

CRRICULUM VITAE

Personal:

Name: Rateb J. Sweis

Home Phone: 09626 5310524

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11953-Jordan
Tel: 962 6 535 5000 ext 24181
Home: 9626 5310524
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E-Mail: r.sweis@ju.edu.jo

Current Academic Rank: Professor

Primary Department: Business Management

Citizen: Jordan/USA

Education:

Northwestern University, Evanston, IL

Ph.D., Project Management. **McCormick School of Engineering**), 1999.

Dissertation Title: A Model to Assess Alternative Policies to Promote the Construction Industry in Developing Countries.

Loyola University, Chicago, IL

Master of Business Administration / Concentration in Finance, 1993.

University of Illinois, Chicago, IL

Bachelor of Science in Engineering Management with College Honors, 1988.

Experience:

Academic:

- 2015 – Present Professor/ Faculty of Business Administration/ Jordan University / Responsibilities include teaching, research, services, and supervising theses and dissertations.
- 2011 – 2015 Associate Professor/ Faculty of Business Administration/ Jordan University / Responsibilities include teaching, research, services, and supervising theses and dissertations.
- 2008 – 2011 Assistant Professor/ Faculty of Business Administration/ Jordan University / Responsibilities include teaching, research, services, and supervising theses and dissertations.
- 2004-2007 Assistant Professor/ Faculty of Management Science/Amman Arab University for Graduate Studies / Responsibilities include teaching, research, services, and supervising theses and dissertations.
- 2002- 2003 Acting Dean/ Higher Education and Training/ Jordan Institute of Diplomacy. Responsibilities include the following: providing administrative and academic leadership for advancing the instructional and research programs of the Institute; strategic planning and prioritizing of Institute's goals, the development of policies and procedures; curriculum innovation; the recruitment and professional development of faculty and staff; and community engagement.
- 1999 – 2003 Program Director/Master of International Business/ Jordan Institute of Diplomacy. Responsibilities include: providing visionary leadership for developing and advancing the mission of the program; formulating policies and guiding the Program to achieve the goals; prioritizing and advancing the quality of teaching activities; personnel development; appointing research staff and engaging qualified faculty; reviewing research projects and outcomes; outreach service to the college and

university; collaboration with regional business community for its economic growth; collaboration with international research centers and universities

1999 – 2002 Assistant Professor/Vice Dean/Higher Education and Training/Jordan Institute of Diplomacy. Responsibilities include teaching, research, services, and supervising theses and dissertations.

Non- academic:

2004. Economic Advisor/Ministry of Finance/ Jordan/ Responsibilities include advising the Minister of Finance as well as the Director General on issues related to The IMF.

Teaching Experience: I have experience of teaching both on-campus students and distance learning students. I employed web-based learning (Blackboard), designed and developed the undergraduate and graduate courses.

Subject	Institution	Year
Economic Studies	Jordan Institute of Diplomacy	2001
International Portfolio Management	Jordan Institute of Diplomacy	2002
Management of International Business	Jordan Institute of Diplomacy	2002
Financial Markets and Institutions	University of Jordan	2003
Investment Management	Amman Arab University,	2004
International Business	Amman Arab University, University of Palestine International	2004- 2007
Human Resource Management	Amman Arab University	2004 – 2007
Organizational Theory	Amman Arab University	2004- 2007
Strategic Management	Arab Academy	2006

Management Communication	University of Palestine International	2005-2007
Operations Management	Amman Arab University	2004-2007
Technology Management	Amman Arab University	2005
Human Resource Management	Amman Private University	2007
Communication Management	Amman Private University	2007
Management of International Business	Amman Private University	2007
Operations Research	Jordan University	2008-2016
Supply Chain Management	Jordan University	2008-2015
Project Management	Jordan University	2008-2016
Quality Systems	Jordan University	2008-2009
Communication Management	Jordan University	2009-2012
Corporate Governance	Jordan University	2012-2014
Total Quality Management	Jordan University	2012-2014
Strategic Entrepreneurship	Princess Summaya University (PSUT)	2015
Sustainability and Social Responsibility in Entrepreneurial Organizations	Princess Summaya University (PSUT)	2016

Teaching Interests

Project Management

Operations Management
Quantitative Business Analysis
Operations Strategy (TQM, Logistics, Supply Chain, Business Process Design, etc.)
Communications Management
Corporate Governance
Entrepreneurship and Corporate Social Responsibility

