. Nezal Aghajari. 2011. Performance Implication of Strategic Innovation Choice in Formulation of Operation Strategies (Malaysian Manufacturing).
20. Farhad Sanjarifard. 2011. The Determinates of Performance Measurement in Small and Medium Enterprises in Manufacturing Sector.
21. Mehdi Nabipourafrouzi. 2011. The Effect of Extra and Intra Organization Factors on Innovation in State-Owned Organizations.

PhD Proposal Defense- Chairman:

1. Ajagbe Akintunde Musibau. 2011. The Role of Venture Capital in Commercialization.
2. Navid Khabiri. 2011. Evaluation of Technology Transfer Mechanism for Malaysian SMEs in Manufacturing Sector by Using Fuzzy Analytic Hierarchy Process and TOPSIS Method.
3. Khor Saw Chin. 2011. The Influence of Intellectual Capital and Total Quality Management on Corporate Performance.

PhD Proposal Defense- Assistant Chairman:

1. Norazryana Mat Dawi. 2016. Quality Management
2. Nader Salehi. 2011. The Impact of Absorptive Capacity on Innovation in Iran's Auto Entrepreneurial Manufacturing.

Master Thesis – Internal Examiner

1. PEMERIKSA DALAM ABU HURAIRAH BIN ABDUL RAHIM 2016
2. Abeda Muhammad Iqbal. 2012. Evaluation of Research Collaboration between University and Industry.

Master Disertation - Internal Examiner.

1. Salimi bin Sulaiman. 2016. A study of customer satisfaction and perceived value in conquer and classic certified projects
2. Azhaniza binti Jamaluddin. 2016. Supply Chain Tracebility in Palm Oil Industry
3. Abu Hurairah. 2016. Critical factor Affecting QMS in Johor Port Bhd
4. Zarith Thuraya Abd Aziz. 2014. The Relationship Between Service Quality, Student Satisfaction, Student Loyalty and Mediating Effect of Perceived Value on these Relationship in Private Higher Education
5. Noor Aliaa Zainal Abidin 2014. The Effects of Risk Management Practices and Risk Behavior on Research and Development (R&D) Proiect Performance
6. Abu Hurairah Abd. Rahman. 2014. Critical factor affecting Qms Performance in Johor Port Berhad
7. Rose Adeh. 2014. Measuring supply Chain performance on service industry: Tourism Perspective in Malaysia
8. Ali bin Buang 2013. Factors Influencing Employee Perception in Lean Manufacturing Success: Case Study at Flextronics Malaysia.
9. Mohd Firdaus b Ruslan. 2013. Green Production Adoption by Malaysian Small and Medium Enterprise
10. Wan Nur Fazni binti Wan Mohamad Nazarie. 2011. Factors Influencing Consumers' Trust in Online Purchase via Social Networking Sites.

Master Dissertation – External Examiner

Master thesis –Chairman:

1. Salihah binti Sapar. 2011. Kesan Kualiti Perkhidmatan e-pembelajaran, Sikap Pelajar dan Personaliti terhadap Kepuasan e-Pembelajaran.

Master thesis – Asistant Chairman:

1. Abeda Muhammad Iqbal. 2011. Evaluation of Research Collaboration between University

and Industry.

PUBLICATIONS

(H Index as at 8 FEBRUARY 2021 = 17)

Thesis.

1. Norhayati Zakuan (2009). Structural analysis of Total Quality Management, ISO/TS16949 and organizational performance in Malaysian and Thailand automotive industry, Unpublished Thesis (PhD), Universiti Teknologi Malaysia, Malaysia.
2. Norhayati Zakuan (2005). Development of a Product Costing Method for an Electronic Product, Unpublished Thesis (MSc), Coventry University, United Kingdom.
3. Norhayati Zakuan (1991) Computerized of Production Planning in Job Shop Industry, Unpublished Thesis (BEng), Universiti Teknologi Malaysia, Malaysia.

