
Zu'bi M.F. Al-Zu'bi, PhD Dunelm, FHEA
Professor of Operations and Supply Chain Management
Abridged Curriculum Vitae

7/36 Cambridge Street Epping 2121 NSW
Phone: +61 438640624
Email: zubialzubi@yahoo.com
zubi.al-zubi@sydney.edu.au

Career

- 2019-Present **Special Adviser to the Vice Chancellor**
Director of Development for the Middle East
The University of Sydney
Advising the Vice Chancellor on Development and Advancement across the University.
- 2017-2019 **Visiting Professor**
The University of Sydney Business School
Carried out research on the role of innovation partners in improving innovation management and performance.
- 2016-2017 **Pro-Vice-Chancellor for Development and Alumni Relations**
Professor of Operations and Supply Chain Management
University of Jordan **Amman, Jordan**
Advising the President of the University of Jordan on sustainability, fundraising, development and alumni relations. Overseeing the formulation and execution of a new development plan for the University of Jordan for 2020.
- 2013 – 2016 **Dean, School of Business**
Professor of Operations and Supply Chain Management
University of Jordan **Amman, Jordan**
Oversaw the strategic direction of the School; the strategy development, execution, and application. Presided over the Business School council, framing action plans to meet the university's strategy.
- 2011-2014 **Professor, Economics, International Relations and Middle East Affairs**
Council on International Educational Exchange **Portland, US**
Preparing and delivering several courses to American and international students and interns studying Middle East current affairs in Jordan. Courses included: American foreign policy in the Middle East; Arab-Israeli conflict; America and the Arabs; and contemporary issues in the Middle East.
- 2011-2013 **Head of Department, Business Management Department**
University of Jordan **Amman, Jordan**
In addition to managing the day to day responsibilities of the position, lecturing postgraduate and undergraduate courses: operations research, quality management systems, production & operations management, supply chain management and strategic management. Presiding over the strategic committee, quality and development, community outreach, and internationalization

2009 – 2011	Assistant Dean, Faculty of Business University of Jordan	Amman, Jordan
	Supporting the Dean in the daily running of the faculty and following up on the execution of the strategic plans set up by the faculty council. In addition, proposing community act initiatives to increase the collaboration between the faculty and the local community, private sector, and international organizations.	
2004-2008	Lecturer Durham Business School, Durham University	Durham-UK
	While a PhD candidate at the University, taught undergraduate and Masters courses in Business Research Methods, Operations Management, and Supply Chain Management. In addition to working as a senior tutor at St. Cuthbert College at the University.	
2003-2004	Lecturer School of Business, the University of Jordan	Amman-Jordan
	Lecturing undergraduate courses in strategic management, supply chain management, production/operations management.	
1999-2003	Business Studies Head of Department New English School	Amman-Jordan
	New English School is one of Jordan's leading private schools. Taught business and economics for grades 9-12, supervised all teaching within the department	

Education

2008	PhD School of Business, Durham University	Durham, UK
	Supervisors: Prof. Timothy Clark and Prof. Christos Tsinopoulos Thesis title: <i>Collaboration in mass customisation: Exploring the impacts of suppliers and lead users</i>	
2002	MBA University of Jordan	Amman, Jordan
	Masters of Business Administration, ranked first of 2002 class. Received 3 merit-based financial awards, and carried out 4 empirical studies (Class A Research).	
1999	BSc Mu'tah University	Karak, Jordan
	Bachelor of Science, majoring in Business Management, ranked second of 1999 class. Headed the student council for 2 consecutive years, Dean's list 4 times, received 2 merit-based financial awards.	