Research Interests

Construction Management
Information Technology Project Management
Logistics and Supply Chain Management
Total Quality Management
Knowledge and Information Technology Management

Publications:

Refereed Journal Articles:

2016

1. Rateb Sweis, Rawan Saleh, Rawan el Etayem and Ayat el Mahmoud(2016).Total quality management practices and organisational performance in Jordanian courier services.International. *Journal of Productivity and Quality Management* 19(2):258
2. Ruba abu Hussien, Rteb Sweis, Mohammed Hiyassat, Afnan alawneh and Mutaz al Debei. (2016). Project Management factors affecting resource planning projects,*Journal of Systems and Information Technology*. 18(3):230-254 react-text: 54
3. Bader Obiedat, Ali Tarhini, Safa Sarayreh and Rateb Sweis. (2016). Cultural Influence on Strategic Human Resource Management Practices: A Jordanian Case Study. *International Business Research* 9(10):94-114
4. Taghrid S. Suifan, Ayman Bahjat Abdallah, Rateb Jalil Sweis. (2016) .The Effect of a Manager's Emotional Intelligence on Employees' Work Outcomes in the Insurance Industry in Jordan. *International Business Research* 8(9):67-82.
5. Ghadeer AL Kateb, Rateb Swies, Bader Obeidat, Mahmoud Maqableh. (2016). An Investigation on the Critical Factors of Information System Implementation in Jordanian Information Technology Companies. *European Journal of International Management*. 7(36):11-28.

6. Rateb Sweis, Hannah Diab, Firas Izzat Mahmoud Saleh and Samer Eid Dahiyat (2016). Assessing service quality in secondary schools: the case of Jordan. *Benchmarking An International Journal*.23(5):1207-1226.
7. A, Dammaj, A, Allawneh, Ayman Abu Hammad and R, Sweis.(2016). Investigating the Relationship between Knowledge Sharing and Service Quality in Private Hospitals in Jordan. *International Journal of Productivity and Quality Management*.Vol 17(4). pp. 437-455.
8. Sweis, R., El Ahmad, K., Al Dweik, G., Alawneh, A., Abu Hammad.(2016). The Relationship between Total Quality Management Practices and Organizational Performance at Jordanian Hospitals. *International Journal of Business Innovation and Research*, Vol 10 (4), pp. 519-542.

2015

1. Ghaleb J. Sweis, Rateb J. Sweis, Ghaith M. Kassab, Sereen A. Abu Hatab, Tala H. Dandan, Raneen B. Mikkawi. (2015). Assessment of Safety in Residential Construction: The Case of Jordan. *The International Journal of Business & Management*, Volume 3(9), pp. 151-158.
2. Ghaleb J Sweis, Rateb J Sweis, Muhannad A. Al-Shboul, Ghadeer A Al-Dweik. (2015).The Impact of Information Technology (IT) Adoption on the Quality of Construction Projects: The Case of Jordan. *International Journal of Information Technology Project Management (IJITPM)*, Volume 6(3), pp. 26-40.
3. Rateb J Sweis, Firas Izzat Mahmoud Saleh, Samer Eid Dahiyat, Nadia J Sweis, Rawan Ali Saleh, Hannah Diab. (2015) Benchmarking of TQM practices in INGOs: a literature review. *Benchmarking: An International Journal*. Volume 23(1), pp.
4. R. Sweis. (2015).An Investigation of Failure in Information Systems Projects: The Case of Jordan. *Journal of Management Research*, Volume 7(1).
5. Rateb J Sweis, Hala Jamal Al-Ghawi, Noor Abdel-Aziz AlSaleh, Zu'bi MF Al-Zu'bi, Bader Y Obeidat (2015). Benchmarking of TQM: the case of Hikma Pharmaceuticals Company. *Benchmarking: An International Journal*. Volume 22(3) pp. 488-404

2014

6. Sweis, G, Sweis R, AbuHussein R, Hiyassat M, Suifan T. (2014). Priority Setting for Healthcare Facilities Maintenance. *Life Sci J*; Volume 11(2s),p: 54-65.

7. Sweis R, Isa A, Musa I, Azzeh H, Shtyh H, Btoush R. (2014). Nurses' Resistance to the Adoption of Information Technology in Jordanian Hospitals. *Life Sci J*; Volume 11(4s), pp:8-18.