Research Monograph

1. Konstantin Pavlov, Oleg Zakharchenko, Norhayati Zakuan. (2019). Social-Economic And Environmental Sustainability Of Reform: Indicators And Methods Of Evaluation. *In. Management Of Enterprise Development In The Conditions Of Institutional Changes And Reforming Of The Economy A Monograph*. Publisher: Bookmarked Publishing & Editing. PP. 57-65

Book Chapter

1. Tiong Kung Leong, Norhayati Zakuan, Muhamad Zamari Mat Saman. (2016). Quality Management Maintenance and Practices in Construction Industry. In Norhayati Zakuan (Ed.) *Advances in Management and Business Research Series II*. Johor Bahru; UTM Press. ISBN 978-983-52-1144-7
2. Mohd Shoki Md Ariff, Yeow Siew Mun, Norhayati Zakuan (2016). Determinants of User Acceptance of Internet Banking System. In Norhayati Zakuan (Ed.) *Advances in Management and Business Research Series II*. Johor Bahru; UTM Press. ISBN 978-983-52-1144-7
3. Noor Aslinda Abu Seman, Norhayati Zakuan, Ahmad Jusoh, Muhamad Zamari Mat Saman. (2016). The Relationship of Green Supply Chain Management (GCSM) and Green Innovation Concept. In Norhayati Zakuan (Ed.) *Advances in Management and Business Research Series I*. Johor Bahru; UTM Press. ISBN 978-983-52-1143-0
4. Mohd Shoki Md Ariff, Ng Sze Yan, Norhayati Zakuan. (2016). Online Purchasing Behaviour of Young Consumers: Evidence from Malaysia. In Norhayati Zakuan (Ed.) *Advances in Management and Business Research Series I*. Johor Bahru; UTM Press. ISBN 978-

983-52-1143-0

5. Norhayati Zakuan, Sha'ri Mohd Yusof, Awaluddin Mohd Shaharoun and Mohd Noor Azli Ali Khan. (2013). A Methodology of TQM, ISO/TS16949 and Organizational Performance in Malaysian and Thailand Automotive Industries: Challenges in International Survey Research. In Norhayati Zakuan (Ed.), *Advances in Quality Engineering and Management*. Johor Bahru: UTM Press. ISBN: 978-983-52-0901-7
6. Norhayati Zakuan, Sha'ri Mohd Yusof, Awaluddin Mohd Shaharoun and Ahamad Zaidi Bahari. (2013). A Comparative Structural Analysis of TQM, ISO/TS16949 and Organizational Performance between Malaysian and Thailand Automotive Industry. In Norhayati Zakuan (Ed.), *Advances in Quality Engineering and Management*. Johor Bahru: UTM Press. ISBN: 978-983-52-0901-7
7. Muzalwana Abdul Talib, Susila Munisamy, Shamsudin Ahmed, Norhayati Zakuan. (2011). A Multivariate Control Chart Scheme For Quality Monitoring Of Automotive Stamping Process – An Empirical Study of A Malaysian Plant. In Norhayati Zakuan (Ed.), *Advances in Quality Engineering and Management*. Johor Bahru: UTM Press. ISBN: 978-983-52-0901-7
8. Kang Boon Siang, Muhamad Zameri Mat Saman, Norhayati Zakuan and Norzaidahwati Zaidin. Quality Improvement through Implementation of Poka Yoke and Six Sigma Methodology in Thermal Interface Material Coating Industry. In Norhayati Zakuan (Ed.), *Advances in Quality Engineering and Management*. Johor Bahru: UTM Press. ISBN: 978-983-52-0901-7
9. Muhamad Zameri Mat Saman, Kong Wee Ling, Norhayati Zakuan. (2011). Process Optimization for Injection Molding Process: A Case Study. In Norhayati Zakuan (Ed.), *Advances in Quality Engineering and Management*. Johor Bahru: UTM Press. ISBN: 978-983-52-0901-7
10. Norhayati Zakuan, Sha'ri Mohd Yusof and Awaluddin Mohd Shaharoun. (2008). Chapter 3: TQM, ISO/TS16949 certification and organizational performance in Malaysian automotive industry. In Norhayati Zakuan (Ed.), *Advanced in Manufacturing and Industrial Engineering*. Johor Bahru: UTM Press. ISBN: 978-983-52-0901-7

Journal:

