

CURRICULUM VITAE

Personal Information

Name: Ayman Bahjat Abdallah
Date of birth: March, 3rd, 1969
Nationality: Jordanian
Organization Address: Department of Business Management, School of Business, The University of Jordan, Amman 11942, Jordan. www.ju.edu.jo
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Education

Ph.D. in Business Administration (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”

Master of Business Administration (MBA)

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 (Tawjihi)

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

Academic Experience

- **Professor of Operations Management**
The University of Jordan, Amman, Full time employment
September, 2018 – Present
- **Associate Professor of Operations Management**
The University of Jordan, Amman, Full time employment
September, 2014 – September, 2018
- **Associate Professor of Operations Management**
Applied Science Private University, Amman, Full time employment
September, 2014 – September, 2014

- **Assistant Professor of Operations Management**
Applied Science Private University, Amman, Full time employment
September, 2009 – September, 2014
- **Assistant Professor of Operations Management**
The University of Jordan, Amman, Part time lecturer
February, 2010 – June, 2014

- **Taught Courses**

Graduate Level: Production & Operations Management; Supply Chain Management, Advanced Quality Models.

Undergraduate Level: Production & Operations Management, Operations Research, Supply Chain Management, Project Management, Materials Management, Total Quality Management, Business Research Methods, Principles of Management I, Principles of Management II.

Quantitative Analysis and Other Skills

- **Advanced data analysis skills** (including analysis of variance, multiple regression, structural equation modeling, exploratory factor analysis, confirmatory factor analysis, convergent and discriminant validity, mediation analysis using regression and SEM including bootstrapping techniques, moderation analysis, and many others).
- **Proficient in using SPSS and AMOS**
- **Proficient with MS Office** (Word, Excel, PowerPoint)
- **Peer reviewing skills**
- **Excellent oral and written communication skills in English**
- **Very good oral and written communication skills in Russian**
- **Basic conversation level in Japanese**
- **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
- **Certified DACUM Facilitator (Develop A CURRICULUM Facilitator for Competency-Based Training)**
Saskatchewan Institute of Applied Science and Technology, Canada, 2003
- **Certified Management Trainer by ILO for SYB-IYB (Start, Improve Your Business) Program**
International Labor Organization (ILO) and United Nations Development Program (UNDP), 2002

Publications

- **Ayman Bahjat Abdallah, Nour A. Alfar, and Salah Alhyari (2021).** The effect of supply chain quality management on supply chain performance: the indirect roles of supply chain agility and innovation. *International Journal of Physical Distribution & Logistics Management*, ahead-of-print. doi.org/10.1108/IJPDLM-01-2020-0011.