8. Sweis R, Bisharat L, Bisharat S, Sweis G. (2014). Factors Affecting Contractor Performance on Public Construction Projects. *Life Sci J*; Volume 11(4s), p:28-39.

Rateb Jalil Sweis, Rifat O Shannak, Amjad A Abu El Samen, Taghrid Saleh Suifan. (2014). Factors affecting quality in the Jordanian housing sector. *International Journal of Housing Markets and Analysis*. Volume 7(2), pp. 175-188.

2013

9. Sweis, Rateb J; Al-Mansour, Ali; Tarawneh, Mohammad; Al-Dweik, Ghadeer. (2013). The impact of total quality management practices on employee empowerment in the healthcare sector in Saudi Arabia: a study of King Khalid Hospital. *International Journal of Productivity and Quality Management*. Volume 12(3).

10. Ghaleb J. Sweis, Rateb J. Sweis, Malek abu Rumman, Ruba Abu Hussein, Samer E. Dahiyat (2013). Cost Overruns in Public Construction Projects: The Case of Jordan. (2013). *Journal of American Science*, Volume 9(3),

11. . Rateb J Sweis, Ghaleb J Sweis, Ayman A Abu Hammad, Malek Abu Rumman. (2013). Modeling the Variability of Labor Productivity in Masonry Construction. *Jordan Journal of Civil Engineering* Volume 3(3)

Rateb Sweis Ghaleb Sweis, Rana al Emam, Ghaith Kassab. (2013). Customer Satisfaction in Apartment Buildings: The case of Jordan. *Life Science Journal*. Volume 10(12).

2012

12. Obeidat, Bader Yousef; Sweis, Rateb J; Zyod, Diana Shawqi; Alshurideh, Muhammad. (2012). The Effect of Perceived Service Quality on Customer Loyalty in Internet Service Providers in Jordan. *Journal of Management Research*, Volume 4(4).

2011

13. D. Sweis, R. Fellaq, M. Sweis, G. Qawasme. (2011) The Relationship between Organizational Culture and Total Quality Management in SONATRAC. *Derasat* Volume 38(2).

A. Sweis, R. Fellag, M. Bugjati, J. Abu – Hammad. (2011). Knowledge Management Processes and their Effect on Achieving a Competitive Advantage: A Case of Jordan Telecom Group " Orange" *Jordan journal of Business Administration*. Volume 7 (4).

2010

14. Sweis, G., Sweis, R., Abu Hammad, A., and Shboul (2009). A. Delays in Construction Projects: The Case of Jordan. *International Journal of Project Management*. Volume 26(7), pp. 665-674.
15. Attar, G., Sweis, R. (2010). The Relationship between Information Technology Adoption and Job Satisfaction in Contracting Companies in Jordan. *Journal of Information Technology in Construction (ITcon)*. Volume 15, pp. 44-63.

2009

16. Sweis, R., (2009). Some Construction Quality Human-Related Factors in the Jordanian Housing Sector. *Architectural Science Review*, Volume 52(2), pp. 48 -54”
17. Abu Rumman, M., Hiyassat, M., Sweis, G., and Sweis, R.(2009). Assessment of Droughts in Jordan: the Yarmouk and Zarqa Basins. *Management of Environmental Quality*, Volume 20(6) , pp. 696 – 711.
18. Sweis, R., and Sweis, G., Abu Hammad, A., and Abu Rumman, M. (2009). Modeling the Variability of Labor Productivity in Masonry Construction Jordan. *Journal of Civil Engineering*, Volume 3(3) (2009), pp. 197 -212.

2008

19. Sweis, G., Sweis, R., Abu Hammad, A, and Randolph, T. (2008) Factors Affecting Baseline Productivity in Masonry Construction: A Comparative Study in the US, UK and Jordan. *Architectural Science Review*, Volume 52(2) , pp.146-152.

2005

20. Sweis, R., (2005), The Relationship between the World Economic Forum and Change Promotion in the Middle East”, *Arab_Bank Review*, Volume 7 (2) pp. 39-42.

1999

21. Rateb Sweis (1999). A model to assess alternative policies to promote the construction industry in developing countries. Northwestern University

Articles in Books (Refereed)

Sweis, R.(2001). The Effect of the WTO on the Jordanian Economy, *Jordan in Transition*, 1990-2000. George Joffe, C Hurst,.

