

**Dr Ziad Al-Kalha**  
PhD, MSc, BSc (Hons), FHEA, CSSB

**Dr Ziad Al-Kalha**

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**PROFILE**

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Ziad is an associate professor in business school at the University of Jordan. Ziad also is a part-time lecturer at the University of Huddersfield. Ziad joined the University of Huddersfield in 2014 from the University of Jordan, where he did his MSc in Business Studies whilst studying for his PhD at the University of Huddersfield. Ziad taught several undergraduate and postgraduate modules, including operations management, supply chain, innovation, and human resources. Also, Ziad worked as a part-time lecturer in the operations department at Manchester Metropolitan University and is a committee chair for DBA at Westcliff University -US. Ziad is also a fellow at the British Higher Education Academy, and he is a certified Six Sigma black belt.

Ziad's research interest is in Supply Chain, Quality Management, Project Management, Artificial intelligence, and Servitization. Furthermore, Ziad is also practised in qualitative and quantitative research and working on different analyses using software such as Nvivo, SPSS, PLS, AMOS...etc. Prior to joining academia, Ziad built a good experience in different industries during his position as a manager in the corporate department at different international banks for over eight years. His main duties were to manage a portfolio of companies, which made him directly contact the decision-makers. Currently, Ziad is the assistant director of the Innovation and Entrepreneurship Centre at The University of Jordan.

**SKILLS & ACHIEVEMENTS**

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- Fellow at Higher Education Academy
- Certified Six Sigma Black Belt (CSSB)
- Experience in Software Structure Equation Model, PLS, SPSS, AMOS, Nvivo.
- Member of the Operations Management Society (POMs).
- Member of the European Operations Management Association (EurOMA).
- Lead applicant of a project sponsored by the European Commission for Women Empowerment (Euro 2,500,000).
- Lead applicant of a project sponsored by the European Commission for Green Innovation (Euro 2,500,000).

**ACADEMIC QUALIFICATIONS**

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2014-1/2019	Huddersfield Business School, University of Huddersfield Queensgate, Huddersfield-UK PhD (Full-time) Thesis Title: "An Investigation into advancing the development of supply chain quality integration".
1/2015-6/2015	Huddersfield Business School, University of Huddersfield-UK, Postgraduate Research Method Certificate.
2011-2012	Credit Analysis Diploma.
2008-2011	MSc Business Studies with distinction (Part-time).
2003-2007	BSC (Hons) Business Studies.

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**WORK EXPERIENCE**

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9/2023-Present	<b>Committee chair for BDA- Westcliff University-US</b>
3/2023- Present	<b>Director Assistant of Innovation and entrepreneur centre- The University of Jordan.</b>
10/2022-Present	<b>Associate professor in School of Business, The University of Jordan</b>
2/2019- 10/2022	<b>Assistant professor in School of Business, The University of Jordan.</b>
2016- 2018	<b>Part-time lecturer in Business School, University of Huddersfield, Department of Operations, Transportation, and Hospitality Management.</b>
9/2018- 01/2019	<b>Part-time lecturer in Business School, Department of Operations, Manchester Metropolitan University.</b>
12/2019-4/2020	<b>Strategic management training course, Liverpool training centre in collaboration with Anglia Ruskin University-UK.</b>
15-20/11/2019	<b>Decision making and communication training course, International Red Cross collaborates with Mercury training centre.</b>
2/2014-9/2014	<b>Corporate Relationship manager. Al-Etihad Bank plc.</b> <ul style="list-style-type: none"><li>· Managing corporate portfolio.</li><li>· Trade finance.</li><li>· Credit analysis.</li></ul>
2007-2014	<b>Corporate Relationship manager. Arab Bank plc.</b> <ul style="list-style-type: none"><li>· Managing corporate portfolio.</li><li>· Trade finance.</li><li>· Credit analysis.</li></ul>
1/2014-9/2014	<b>British Council, Exams Department (Part-time)</b> Exams coordination

**TRAINING**

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8/1-10/8/2023	Operations management diploma for NGOs
23/5-24/5/2023	Creativity and Problem solving- Young pioneers forum
21/8-23/8/2021	Organisations loyalty- Ashgal Qatar
5/7-8/7/2020	Communication and decision making- International Committee of the Red Cross
10/2018-12/2018	Lean techniques- Deluxe bed-UK

**PUBLICATIONS & PRESENTATIONS**

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**Journal Papers**

1. Juma'a, L. Alkalha, Z., Alaraj, O. 2023. Exploring the influence of lean manufacturing and total quality

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management practices on environmental sustainability: the moderating role of quality culture. *International journal of lean six sigma*.