Academic and Professional Awards and Activities

2018	Distinguished Scholar Award, Arab Fund for Development	Kuwait
2015	Best Researcher Award, The University of Jordan	Jordan
2014	Best Researcher Award, The University of Jordan	Jordan

2009	Fellowship of the Higher Education Academy	UK
2008	Best PhD Thesis, Durham Business School	UK
2007	Ernst and Young Award for Best College President	UK
2007	Best Research Paper, Northern Doctoral Training Network	UK
2006	Best Research Paper, Northern Doctoral Training Network	UK
2005	Most Valuable Contribution, Nissan Knowledge Transfer Program	UK
2005	Best Research Proposal, Durham Business School	UK

Professional Roles

2016-2017	CEO Al-Quds Academy for Scientific Research (QASR)	Amman, Jordan
2016	Chief Scientist Jordan Strategy Forum	Amman, Jordan
2011-2012	Co-author Pearson Education	London, UK
2010-Present	Associate Editor International Journal of Management and Business	Maryland, USA
2010-2016	Senior Reviewer Academy of Management Journal	New York, USA
2010-2014	Reviewer Journal of Production Planning and Control (PPC)	London, UK
2009-Present	Adjunct Professor Council of International Educational Exchange	Amman, Jordan
2005-2007	Graduate Common Room President Ustinov College	Durham, UK

Consultation

My twenty years' experience in consultancy work involves working with many governmental, private and non-governmental organizations. I have been contracted initially by the Food and Agriculture Organization-United Nations to provide consultancy to their operations in Iraq and training for their staff working between Jordan and Iraq. Consultancy work included supply chain management, logistics and project management.

Books

1. Heizer, J.H.; Render, B; **Al-Zu'bi, Z.M.F.**, 2013, "Operations Management", Pearson Education Ltd, London, UK
2. **Al-Zu'bi, Z.M.F.**, 2010, "Collaboration in mass customisation: Exploring the impacts of suppliers and lead users", VDM Verlag, Saarbrücken, Germany
3. **Al-Zu'bi, Z.M.F.**, 2010, "Communications about Economy, Politics, and corruption", Columbia Global Centre | Amman, New York, USA

Journal Articles

1. **Al-Zu'bi, Z.M.F.**, 2019, Examining the Role of Partners in Improving Innovation Performance. *Engineering Management Research*; 8(2), 64-72.
2. **Al-Zu'bi, Z.M.F.**, 2016, Collaboration with Suppliers and Lead Users in New Product Development and Open Innovation: Empirical Evidence from Jordanian Companies. *Engineering Management Research*; 5 (1), 32-42.
3. **Al-Zu'bi, Z.M.F.**, 2016, Investigating the Effect of External Alliances on Innovation Behavior in the European Union Industrial Sector. *American Journal of Operations Research*, 6, 105-112.
4. Awad, H., **Al-Zu'bi, Z.M.F.**, Abdallah, A.B., 2016, A Quantitative Analysis of the Causes of Drug Shortages in Jordan: A Supply Chain Perspective. *International Business Research*, 9(6), 53-63.
5. Shrafat, F; Akhorshaideh, A; Abdallah, A; **Al-Zu'bi, Z.M.F.**, 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), 77-109.
6. Shehadeh, R; **Al-Zu'bi, Z.M.F.**; Abdallah, A; Maqableh, M, 2016, Investigating Critical Factors Affecting the Operational Excellence of Service Firms in Jordan; *Journal of Management Research*, 8(1), 18-49.
7. **Al-Zu'bi, Z.M.F.**, 2015, Examining the Impact of Lean Practices on Flexibility Performance: The Moderating Effect of Environmental Dynamism. *Engineering Management Research*, 4(2), 54-69.
8. **Al-Zu'bi, Z.M.F.**, Tarawneh, E., Abdallah, A.B. and Fidawi, M.A., 2015, Investigating Supply Chain Integration Effects on Environmental Performance in the Jordanian Food Industry. *American Journal of Operations Research*, 5, 247-257.
9. Al-Ettayem, R. and **Al-Zu'bi, Z.M.F.**, 2015, Investigating the effect of total quality management practices on organizational performance in the Jordanian banking sector, *International Business Research*, 8(3),1-12.
10. AL-Syaidh, N.H.J., Masa'deh, R.M.T., and **Al-Zu'bi, Z.M.F.**, 2015, Transformational leadership and its impact on the effectiveness of employees' behavior in the public and private Jordanian hospitals, *Jordanian Magazine in Business Management*, 11(1), 23-57.