Sweis, R., Sweis, G., Attar, G., Abu Hammad, A. (2013). The Impact of Information Technology (IT) Adoption on the Quality of Construction Projects: The Case of Jordan.*Perspectives and Techniques for Improving Information Technology Project Management*. John Wang (Montclair State University, USA). Release Date: January,.

Unpublished Reports

A Report on the Conference on “A New Vision of Turkish-Arab Economic Cooperation in the 21st Century”, the Jordanian Diplomat, Vol. 2, April – July 2000.

“A Critical Analysis of Jordan’s Experience with the WTO” A paper presented in the Halki International Seminar: “The Role of International Organizations in the Mediterranean”. Halki, Greece. 13-18 September 2000.

“A Commentary on the World Intellectual Property Declaration (WIPD) of the Policy Advisory Commission submitted to Majles El Hassan, June 13, 2000, Amman – Jordan

“The Commercial Relations between Jordan and the Arab World: Alternatives for the Future”. A paper presented at the Jordan Science and Technology University, 24 ,5, 2001.

“A Note on Academic Programs in Jordanian Universities, Al Ra’e Newspaper, Jordan, August 10, 2003.

“Your Body Speaks Louder Than Your Words ”, Al Fuheis Orthodox Magazine for Social Affairs, 2007.

WORK IN PROGRESS

Papers Accepted for Publication (Refereed):

Rateb Sweis, Rawan Saleh. Investigating the influence of Soft and Hard TQM practices on the Performance of the Industrial Sector: Evidence from Jordan. *Benchmarking : An International Journal*(Forthcomming)

Nadia Sweis., Rateb Sweis., Ghaith Kassab., Amr Elfar., Diana Athammneh., Ghaleb Sweis. Demotivating factors influencing productivity in Jordanian residential construction projects. *International Journal of Productivity and Quality Management* (*Forthcomming*)

Balgees Ajarmeh, Rateb Sweis, Dareq Hashem. The effect of 5q model on patient's Satisfaction In Jordanian Hospitals. *International Journal of Productivity and Quality Management* (*Forthcomming*)

Rateb Sweis, Firas Izzat, Bayan Abdel Qader, Ayman Abdallah. The Effect of TQM Dimensions on the Performance of International Non-Profit Organizations, *International Journal of Productivity and Quality Management*

Papers Submitted/to be Submitted for Publication (Refereed):

Service Quality and Competitive advantage of the Health insurance Industry. Submitted to the *International Journal of Economics and Business Research*

Factors affecting the Accuracy of Project Cost Estimates in Jordanian construction Projects. Submitted to the *International Journal of Civil Engineering*

Impact of TQM and Operational Performance of Industrial Organisations. Submitted to *International Journal of Industrial and Systems Engineering*

The Relationship between the Competent level of a Project Manager and Performance of Projects. Submitted to *Journal of Engineering Design and Technology*.

Papers Presented in Conferences:

Albalkhi, W, Ajaj, A, Ratrout, M and Sweis, R. *The Effect of Leadership Styles and Organizational Culture on Organizational Performance in MENA Region* .Sustainability of Performance Excellence in an Uncertain Environment. The University of Jordan, April 19, 2016. Amman- Jordan

Sweis, R. *Human Resource Development Impediments in the Arab World*. The Fifth Forum for Human Resource Pioneers in the Arab World. December 24, 2013. Manama, Bahrain.

Sweis, G. and Sweis, R. and Shatnawi, A. and Armouti, M. *Economics of Incorporating Earthquake Resistant Properties into Residential Building Development in Jordan*. Proceedings of the CME 25 Conference. Construction Management and Economics: Past, Present, and Future. 16th – 18th July, 2007. University of Reading, UK..

Sweis, R., “*Economic Challenges and Cooperation in the EMP*” A paper presented at the conference on “Security and Stability in the Mediterranean: “The Role of Euro-Atlantic Institutions” Held at Rhodes-Greece, Sep 14-15, 2002.

Sweis, R.,” *Commercial Exchange between Jordan and the Arab World: Alternatives for the Future*” A paper presented at the conference organized by: Jordan University of Science and Technology, Faculty of Science and Arts. May 23-24, 2001.

Sweis, R. “*A Note on the Promotion of Financial Stability between Turkey and the Arab Countries*” A New Vision of Turkish Arab Economic Cooperation in the 21st Century”. Istanbul, Turkey. May 2001.