WOS (Thomson Reuters):

1. Gholami, H., Saman, M.Z.M., Sharif, S., MdKhudzari, J, Zakuan, N., Streimikiene, D., and Stremikis, J. (2020). A general framework for sustainability assessment of sheet metal working process. *Sustainability*. IF= IF=1.789 (Q3). DOI: <https://doi.org/10.3390/su12124957> 12(12), PP. 4957
2. Gholami, H., Zakuan, N., Saman., M.Z.M., Sharif, S., and Abdul Kohar, U.H. (2020) Conceptualizing and operationalizing the student relationship management strategy: Towards a more sustainable-based platform. *Journal of Cleaner Production*. IF=6.395 (Q1). DOI: 10.1016/J.JCLEPRO.2019.118707 Vol. 244 PP. 118707
3. Abu, F., Gholami, H., Zakuan, N., Saman, M.Z.M., Streimikiene, D., and Stremikis, J. (2020). The influence of contextual factors on the implementation of lean practices: An

- analysis of furniture industries. *Amfiteatru Economic*, IF=1.625 (Q2) DOI: 10.24818/EA/2020/55/867 Vol. 22, Issue. 5, PP. 867-881
4. Gholami, H., Bachok, M.H., Saman, M.Z.M., Streimikiene, D., Sharif, S., Zakuan, N. (2020). An ISM approach for the barrier analysis in implementing greencampus: operations: Towards higher education sustainability. IF= IF=1.789 (Q3). DOI: 10.3390/SU12010363. Vol. 12, Issue. 3, PP. 363
 5. Jamil, N., Gholami, H., Saman, M.Z.M., Streimikiene, D., Safian, S., and Zakuan, N. (2020). DMAIC-based approach to sustainable value stream mapping: Towards a sustainable manufacturing system. *Economic Research - Ekonomska Istrazivanja*. IF = .432. (Q4). DOI: 10.1080/1331677X.2020.1715236. Vol. 33, Issue. 1, PP. 331-360
 6. Bathaei, A., Mardani, A., Balezentis, T., Awang, S.R., Stremikiene, D., Fei, G.C. and Zakuan, N., (2019). Application of Fuzzy Analytical Network Process (Anp) And Vikor For the Assessment of Green Agility Critical Success Factors in Dairy Companies. *Symmetry-Basel*. IF=1.256 (Q2). DOI: 10.3390/sym11020250. Volume 11, Issue 2, 1 February 2019, Article number 250
 7. Abu Seman, N. A., Govindan, K., Mardani, A., Zakuan, N., Saman, M.Z.M., Hooker, R.E. and Ozkul, S. (2019). The Mediating Effect of Green Innovation on The Relationship Between Green Supply Chain Management and Environmental Performance. *Journal of Cleaner Production*. IF=6.395 (Q1). DOI: 10.1016/j.jclepro.2019.03.211. Volume 229, 20 August 2019, Pages 115-127
 8. Abu, F., Gholami, H., Saman, M.Z.M., Zakuan, N. and Striemikiene, D., (2019). The Implementation of Lean Manufacturing in The Furniture Industry: A Review and Analysis on The Motives, Barriers, Challenges, And the Applications. *Journal of Cleaner Production*. IF=6.395 (Q1). DOI: 10.1016/j.jclepro.2019.06.279. Volume 234, 10 October 2019, Pages 660-680
 9. Gholami, H., Jamil, N., Zakuan, N., Saman, M.Z.M., Sharif, S., Awang, S.R. and Zuraidah, S. (2019). Social Value Stream Mapping (Socio-Vsm): Methodology to Societal Sustainability Visualization and Assessment. *Ieee Access*. IF=4.098 (Q1). DOI: 10.1109/ACCESS.2019.2940957. Volume 7, 2019, Article number 8835896, Pages 131638-131648
 10. Soheilrad, S., Govindan, K., Mardani, A., Zavadskas, E.K., Nilashi, M., and Zakuan, N., (2018). Application of Data Envelopment Analysis Models in Supply Chain Management: A Systematic Review and Meta-Analysis., *Annals of Operations Research*. IF=1.864 (Q2). DOI: 10.1007/s10479-017-2605-1. Volume 271, Issue 2, 1 December 2018, Pages 915-969
 11. Gholami, H., Saman, M.Z.M., Mardani, A., Striemikiene, D., Sharif, S., Zakuan, N., (2018). Proposed Analytic Framework for Student Relationship Management Based on A Systematic. *Sustainability*. IF=1.789 (Q3). DOI: 10.3390/su10041237. Volume 10, Issue 4, 18 April 2018, Article number 1237
 12. Mardani, A., Nilashi, M., Zakuan, N., Loghanathan, N., Soheilrad, S., Saman, M. Z. M., and Ibrahim, O., (2017) A Systematic Review and Meta-Analysis of Swara And Waspas Methods: Theory and Applications with Recent Fuzzy Developments, *Applied Soft Computing*. IF = 3.541 (Q1), DOI: 10.1016/j.asoc.2017.03.045, Vol. 7, August 2017, Pg. 265-292