11. **Al-Zu'bi, Z.M.F.**, Alshurideh, M., Abuhamed, A., and Ghannajeh, A.M., 2015, A qualitative analysis of product innovation in Jordan's pharmaceutical sector, *European Scientific Journal*. 11(4), 474-503.
12. **Al-Zu'bi, Z.M.F.**, Al-Dmour, H., Al-Shami, M., Nimri, R., 2015, Integrated Green Purchase Model: An Empirical Analysis on Jordan, *International Journal of Operations and Logistics Management*, 4(2), 139-151.
13. Abu-Assi, H.A., Al-Dmour, H.H., and **Al-Zu'bi, Z.M.F.**, 2014, Determinants of internet banking adoption in Jordan, *International Journal of Business and Management*, 9(12): pp.169-196.
14. Al-Dmour, R.H. and **Al-Zu'bi, Z.M.F.**, 2014, Factors motivating and inhibiting the practice of HRIS in business organizations: an empirical analysis, *International Business Research*, 7(7): pp.139-155.
15. Al-Duhaish, A., Alshurideh, M., Masa'deh, R., and **Al-Zu'bi, Z.M.F.**, 2014, The impact of the basic reference group usage on the purchasing decision of clothes (A field study of Saudi youth in Riyadh City), *Dirasaet*, 41(2): pp.205-221.
16. Al Hasan, R. and **Al-Zu'bi, Z.M.F.**, 2014, Evaluating the relationships between lean manufacturing dimensions and radical product innovation in the Jordanian pharmaceutical sector, *European Scientific Journal*, 10(28),230-258.
17. **Al-Zu'bi, Z.M.F.** and Khamees, B.A., 2014, Activity-based costing vs theory of constraints: an empirical study into their effect on the cost performances of NPD initiatives, *International Journal of Economics and Finance*, 6(12), 157-165.
18. Tsinopoulos, C., and **Al-Zu'bi, Z.M.F.**, 2014, Lead users, suppliers, and experts: the exploration and exploitation trade-off in product development", *International Journal of Technology Marketing*, 9(1), 6–20.
19. Al-Dmour, R., Love S., and **Al-Zu'bi, Z.M.F.**, 2013, Factors Influencing the Adoption of HRIS Applications: A Literature Review, *International Journal of Management and Business Studies (IJMBS)*, 3(4), 9-26.
20. Al-Dmour, H., **Al-Zu'bi, Z.M.F.**, and Kakeesh. D., 2013, The Effect of Services Marketing Mix Elements on Customer-Based Brand Equity: An Empirical Study on Mobile Telecom Service Recipients in Jordan, *International Journal of Business and Management*, 8(11), 13-26.
21. Al-Dmour, H., **Al-Zu'bi, Z.M.F.**, and Fahmawi A., 2013, The Inference of the Characteristics of Pharmaceutical Drug Advertising upon the level of Physicians' Acceptance of Drugs in Jordan, *International Journal of Business and Management*, 8(9), 63-87.
22. Sweis, R.J., El-Ghawi, H.J., Al-Saleh, N.A., **Al-Zu'bi, Z.M.F.**, and Obeidat, B.Y., Benchmarking of TQM: The Case of Hikma Pharmaceuticals Company, *Benchmarking: An International Journal*. 22(3), 488-504.
23. **Al-Zu'bi, Z.M.F.** and Tsinopoulos, C., 2012, An outsourcing model for lead users: an empirical investigation, *Production Planning & Control*, 1-10
24. **Al-Zu'bi, Z.M.F.** and Tsinopoulos, C., 2012, Suppliers versus lead users: examining their relative impact on product variety, *Journal of Product Innovation Management* 29(4): 667-680.