Books

Sweis, Rateb J. *Signs and Lessons for Self Development and Growth*. Ethraa. Amman – Jordan, 2007, pp. 1-40

Sweis, Rateb J. and Noemy, Mohammad A. *Six Sigma: Achieving Accuracy in Quality Management*. Ethraa. Amman – Jordan. 2007, pp. 1-240 (**Refereed**)

Sweis, Rateb J and Sweis, Ghaleb J. *Communication Skills and Techniques*. Ethraa. Amman Jordan. 2007, pp. 1-128 (**Refereed**)

Sweis, Rateb J. and Noemy, Mohammad A., and Sweis, Ghaleb J. *Contemporary Quality Management: Introduction to Total Quality Management for Production, Operations, and Services*. Yazori. Amman- Jordan. 2008, pp.1-271 (**Refereed**)

Sweis, Rateb J, Sweis, Ghaleb J., and Abbassi Ghaleb *Principles of Project Management*, Ethraa. Amman Jordan. 2009, pp. 1-298. (**Refereed**)

Translation:

Translation, from English to Arabic, of the book " Learning to Think Things Through: Your Guide to Critical Thinking across The Curriculum" Arab Scientific Publishers, 2006. pp. 1-337.

Other Works and Publications:

Sweis, R. "Some Remarks on Jordan's Economic Performance" *The Middle East Network Library (MENL)*, Burcle Center for International Relations, December, 2003.

Editorial Board Member of the following Journal:

- *North African Journal of Economics*
- *African Journal of Business Management*
- *African Journal of Marketing*
- *Dirassat? The University of Jordan*

Reviewer:

Journals:

- *International Journal of Project Management*
- *Benchmarking: An International Journal*
- *African Journal of Marketing*
- *African Journal of Business Management*
- *International Journal of Construction Education and Research*
- *Dirassat*
- *Jordan Journal of Business*
- *Hebron University Journal*
- *International Journal of Business Innovation and Research*
- *North African Journal of Economics*

- *Total Quality Management and Business Excellence*

Research Proposal Review:

1. "Motivation and Barriers of Implementing ISO 14001 in Saudi Arabia". Prince Sultan University, 2016.
2. "Applications for PSU Research Excellence Award" . Prince Sultan University, 2016.

Examiner:

PhD Thesis:

1. Jamal SHEGLABO, "An investigation of the factors that impact the intention to adopt and use mICT in the Libyan construction industry " Murdoch University, Australia, December 2015.
2. Abuyaghi, G, Emotional Intelligence as a required Skill for Leaders: Analyzing the Relationship between Emotional intelligence and Styles of Leadership in the banking Sector in Jordan. Amman Arab University, (2005)
3. Alkaldi, H, "Factors Influencing the Establishment of Entrepreneurial Ventures in Corporations" Amman Arab University, (2007)
4. Al- Qura'an, A, "Using TQM and ERM to Develop Productivity Model: Field Study in Jordan". Amman Arab University, (2005)
5. Al Badareen, R, "A Proposed Model for Employees' Performance Appraisal System: "A Case Study of International Firms in Jordan". Amman Arab University, (2006).
6. Al- Zureigat, K, "The Impact of Knowledge Network Elements on the Technological Strategy of the Jordanian Drugs Manufacturing Organizations". Amman Arab University, (2007).
7. Qatawneh, M, "The Effect of Individual and Organizations Career Path Factors on Employees Creative Behavior in Jordanian Commercial Banks.". Amman Arab University, (2006).