13. Nilashi, M, Dalvi Esfahani, M., Ibrahim, O., Bagherifard, K., Mardani, A., Zakuan, N., (2017). A Soft Computing Method for The Prediction Of Energy Performance Of Residential Buildings. *Journal of the International Measurement Confederation*, IF. 2.359. (Q1). DOI: 10.1016/j.measurement.2017.05.048. Vol. 109, Oct 2017, Pg 268-280
14. Abbas Mardani, Edmundas Kazimieras Zavadskas, Zainab Khalifah, Norhayati Zakuan, Ahmad Jusoh, Khalil Md Nor and Masoumeh Koshnoudi (2017). A review of multi-criteria decision-making applications to solve energy management problems: two decades from 1995 to 2015. *Renewable and Sustainable Energy Reviews*. IF = 6.798 (Q1). DOI: <http://dx.doi.org/10.1016/j.rser.2016.12.053>. 71(0). Pp.216-256
15. Abbas Mardani, Ahmad Jusoh, Edmundas Kazimieras Zavadskas, Norhayati Zakuan, Alireza Valipour, Mansooreh Kazemilari (2016). Proposing new hierarchical framework to evaluating of quality management practices: a new combined fuzzy hybrid MCDM approach. *Journal of Business Economics and Management*. IF = 0.723 (Q2). DOI: 10.3846/16111699.2015.1061589. (In Press- Accepted for Publication: Issue 1 2016)
16. Hamed Gholamia, Ghasem Rezaeia, Muhamad Zameri Mat Samana, Safian Sharif, Norhayati Zakuan, (2016). State-of-the-art Green HRM System: sustainability in the sports center in Malaysia using a multi-methods approach and opportunities for future research. *Journal of Cleaner Production*. 124(15). Pp. 142–163. IF = 3.844, (Q1) [doi.org/10.1016/j.jclepro.2016.02.105](http://dx.doi.org/10.1016/j.jclepro.2016.02.105)
17. Ghasem Rezaei, Hamed Gholami, Awaluddin Bin Mohamed Shaharou, Muhamad Zameri Mat Saman, Laleh Sadeghi, and Norhayati Zakuan (2015), Shared Knowledge Mediated Correlation Between Cultural Excellence and Organisational Performance, *Total Quality Management & Business Excellence*.1-32. IF = 1.48. (Q2) <http://dx.doi.org/10.1080/14783363.2015.1090292>
18. Abbas Mardani, Ahmad Jusoh, Khalil MD Nor, Zainab Khalifah, Norhayati Zakwan & Alireza Valipour. (2015). Multiple criteria decision-making techniques and their applications – A review of the Literature from 2000 to 2014. *Economic Research - Ekonomska Istrazivanja*. 28(1) pp. 516-571. IF = .432. (Q4). <http://dx.doi.org/10.1080/1331677X.2015.1075139>
19. Tiong Kung Leong, Norhayati Zakuan, Muhamad Zameri Mat Saman, Mohd Shoki Md Ariff and Choy Soon Tan (2014). Using Project Performance to Measure Effectiveness of Quality Management System Maintenance and Practices in Construction Industry. *The Scientific World Journal*. Vol. 2014, No. 5: 1-9. IF = 1.730. doi 10.1155/2014/591361
20. Norhayati Mohmad Zakuan, Suhailah Mohd Yusof, Tritos Laosirihongthong and Awalluddin Mohamed Shahrour (2010). Proposed relationship of TQM and organisational performance using structured equation modelling. *Total Quality Management and Business Excellence*. Vol. 21, No. 2: 183-201. IF = 0.299. (Q2) doi 10.1080/1478336090355002