- Zighan, S., Dwaikat, N.Y., Alkalha, Z. and Abualqumboz, M., 2023. Knowledge management for supply chain resilience in pharmaceutical industry: evidence from the Middle East region. *The International Journal of Logistics Management*.
- Saa'da, R.J., Nimer, N.A., Altarawneh, A.M., Al-Anber, Z.A. and Al-Kalha, Z., 2022. ENABLING A SUPPLY CHAIN SCOR MODEL FOR STRATEGIC DECISION-MAKING AND GROWTH OF THE HIGHER EDUCATION SECTOR IN JORDAN. *Journal of Southwest Jiaotong University*, 57(4).
- Alkalha,Z, Al-Zu'bi, Z, Zighan,S, 2021. Investigating the Impact of Absorptive Capacity on Operational Performance: The meditating Role of Supply Chain Resilience. *International Journal of Integrated Supply Management*, 14(3),pp.306-326.
- Alkalha, Z., Al-Zu'bi, Z. Juma'a,L. 2021. Investigating The Impact of Servitization Architecture and Development on Supply Chain Design. *Supply Chain Forum: An International Journal*,24(6), pp 802-820.
- Zighan, S., Al-Kalha, Z., Bamford, D., and Reid, I., 2021. A capability perspective on service provision in project-based organisations. *International Journal of Services and Operations Management*, 38(4), pp.467-489.
- Zighan, S., Alkalha, Z., Bamford, D., Reid, I., and Zu'bi, M.F., 2021. Servitisation through structural adaptation. *Journal of Service Theory and Practice*, 31(3), pp 468-490.
- Hammady, R., Ma, M., Ziad, A.K. and Strathearn, C.(2021). A framework for constructing and evaluating the role of MR as a holographic virtual guide in museums. *Virtual Reality*, pp.1-24
- Alkalha, Z., Reid, I. and Dehe, B., (2019). The role of absorptive capacity within supply chain quality integration. *Supply Chain Management: An International Journal*. 24(6), pp 805-820.
- Zighan, S. Dwikat, N.AbualQumbuz. Alkalha, Z.2021 The Role of Entrepreneurial Orientation in Developing SMEs Resilience Capabilities Throughout Covid-19". *The International Journal of Entrepreneurship and Innovation*,22(4), pp.1-13.
- Jum'a, L., Ikram, M., Alkalha, Z. and Alaraj, M., 2021. Factors affecting managers' intention to adopt green supply chain management practices: evidence from manufacturing firms in Jordan. *Environmental Science and Pollution Research*, pp.1-17.
- Dwikat, N. Zighan, S. AbualQumbuz. Alkalha,Z.2022. The 4Rs Supply Chain Resilience Framework: A Capability Perspective. *Journal of contingencies and crisis management*, 30(2),pp.1-12.
- Alkalha, Z., Al-Zu'bi, Z., Al-Dmour, H., Alshurideh, M., & Masa'deh, R. (2012). Investigating the effects of human resource policies on organizational performance: An empirical study on commercial banks operating in Jordan. *European Journal of Economics, Finance and Administrative Sciences*, 51(1) pp.44-64.

### **Publication Pipeline**

- Alkalha, Z., Reid, I. and Dehe, B. Demystifying operational performance in supply chain quality integration. *Purchasing and supply chain management journal*. **Minor correction**.
- Alkalha, Z., Dehe.B. and Reid. Investigating the impact of Absorptive Capacity on Supply Chain Quality Integration Operational Performance: Evidence From a Developed and a Developing Country. *International Journal of Operations & Production Management*. **Under review**.
- Juma'a, L. Alkalha, Z., Alaraj,O. Towards environmental sustainability: the nexus between green supply chain management, total quality management, and environmental management practices during COVID-19. *The TQM Journal*. **Under review**.
- Zighan, S. Dwikat, N.AbualQumbuz. Alkalha, Z. Knowledge Management for Supply Chain Resilience. *The Continuity & Resilience*. **Review.Under review**.

### **Conference Papers**

- Alkalha, Z The role of Artificial intelligence in transforming supply chain resilience. (2022). The Paper will be presented at the European Operations Management Association (EurOMA), Berlin, Germany.
- Alkalha, Z., Reid, I., & Dehe, B. (2018). Investigating absorptive capacity within the pharmaceutical supply chain quality integration: A comparative study. Paper presented at Production and Operations Management Society (POMs), Houston, USA.
- Alkalha, Z., Reid, I., & Dehe, B. (Jan 2018). Examining supply chain quality integration's absorptive

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capacity in pharmaceutical manufacturing industry: A comparative study. Paper presented at the University of Huddersfield, UK.

4. Alkalha, Z., Reid, I., & Dehe, B. (2017, 1-5 July 2017). Exploring Supply Chain Quality Integration within Pharmaceutical manufacturing sector. Paper presented at the European Operations Management Association (EurOMA), Edinburgh, UK.
5. Alkalha, Z., Reid, I., & Dehe, B. (2017, 1-3 Jan 2017) Supply chain quality integration in the context of absorptive capacity. Paper presented at the University of Huddersfield, UK.

### References:

Prof David Bamford

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