8. Hattab, H, "Measuring the Effects of Technological, Social, Economic and legal- Political Environments' Dimensions on the Growth and Development of Female Entrepreneurial Projects in Jordan". Amman Arab University, (2007).
9. Al- Ethem, K, "Evaluating Organizational and Environmental Factors Influencing the Performance of the Contractors of Construction projects in Jordan". Amman Arab University, (2007).
10. Shammot, M, "The Impact of the Relationship Between Jordanian Medium Sized Industrial Firms and their Suppliers.". Amman Arab University, (2007).
11. Al- Battaineh, M, "The Effect of Knowledge Management on Organizational Performance and Learning in the Jordanian Commercial Banks". Amman Arab University, (2007).
12. Al- Awawdeh, W, "The Impact of Strategic Flexibility on the Performance of the Jordanian Industrial Companies Operating in the International Market". Amman Arab University, (2007).
13. Abu-Zeiton, G, "The Impact of the Workforce Diversity on Performance in Business Organizations". Amman Arab University, (2005).
14. Suleiman, M, "The Extent of Alignment between Management Information Systems and competitive Business Strategies, and its Impact on the Corporate Performance of the General Shareholding Industrial Companies in Jordan". Amman Arab University, (2007).
15. Al-Kasasbeh, W, "The Role of Information Technology (IT) in Improving the Effectiveness of Organizational Performance: A Case Study of the Jordanian Free Zones Corporation". Amman Arab University, (2007).
16. Irsheed, H, "Factors which Influence the Establishment of Entrepreneurial Ventures in Corporations". Amman Arab University, (2007).
17. Al- Abbadi, A, "An Analytical Study: The Impact of Total Quality Management Implementation on Customers' Satisfaction in Jordan Pharmaceutical Factories". Amman Arab University, (2007).
18. Azzam, A, "The Effect of Technology Strategies on Core competencies in Jordan Industrial Companies". Amman Arab University, (2007).

Masters and Bachelors Dissertations:

I have examined over 70 Masters and Bachelors Dissertations (both in Jordan and abroad) as a Member of the Panel for the award of MSc (Masters Degree) and (Bachelors Degree) since 2000.

Advisor/Supervisor:

I have advised/supervised PhD Theses, Masters Dissertations and the details are as follows:

PhD Thesis:

Co-advisor:

Abdel Hade, T, “Factors Affecting Executive Managers’ Attitudes Towards Forming Strategic Alliances (Explorative Study on Jordanian Information Technology and Telecom Sector)”, Amman Arab University for Graduate Studies, (2007)

Masters Dissertation:

1. Firas Izzat Saleh., TQM determinants: A Comparative Study between International NGOs and For-Profit Sector in Jordan. . The University of Jordan, 2015.
2. Alaa Khraisat., The assessment of service quality expectations and perceptions: Patients perspective in private hospitals in Amman area using the Gap approach. The University of Jordan, 2015.
3. Hanan Agilan., Investigating the impact of Information Technology (IT) on quality management practices in logistics companies. The University of Jordan, 2015.
4. Dina Abida., Leading Safety Indicators for the Construction Industry in Developing Countries. The University of Jordan, 2015.
5. Ghadeer Al Kateb., Critical success factors in information technology projects in Jordan. The University of Jordan, 2015.
6. Yusra Shrayreh., An Investigation of the Satisfaction of Project Managers and Team Members: A comparative study between ISO 9001certified and non-ISO 9001certified project based organizations in Jordan.
7. Shareef, R., Acknowledgment of Talent and its Relation to Project Team Member’s Effectiveness.

8. Aya Darabah., The relationship between the competency level and the efficiency of a project manager. The University of Jordan, 2014.
9. Ajarmeh, B., The Effect of 5 Q Model on Patient Satisfaction in Military Hospitals. The University of Jordan, 2014.
10. Abu Hussein, Ruba., A Project Management Perspective on Factors Affecting Enterprise Resource Planning (ERP) Projects in Developing Countries: Jordan as a Case Study. The University of Jordan, 2013.
11. Alawneh, A., The Relationship between the emotional Intelligence level and the effectiveness of the project Manager. The University of Jordan, 2012.
12. Al Adiat, A., The Impact of TQM Dimensions on Products and Services Innovation: Empirical Evidence from Commercial Banks in Jordan. The University of Jordan, 2012.
13. Abu Smair, L., The Relationship Between Leadership Styles of Project Managers and Job Satisfaction of Team Members: An Empirical Study on Engineering Consultancy Firms. The University of Jordan, 2012.
14. Al Ahmad, K., Employee Attitude towards the Relationship between Total Quality Management and Organizational Performance in Jordanian Private Hospitals. The University of Jordan, 2011.
15. AL-Mansur, A., The Impact Of Some Total Quality Management Practices On Employee Empowerment In The Health- Care Sector In Saudi Arabia : THE Case of King Khalid Hospital. The University of Jordan, 2010.
16. Sba'aneh, D., The effect of Perceived Service Quality on Customer Loyalty in Internet Service Providers in Jordan. The University of Jordan, 2010.
17. Al Addar, G., The Relationship between Information Technology Adoption and Job Satisfaction in the Residential Construction Sector in Jordan. The University of Jordan, 2009.
18. Al Hawajreh, H., The Relationship between Quality Management Practices and Knowledge Transfer: Jordan Institution for Standards and Metrology as a Case Study. The University of Jordan, 2009.
19. Quba'e, F, The Relationship Between Vertical Integration And Symbiotic Resource Interdependencies In The Retail Industry: MAF Hypermarket LLC- Carrefour AS A Case Study. The University of Jordan, 2009.
20. Azmy, M., Measuring the Effect of Material Incentives System on Organizational Performance, Amman Arab University, 2008.