Scopus Indexed Journal:

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CONSULTATION

1. MOA TAMAN AWAM UTM-MPKU 2020 RM50K
2. MOA PELANCONGAN JOHOR UTM-MPKU 2020 RM50K
3. MOA PEKERJA ASING UTM-MPKU 2020 RM50K
4. MOA SUNGAI SKUDAI 2020 RM50K
5. MOA PENGURUSAN RISIKO UTM-MPKU 2020 RM50K
6. Program Pembangunan Sumber Manusia Ump (RM13,780) – 2016
7. Program Audit Dalam Iso 9001:2015 Uniza (RM8745) – 2016
8. Program Kajian Identifikasi Risiko Haji (RM20,000) – 2016
9. Program Pembangunan Maklumat Berdokumen Iso 9001:2015 USIM (RM18,900) – 2016
10. Program Pembangunan Dan Pengauditan Iso9001:2015 Kuim (RM42,400) – 2016
11. Semakan Pengurusan Iso 9001:2008 LTH (2915.00) – 2016
12. Pemantapan Penulisan Semak Pastidan Pengauditan Risiko LTH (RM5830) – 2016
13. Perunding Penilaian Indeks Prestasi Audit Dalaman ISO 9001:2008 (RM5830) – 2016
14. Perunding Program Pengauditan Dan Penilaian SPK ISO9001:2015 Perkhidmatan Kewangan UNISZA (RM11,666) – 2016
15. Perunding Pembangunan Dan Pelaksanaan ISO 9001:2015 Perkhidmatan Perpustakaan, Pengurusan Projek Dan Fasiliti UNISZA (RM70,967) -2016
16. Perundingan Program Pembangunan Dan Pelaksanaan ISO 9001:2015 RMIC DAN PPHP UNISZA (RM68,370) – 2016
17. Perunding Program Pengurusan Risiko ISO 9001:2015 USIM (RM21,900) – 2016
18. Perundingan Program Menaik Taraf Iso9001:2008 Ph Kepada ISO9001:2015 PH LTH (RM21,200) – 2016
19. Perunding Pengurusan Risiko Universiti - Parameter Dan Penilaian Risiko UMP (RM18,497) – 2016
20. Perunding Program Kepimpinan Pegawai Cemerlang TH (RM26,394) – 2016
21. Perunding Program Penyediaan Rangkakerja Pengurusan Bakat Dan Pelan Penggantian TH (RM5300) – 2016
22. Perunding Program Kajian Prinsip Pengurusan Kualiti, Kepuasan Bekerja Dan Prestasi PH LTH (RM20,000) – 2016
23. Perunding Program Penilaian Kompetensi Anggota TH (RM93,000) – 2016
24. Bengkel Pemantapan Penulisan Semak Pastidan Pengauditan Risiko JP LTH (RM5830) – 2016
25. Bengkel Pengurusan Risiko Universiti UPNM (RM5300) – 2016
26. Bengkel Pengurusan Risiko Universiti Awam USIM (RM6360) – 2016

