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Dr. Ayman Abdallah

Personal Information

Family Name: Abdallah

First Name: Ayman

Date of birth: March, 3rd, 1969

Nationality: Jordanian

Experience

Associate Professor of Operations Management

University of Jordan, Amman- Full time employment

September, 2014 – Now Amman, Jordan

Courses taught/undergraduate level: Operations Research, Production & Operations Management, Project Management, Supply Chain Management

Courses taught/MBA level: Production & Operations Management; Supply Chain Management, Advanced Quality Models

Assistant Professor of Operations Management

Applied Science University, Amman- Full time employment

Courses taught: Operations Research I, Operations Research II, Production & Operations Management, Materials Management, Total Quality Management, Principles of Management I, Principles of Management II.

September, 2009 – September, 2014 Amman, Jordan

Part time Assistant Professor of Operations Management

University of Jordan, Amman

Courses taught: Operations Research, Production & Operations Management

February, 2010 – 2014 Amman, Jordan

Management Trainer and Consultant

SMEs Development Institute, Vocational Training Corporation
February, 2001 to April, 2003 Amman, Jordan

Education

Ph.D. in Business Administration (Production and Operations Management)

Yokohama National University, Japan
April, 2006- March, 2009 (Full time study)
Medium of Instruction: English

Dissertation title:

"JUST-IN-TIME PRODUCTION, SUPPORTING PRACTICES, AND MASS CUSTOMIZATION: THEIR RELATIONSHIPS AND IMPACT ON COMPETITIVE PERFORMANCE"

MBA (Master of Business Administration)

Ristumeikan Asia Pacific University, Japan
April, 2004- March, 2006 (Full time study)
Medium of Instruction: English

Thesis title:

"JIT MANUFACTURING IN JORDAN"

B.Sc. in Mechanical Engineering

Petersburg University of Railway Engineers, St.petersburg, Russia
1988-1993
Medium of Instruction: Russian

Secondary School

Al-Ameer Hasan school, Amman, 1987
Scientific stream
Grade: 91%

Languages

- **Arabic:** Mother tongue
- **English:** Very good
- **Russian:** Very good
- **Japanese:** Basic conversation level

Training

- **Certified EFQM (European Foundation for Quality Management) Assessor**
 - Participated as a lead assessor in 2010/2011 Assessors Panel of King Abdullah II Award for Excellence
 - Participated as a lead assessor in 2011 H.H. Minister of Interior Award for excellence, UAE

- **DACUM (Develop A CUrriculUM) Facilitation for Competency-Based Training**

Saskatchewan Institute of Applied Science and Technology-Canada

Held in Amman, January, 5-29, 2003

- **Accreditation Certificate by ILO for SYB-IYB (Start, Improve Your Business) Program**

(Certified Management Trainer)

International Labor Organization (ILO) and United Nations Development Program (UNDP), 2002

- **Consultancy Services for Small and Medium Scale Enterprises.**

At Japan Small and Medium Enterprise Management Consultants Association, Organized by Japan International Cooperation Agency (JICA)

May 16 to August 9, 2002 Nagoya, Japan

- **Course of Implementation of Training Units System**

12 hours- Training and Development Institute, Amman, 2001

- **Course of Training Methods**

40 hours- Training and Development Institute, Amman, 2001

**Publications
and
Conferences**

- Ayman Bahjat Abdallah, Mais Isam Abdullah & Firas Mahmoud Saleh (2016). "The effect of trust with suppliers on hospital supply chain performance: the mediating role of supplier integration". Benchmarking: An International Journal, forthcoming, finally accepted for publication.
- Heba Ayoub, Ayman Bahjat Abdallah & Tagreed Suifan (2016). "The effect of supply chain integration on technical innovation in Jordan: the mediating role of knowledge management". Benchmarking: An International Journal, forthcoming, finally accepted for publication.
- Taghrid S. Suifan, Ayman Bahjat Abdallah & Hannah Diab (2016). " The Influence of Work Life Balance on Turnover Intention in Private Hospitals: The Mediating Role of Work Life Conflict". European Journal of Business and Management 8(20), 126-139.
- Fayiz Dahash Shrafat , Abdel Hakim O. Akhorshaideh , Ayman Bahjat Abdallah, and Zu'bi M. F. Al-Zu'bi (2016). " Understanding Formality and Informality in Information System Pre-evaluation (ISIE) Process: Examining Case Research from an Actor Network Theory ANT Perspective". Journal of Management Research 8(1), pp. 77-109.
- Rana Mohammad Shehadeh, Zu'bi M. F. Al-Zu'bi, Ayman Bahjat Abdallah, and Mahmoud Maqableh (2016). " Investigating Critical Factors Affecting the Operational Excellence of Service Firms in Jordan". Journal of Management Research 8(1), pp. 18-49.
- Hala Awad, Zu'bi M. F. Al-Zu'bi, and Ayman Bahjat Abdallah (2016). " A

Quantitative Analysis of the Causes of Drug Shortages in Jordan: A Supply Chain Perspective". *International Business Research* 9(6), pp. 53-63.