- Dana Barghouth, Ghaith M. Al-Abdallah, and **Ayman Bahjat Abdallah** (2021). Pharmacy service factors and pharmacy performance: the role of patient satisfaction in community pharmacies. *International Journal of Pharmaceutical and Healthcare Marketing*, ahead-of-print. Doi.org/10.1108/IJPHM-03-2020-0017.
- Rateb Sweis, Abdel-Karim Khandaqji, Lilana Sukkari, Ghaleb Sweis, and **Ayman Abdallah** (2021). The extent of enterprise resources planning systems' implementation and its impact on the performance of pharmaceutical manufacturing companies. *International Journal of Logistics Systems and Management*, ahead-of-print. DOI: 10.1504/IJLSM.2021.10038560
- **Ayman Bahjat Abdallah**, Rasha Zuhair Alkhaldi, and Majed Aljuaid (2021). Impact of social and technical lean management on operational performance in manufacturing SMEs: The roles of process and management innovations. *Business Process Management Journal*, ahead-of-print. DOI: 10.1108/BPMJ-06-2020-0252.
- Moutaz Alazab, Salah Alhyari, Albara Awajan, and **Ayman Bahjat Abdallah** (2021). Blockchain technology in supply chain management: an empirical study of the factors affecting user adoption/acceptance. *Cluster Computing*, 24 (1), 83-101.
- Taghrid Suifan, Raeda Saa'da, Moutaz Alazab, Rateb Sweis, **Ayman Abdallah**, Salah Alhyari (2020). Quality of Information Sharing, Agility, and Sustainability of Humanitarian Aid Supply Chains: An Empirical Investigation. *International Journal of Supply Chain Management*, 9 (5), 118-131.
- **Ayman Bahjat Abdallah** and Haya Fawzi Ayoub (2020). Information technology drivers of supply chain agility: Implications for market performance. *International Journal of Productivity and Quality Management*, 31 (4), 547-573.
- Rasha Zuhair Alkhaldi and **Ayman Bahjat Abdallah** (2019). Lean management and operational performance in health care: Implications for business performance in private hospitals. *International Journal of Productivity and Performance Management*, 69 (1), 1-21.
- **Ayman Bahjat Abdallah** and Wafaa Al-Ghayeem (2019). Green supply chain management and business performance: The mediating roles of environmental and operational performances. *Business Process Management Journal*, 26 (2), 489-512.
- Haya Fawzi Ayoub and **Ayman Bahjat Abdallah** (2019). The effect of supply chain agility on export performance: The mediating roles of supply chain responsiveness and innovativeness. *Journal of Manufacturing Technology Management*, 30 (5), 821-839.
- **Ayman Bahjat Abdallah** and Rasha Zuhair Alkhaldi (2019). Lean bundles in health care: a scoping review. *Journal of Health Organization and Management*, 33 (4), 488-510.
- Israa Nabass and **Ayman Bahjat Abdallah** (2019). Agile manufacturing and business performance: The indirect effects of operational performance dimensions. *Business Process Management Journal*, 25 (4), 647- 666.
- **Ayman Bahjat Abdallah**, Samer Dahiyat, and Yoshiki Matsui (2019). Lean management and innovation performance: Evidence from international manufacturing companies. *Management Research Review*, 42 (2), 239-262.
- Maysoon Mohammed Yaseen, Rateb J. Sweis, **Ayman Bahjat Abdallah**, Bader Yousef Obeidat, and Nadia. Sweis (2018). Benchmarking of TQM practices in the Jordanian pharmaceutical industry (a comparative study). *Benchmarking: An International Journal*, 25 (9), 4058-4083.