27. Perunding Program Semakan Pengurusan Perolehan TH (RM5830) -2016
28. Quality management and development program: Application of Quality Management System ISO 9001: 2008 in library services, Universiti Malaysia Kelantan. (RM32,500)
29. Latihan Profesional Certificate. Client: Universiti Teknologi Malaysia. (RM1,200)
30. Quality management and development program: Application of Quality Management System ISO 9001:2008. Client: Universiti Sultan Zainal Abidin. (RM37,000)
31. Pembangunan Modul PEARL Tabung Haji. Client: Lembaga Tabung Haji Malaysia. (RM49,500)
32. Bank Soalan PEARL. Client: Lembaga Tabung Haji Malaysia. (RM43,500)
33. Pembangunan SPK ISO 9001:2015 Pengajaran dan Pembelajaran UMT. Client: Universiti Malaysia Terengganu. (RM70,000)
34. Pengurusan Risiko Sumber Manusia USIM. Client: Universiti Sains Islam Malaysia. (RM29,500)
35. Pengurusan Risiko Sumber Manusia (Ulead) UMP. Client: Universiti Malaysia Pahang. (RM95,000)
36. Perundingan program ISO27001:2013 IT. Client: Universiti Malaysia Terengganu. (RM45,000)
37. Program ISO9001:2015 dalam Pengajian Tinggi. Client: Universiti Malaysia Terengganu. (RM2,120)
38. Pembangunan Modul Pearl (Keseluruhan). Client: Lembaga Tabung Haji Malaysia. (RM310,000)
39. Program pengurusan risiko keselamatan USIM. Client: Universiti Sains Islam Malaysia. (RM7,950)
40. Program Pengurusan Risiko Pentadbiran Universiti UMP. Client: Universiti Malaysia Pahang. (RM21,000)
41. Implementation of Activity Based Costing in Electronic Company. Client: Mitsubishi Electric Malaysia, Senai, Johor.
42. Development of SEM model with AE Solutions. Client: AE Solutions. (RM1500.00).
43. 'Pelan Tindakan Pengurusan Bakat dan Pelan Penggantian UTHM'. Client: UTHM. (RM57,750.00)
44. Kajian Customer Satisfaction Index dan Employee Engagement Index Jabatan Sumber Manusia dan Kualiti. Client: Lembaga Tabung Haji. (RM59,000.00)
45. Pembangunan Pengurusan Kualiti - Pembangunan Modul Pearl. Client: Lembaga Tabung Haji. (RM310,000.00)
46. Program Pelan Penggantian Bagi Gred 44 dan Ke atas UTHM. Client: UTHM. (RM38,808.00)
47. Pembangunan dan Pelaksanaan sistem pengurusan kualiti ISO 9001:2008. Client: Universiti Sultan Zainal Abidin. (RM37,000.00)
48. Aplikasi ISO 9001:2008 Dalam perkhidmatan Perpustakaan. Client: Universiti Malaysia Kelantan. (RM32, 500.00)
49. Program pelan penggantian bagi gred 44 dan keatas. Client: UTHM. (RM16,632.00)
50. Pembangunan Pelan Penggantian Staf Bukan Akademik UTHM. Client: UTHM. (RM54,440.00)
51. 1st International Materials, Industrial and Manufacturing Engineering Conference

- (MIMEC2013). Client: UTM and Worldwide. (RM180,000.00)
52. Penyediaan Garis Panduan Pengurusan Bakat UTHM. Client: UTHM. (RM47,000.00)
53. Pembinaan model kompetensi UM. Client: UM. (RM29,000.00)
54. Pelaksanaan Risk Management MQA. Client: Malaysian Qualifications Agency (MQA). (RM1,400.00)
55. Kursus pelaksanaan latihan HCD Blue Print. Client: UTM (HCD). (RM1,400.00)
56. Kursus Pelan Penggantian. Client: UTM (HCD). (RM1,400.00)
57. Pelaksanaan Lean Six Sigma Convocation 2012. Client: UTM (HCM). (RM700.00)
58. Pengurusan Risiko Organisasi (ERM) IPTA. Client: IPTA Malaysia. (RM5000.00)
59. Pengurusan Risiko PBT. Client: Pihak Berkuasa Tempatan. (RM5000.00)
60. Program Pembangunan Profesional ISO9001:2008 QMS Client: UTM (HCD). (RM1,200.00)
61. Program pembangunan profesional kepada kakitangan yang bertaraf jurutera di TITAN Sdn Bhd Pasir Gudang. Client: TITAN. (RM100,000.00)
62. CRM K-Based Pengajaran dan pembelajaran UTM. Client: HEK, UTM. (RM2,500.00)
63. Pembangunan Model SEM kerjasama dengan AE Solutions. Client: AE Solutions. (RM15,000.00)