25. Dahiyat, S.E. and **Al-Zu'bi, Z.M.F.**, 2012, The role of knowledge acquisition in facilitating customer involvement in product development: examining the mediation effect of absorptive capacity, *International Journal of Learning and Change*, 6(3-4): 171-206
26. **Al-Zu'bi, Z.M.F.**, Jaara, O. and Alshurideh, M., 2012, Investigating the Effect of Foreign Direct Investment Technology Transfer on Mass Customization Capability in Jordan's Manufacturing Sector, *International Research Journal of Finance and Economics*, 1(94): 79-90
27. Al-Jarrah, I., **Al-Zu'bi, Z.M.F.**, Jaara, O. and Alshurideh, M., 2012, Evaluating the impact of financial development on economic growth in Jordan. *International Research Journal of Finance and Economics*, 1(94): 123-139
28. Al-Azmi, N., Al-Lozi, M. and **Al-Zu'bi, Z.M.F.**, 2012, Theoretical perspective on the relationship between patients' attitudes toward service quality and their satisfaction, *European Journal of Economics, Finance and Administrative Sciences*, 54: 13-24
29. Alkalha, Z., **Al-Zu'bi, Z.M.F.**, Al-Dmour, H., Alshurideh, M. and Masa'deh, R., 2012, Investigating the effect of human resource policies on organizational performance: An empirical study on commercial banks operating in Jordan, *European Journal of Economics, Finance and Administrative Sciences*, 1(51): 94-102
30. **Al-Zu'bi, Z.M.F.**, Al-Lozi, M., Dahiyat, S., Alshurideh, M. and Al Majali, A., 2012, Examining the effect of quality management practices on product variety, *European Journal of Economics, Finance and Administrative Sciences*, 1(51): 1-19
31. Sweidan, G., Al-Dmour, H., **Al-Zu'bi, Z.M.F.** and Al-Dmour, R., 2012, The effect of relationship marketing on customer loyalty in the Jordanian pharmaceutical industry. *European Journal of Economics, Finance and Administrative Sciences*, 53: 153-172
32. Hadad, A.E., Al-Dmour, H. and **Al-Zu'bi, Z.M.F.**, 2012, Perceived service quality and customer satisfaction: an empirical investigation of the rebranded telecommunication companies in Jordan. *European Journal of Social Sciences*, 34(1): 118-137
33. Shannak, R.O., Ra'ed, M., **Al-Zu'bi, Z.M.F.**, Obeidat, B.Y., Alshurideh, M. and Altamony, H. 2012, A theoretical perspective on the relationship between knowledge management systems, customer knowledge management, and firm competitive advantage. *European Journal of Social Sciences*, 32 (4): 520-532
34. Al-Azmi, N., Al-Lozi, M. and **Al-Zu'bi, Z.M.F.**, Dahiyat, S.E., Masa'deh, R.M.T. 2012, Theoretical Patients Attitudes toward Service Quality and its Impact on their Satisfaction in Physical Therapy in KSA Hospitals. *European Journal of Social Sciences*, 34 (2): 300-314
35. **Al-Zu'bi, Z.M.F.** and Tsinopoulos, C., 2011. Suppliers versus lead users: Examining their relative impact on product variety. *Journal of Product Innovation Management*, 29 (4): 667-680
36. Tsinopoulos, C. and **Al-Zu'bi, Z.M.F.**, 2011. Clockspeed effectiveness of lead users and product experts. *International Journal of Operations and Production Management*, 32(9): 1097-1118

1. **Al-Zu'bi, Z.M.F.**, 2012. Investigating the effects of process technologies on operational performance in Jordanian companies, *International Research Symposium on Interdisciplinary Approaches in Management, Engineering, and Technology*. Singapore, 7-8 December 2012
2. **Al-Zu'bi, Z.M.F.**, 2012, Mass customization capability: where do we start, *19th International EurOMA Conference and 4th World POMS Conference*, Amsterdam, The Netherlands, 2-4 July 2012
3. **Al-Zu'bi, Z.M.F.**, 2011. Examining the role of foreign direct investment in Jordan's economic development, *International Conference On International Trade And Investment*, Mauritius, 19-21 December 2011
4. **Al-Zu'bi, Z.M.F.**, Shannak R., Tsinopoulos, C., 2009. A comparative study of the effects of collaborative partners on the allowance for customer input. *16th international EurOMA conference*; University of Goteborg, Sweden, 13-18 June 2009, EurOMA: Goteborg.