- Ayman Bahjat Abdallah, Chi Anh Phan, and Yoshiki Matsui (2016). " Investigating the effects of managerial and technological innovations on operational performance and customer satisfaction of manufacturing companies". *International Journal of Business Innovation and Research* 10(2/3), pp.153-183.
- Taghrid S. Suifan, Ayman Bahjat Abdallah & Rateb J. Sweis (2015). "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.
- Zu'bi M. Al-Zu'bi, Ekhleif Tarawneh & Ayman B. Abdallah (2015). "Investigating Supply Chain Integration Effects on Environmental Performance in the Jordanian Food Industry". *American Journal of Operations Research* 5(4), pp. 247-257.
- Ayman Bahjat Abdallah, Bader Yousef Obeidat, and Noor Osama Aqqad (2014). "The Impact of Supply Chain Management Practices on Supply Chain Performance in Jordan: The Moderating Effect of Competitive Intensity". *International Business Research* 7(3), pp. 13-27.
- Bader Yousef Obeidat, Ra'ed (Moh'd Taisir) Masa'deh, and Ayman Bahjat Abdallah (2014). " The Relationships among Human Resource Management Practices, Organizational Commitment, and Knowledge Management Processes: A Structural Equation Modeling Approach ". *International Journal of Business and Management* 9(3), pp. 9-26.
- Al-Abdallah, G.M, Abdallah, A.B., and Bany Hamdan, K. (2014). "The Impact of Supplier Relationship Management on Competitive Performance of Manufacturing Firms". *International Journal of Business and Management* 9(2), pp. 192-202.
- Ayman Bahjat Abdallah (2013). "The Influence of "Soft" and "Hard" Total Quality Management (TQM) Practices on Total Productive Maintenance (TPM) in Jordanian Manufacturing Companies". *International Journal of Business and Management* 8(21), pp.1-13.
- Anh Chi Phan, Ayman Bahjat Abdallah, and Yoshiki Matsui (2011)."Quality management practices and competitive performance: Empirical evidence from Japanese manufacturing companies". *Int. J. Production Economics* 133(2), pp. 518-529.
- Ayman Bahjat Abdallah, Ahn Chi Phan, and Yoshiki Matsui (2009). "Investigating the Relationship between Strategic Manufacturing Goals and Mass Customization". *Proceedings (Peer Reviewed) of the 16th International Annual European Operations Management Association (EurOMA) Conference, June, 2009. Goteborg, Sweden.*
- Ahn Chi Phan, Ayman Bahjat Abdallah, and Yoshiki Matsui (2009). "Relationship between just-in-time production and manufacturing performance: an international perspective". *Proceedings (Peer Reviewed) of the 16th International Annual European Operations Management Association (EurOMA) Conference, June, 2009. Goteborg, Sweden.*
- Ayman Abdallah and Yoshiki Matsui (2009). "The Impact of Lean Practices on Mass Customization and Competitive Performance of Mass-Customizing plants". *Proceedings of the 20th Annual Production and Operations Management Society (POMS) Conference, Orlando, FL, USA. May, 2009. Orlando, FL, USA. Winning paper of "Emerging Economies Young Researcher Award (EEYRA)", the 20th*

Annual Production and Operations Management Society (POMS) Conference, Orlando, FL, USA; 05/2009.

- Ayman Abdallah and Yoshiki Matsui (2008). "Customer Involvement, Modularization of Products, and Mass Customization: Their Relationship and Impact on Value to Customer and Competitiveness". Proceedings (Peer Reviewed) of the Third World Conference on Production and Operations Management. August, 2008. Tokyo, Japan.
ISBN: 978-4-88361-646-6 C3834.
- Abdallah Ayman and Phan Chi Ahn (2007). The Relationship Between Just-In-Time Production and Human Resource Management, and Their Impact on Competitive Performance. Yokohama Business Review, Vol. 28, No. 2, pp. 27-57. (ISSN 0389-1712)
- Ayman Abdallah and Yoshiki Matsui (2009). "The Relationship between JIT Production and Manufacturing Strategy and Their Impact on JIT Performance". Proceedings (Peer Reviewed) of the 18th Annual Conference of the Production and Operations Management Society (POMS). May, 2007. Dallas, USA.
- Ayman Abdallah and Yoshiki Matsui (2007). "Just In Time Production and Total Productive Maintenance: Their Relationship and Impact on JIT and Competitive Performances". Proceedings (Peer Reviewed) of the 9th International Decision Sciences Institute (DSI) Conference. July, 2007. Bangkok, Thailand.
ISSN: 1539-1191.

Underwork Research

- The Relationship between Intellectual Capital and Organizational Performance: The Mediating Role of Knowledge Sharing
- The effect of job involvement on job satisfaction and organizational commitment in the banking sector: A structural equation modelling approach

Conference Presentations

- Ayman Abdallah and Yoshiki Matsui. "The Impact of Supplier and Customer Relationship Management on JIT Purchasing and Delivery and JIT Performance"

Presented at Production and Operations Management Society (POMS) Conference May, 2008. La Jolla, USA.

- Ayman Abdallah and Yoshiki Matsui. "Investigating the Relationship between Strategic Manufacturing Goals and Mass Customization with Modularity"

Presented at Decision Sciences Institute (DSI) Conference November, 2008. Baltimore, USA.

- Ayman Abdallah, Phan Chi Ahn, Xue Shi, and Yoshiki Matsui. "Lean Production and Mass Customization: Understanding Their Relationship and Impact on Customer Satisfaction and Competitiveness"

Presented at Decision Sciences Institute (DSI) Conference November, 2007. Phoenix, USA.

- Ayman Abdallah and Phan Chi Ahn. "The Relationship between JIT Production

and Human Resource Management and Their Impact on Competitive Performance"

Presented at The Seventh International Conference on Operations and Quantitative Management (ICOQM)
August, 2006. Jaipur, India.

- Ayman Abdallah and Yoshiki Matsui. "Just-In-Time Manufacturing in Jordan"

Presented at Decision Sciences Institute (DSI) Conference
November, 2006. San Antonio, USA.

Awards

"Emerging Economies Doctoral Student Award (EEDSA)". Awarded by the Production and Operations Management Society (POMS), The United States, 2009 for the contribution of my PhD research.