21. Ajmy, M., The Role of members of Boards of Directors of Kuwaiti Consumer Co-Operative Societies in Assessing their Performance. Amman Arab University, 2008.
22. Dweileh, F, The Impact of Organizational Culture on Employees' Performance in Kuwaiti Industrial Corporations. Amman Arab University, 2007.
23. Majale W, The Relationship Between Employee's Promptness and their Personal and Career-Related Factors in the Greater Amman Municipality. Amman Arab University, 2007.
24. Tareef, H., Measuring the Relationship between Organizational Climate and the Ability of Solving Problems and Decision Making for Managers at the Ministry of Planning and International Cooperation. Amman Arab University, 2007.
25. Al Hmaide, I, The Evaluation of Incentives System in the Directorate General of Civil Aviation- Kuwait and its Impact on the Efficiency of Employees' Performance. Amman Arab University, 2006.

Co- advised

Laswe R., Effect of Technology Transfer Contracts on the Growth of the Pharmaceutical Sector - Jordan as a case Study. Jordan Institute of Diplomacy, 2002.

Invited Talks/Seminars:

(Presenter) " The IE Forum: Institute of Industrial Engineers_ Hashemite University Chapter" Industrial Engineering: Management or Science?". Amman – Jordan 16th of September/2016.

(Presenter) " The IE Forum: Institute of Industrial Engineers_ Hashemite University Chapter" Six Sigma VS. TQM. Amman – Jordan 16th of September/2015.

(Presenter) "Salzburg Seminar: A Transnational Perspective on Intellectual Property Rights" Salzburg – Austria, 2-9 August, 2000.

(Presenter) "Halki International Seminar: The Role of International Organizations in the Mediterranean" 13-18 September, 2000.

(Presenter) The Second International Seminar "Security and Defense in the Mediterranean" June. 6, 7, 2003, Barcelona, Spain.

(Presenter) The Third International Seminar "Security and Defence in the Mediterranean" June. 6, 7 2004. Barcelona, Spain.

(Presenter) The Fourth International Seminar "Security and Defense in the Mediterranean" September. 19, 20 2005. Barcelona, Spain.

(Lecturer) "How to Make an Effective Presentation: The Role of Body Language" Young Women's Christian Association. April 1st, 2003 Amman – Jordan

(Lecturer) "Your Body Speaks: The Importance of non- verbal Communication" The University of Jordan in Cooperation with USAID" INJAZ" Program, May 11th, 2003 Amman – Jordan.

(Lecturer) "The Role of Body Language in Inter-personal Communication" Inner Wheel Club Amman – Jordan, December 2, 2003.

(Lecturer) "The Role of Body Language in Inter-personal Communication" Inner Wheel Club Jarash – Jordan, October 11, 2003.

(Lecturer) "How to Make an Effective Presentation: The Role of Body Language" Young Women's Christian Association. June 3' 2004 Amman – Jordan

(Lecturer) "Your Body Speaks louder than your Words". Young Women's Christian Association. Nov 14' 2005 Amman – Jordan.

(Lecturer) " Enhance your Communication Skills". Jordanian Orthodox Club. June 12, 2007. Amman – Jordan.

Moderator in the following workshops and Conferences

International Conference on the Environmental and Ethical Business Dillema and Performance Requirements, College of Business, The University of Jordan. May, 27-30, 2014.

A Diagnostic Dialogue via video conference on the Shari'a Compliant Microfinance & Emerging Microfinance Products and Delivery Mechanisms in the Arab States which Linking Amman , Alexandria , Tunis and London with IDLO's Rome Headquarters. February 10th, 2009

The Role of Anti-Dumping Laws in Protecting the National Products. Jordanian Cultural Association for Development Law. August, 6, 2007. Amman - Jordan

The Role of Intellectual Property Laws in the Development of a Modern Economy. Jordanian Intellectual Property Association. February, 2002.

Trainer at the Following Training Seminars

"Time Management", Center of Studies and Consultations, The University of Jordan, July, 2015.

Team Leadership" Center of Studies and Consultations, The University of Jordan, July, 2015.

"Steering Committees" Center of Studies and Consultations, The University of Jordan, July, 2015.

"Time Management", Center of Studies and Consultations, The University of Jordan, November, 2014.

Team Leadership" Center of Studies and Consultations, The University of Jordan, November, 2014.

"Steering Committees" Center of Studies and Consultations, The University of Jordan, November, 2014.

"Delivering Effective Presentations, Al Badeel Training, Manama, Bahrain, December, 2013.

"Measuring Excellence in Organizational Performance" Arab Academy for Financial Sciences. Amman- Jordan, July 24-28, 2005.

Fiscal and Monetary Policy in Jordan, a series of seminars to train parliamentarian women in Jordan, January 7, 2004

"The Role of Leadership in Enhancing Motivation and Performance" Amman-Jordan, Jordan Institute of Diplomacy, January 5- 9, 2003.

"Enhancing your Presentation Skills" Jordan Institute of Diplomacy. Amman –Jordan, May 12-16, 2002.

"Role of the World Trade Organization (WTO) in the Jordanian Economy", Amman – Jordan, Jordan Ins"Developing and Training Human Resources, Central Bank of Libya, Benghazi – Libya, May 17-23, 2009.

titude of Diplomacy, August 4-8, 2002

Appointment/Promotion/Other Committees:

- ✓ External Assessor for a Promotion Application to "*Full Professorship*" at the Islamic University of Gaza (2015).

- ✓ External Reviewer, *Promotion to Full Professor*, Babylon University/ Iraq (2015).
- ✓ External Reviewer, *Promotion to Associate Professor*, Al Zaytoonah University/Jordan (2014).

Professional and Honorary Organizations:

Vice Chair of the Jordanian Cultural Association for Development Laws (*JADEL*)
(IDLO Alumni Association in Jordan)

Alpha Nu Sigma

Fellow / Salzburg Seminar/ Session 381 “Transnational Prospective on Intellectual Property and Communications Law

Fellow / Halki International Seminar: “The Role of International Organizations in the Mediterranean” 13-18 September 2000.

Academic Services

Served as member of the following Committees:

Academic Committee (Jordan Institute of Diplomacy):

Responsibilities: Serves as the chief academic policy advisory body in matters relating to academic budgeting, curriculum revision and development, academic program planning, faculty personnel matters, academic standards, the graduate program, and faculty research.

Academic Integrity Committee (Amman Arab University, the University of Jordan): Monitoring academic integrity among students.

Quality Assurance Committee (Amman Private University).

Strategic Planning Committee (Amman Private University)

Higher Education for Accreditation Commission: chaired many committees for the purpose of accreditation of proposed bachelor and/master –level programs in Project Management for Jordanian Universities.

The National Project for the Development of Business Administration Specialisation in Jordanian Universities: Served as a committee member responsible for providing guidance for the improvement of "the field of Business Management".

Visiting professor

Koln University for Applied Sciences. May, 2008

Media Appearance:

Jordan TV (New Day) April/ 12/2002

Jordan TV (Sixty Minutes) June 13/2003)

Jordan TV (Events and Issues) Dec/5/2003

Jordan TV (New Day) Nov/ 15/2007

Jordan TV (New Day) December/ 30/2007

Al Madina Radio station, Feb (2008)

Jordan University Radio Station, May (2012)

The University of Jordan Radio, May (2014)

Conference Participation

Participated in many international conferences in different parts of the world both as a key note speaker and presenter.

Languages

Bilingual in Arabic and English, and working knowledge in French

Foreign Travel

Oman (1981); U.S.A (1983-1999); France, Holland and Turkey (1993); Austria, Lebanon, Turkey, Greece, U.S.A (2000), Lebanon, U.S.A, Italy (2001); Greece, Lebanon, Turkey (2002), Greece, U.S.A, Spain, England, France, Belgium, UAE (2003), Spain (2004), Greece , Spain (2005). Greece (2006). Greece (2007), Germany (2008), Libya (2009), Oman, 2009, Bahrain, 2013, Bahrain 2016.