- Bashar A. Alkhalidi and **Ayman Bahjat Abdallah** (2018). Lean bundles and performance outcomes in the pharmaceutical industry: Benchmarking a Jordanian company and Operational Excellence International Project. *Modern Applied Science*, 12 (8), 90-102.
- Odai Yaghmour, Taghrid Suifan, and **Ayman Bahjat Abdallah** (2018). The role of modern leadership styles in enhancing the behavior of organizational citizenship among employees working in Jordanian banks (in Arabic). *Jordan Journal of Business Administration*, 14 (4), 603-624.
- Wafaa Al-Ghayeen and **Ayman Bahjat Abdallah** (2018). Green supply chain management and export performance: The mediating role of environmental performance. *Journal of Manufacturing Technology Management*, 29 (7), 1233-1252.
- **Ayman Bahjat Abdallah** and Israa Nabass (2018). Supply chain antecedents of agile manufacturing in a developing country context: An empirical investigation. *Journal of Manufacturing Technology Management*, 29 (6), 1042-1064.
- Ahmad Albuhihi and **Ayman Bahjat Abdallah** (2018). The impact of soft TQM on financial performance: the mediating roles of non-financial balanced scorecard perspectives. *International Journal of Quality & Reliability Management*, 35 (7), 1360-1379.
- Haifa Abu Nimeh, **Ayman Bahjat Abdallah**, and Rateb Sweis (2018). Lean supply chain management practices and performance: Empirical evidence from manufacturing companies. *International Journal of Supply Chain Management*, 7 (1), 1-15.
- Taghrid S. Suifan, **Ayman Bahjat Abdallah**, and Marwa Al Janini (2018). The impact of transformational leadership on employees' creativity: The mediating role of perceived organizational support. *Management Research Review*, 41 (1), 113-132.
- Taghrid S. Suifan, Hana Diab, and **Ayman Bahjat Abdallah** (2017). Does organizational justice affect turnover-intention in a developing country? The mediating role of job satisfaction and organizational commitment. *Journal of Management Development*, 36 (9), 1137-1148.
- **Ayman Bahjat Abdallah**, Bader Yousef Obeidat, Noor Osama Aqqad, Marwa Na'el Khalil Al Janini, and Samer Eid Dahiyat (2017). An integrated model of job involvement, job satisfaction and organizational commitment: A structural analysis in Jordan's banking sector. *Communications and Network*, 9 (1), 28-53.
- Bader Yousef Obeidat, **Ayman Bahjat Abdallah**, Noor Osama Aqqad, Abdel Hakeem Oqlah M. Akhoershiedah, and Mahmoud Maqableh (2017). The effect of intellectual capital on organizational performance: The mediating role of knowledge sharing. *Communications and Network*, 9 (1), 1-27.
- **Ayman Bahjat Abdallah**, Mais Isam Abdullah, and Firas I. Mahmoud Saleh (2017). The effect of trust with suppliers on hospital supply chain performance: The mediating role of supplier integration. *Benchmarking: An International Journal*, 24 (3), 694-715.
- Firas I. Mahmoud Saleh, Rateb Sweis, Bayan Y. Abdelqader, **Ayman Abdallah**, and Mazen Arafeh (2017). The effect of TQM dimensions on the performance of international non-governmental organizations operating in Jordan. *International Journal of Productivity and Quality Management*, 21 (4), 443-459.
- Ahmad Al-Sa'di, **Ayman Bahjat Abdallah**, and Samer E. Dahiyat (2017). The mediating role of product and process Innovations on the relationship between knowledge management and operational performance in manufacturing companies in Jordan. *Business*

- Heba Ayoub, **Ayman Bahjat Abdallah**, and Tagreed Suifan (2017). The effect of supply chain integration on technical innovation in Jordan: The mediating role of knowledge management. *Benchmarking: An International Journal*, 24 (3), 594-616.
- Bayan Omar, Mohammed Hiyassat, Ghaleb J. Sweis, **Ayman B. Abdallah**, Rawan Saleh, and Rateb J. Sweis (2016). Evaluation of green building awareness in the construction industry: The case of Jordan. *Interdisciplinary Environmental Review*, 17 (3/4), 209-231.
- Taghrid S. Suifan, **Ayman Bahjat Abdallah**, and 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), 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), 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), 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), 153-183.
- Taghrid S. Suifan, **Ayman Bahjat Abdallah**, and 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, and **Ayman B. Abdallah** (2015). Investigating supply chain integration effects on environmental performance in the Jordanian food industry. *American Journal of Operations Research*, 5 (4), 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), 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), 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), 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), 1-13.

- Anh Chi Phan, **Ayman Bahjat Abdallah**, and Yoshiki Matsui (2011). Quality management practices and competitive performance: Empirical evidence from Japanese manufacturing companies. *International Journal of Production Economics*, 133 (2), 518-529.
- **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*, 28 (2), 27-57.

Conferences and Workshope

- Learning Outcomes of Academic Programs workshop, organized by the Accreditation and Quality Assurance Center, The University of Jordan, 14-15 November 2016.
- “Public Private Dialogue: Empower SMEs...Release the Potential” Conference, Amman, Jordan, 23-24 May 2016.
- Staff Development Workshop, organized by Accreditation and Quality Assurance Center, The University of Jordan, 18-22 January 2015.
- **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*, May, Orlando, FL, USA.
- **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, 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, Goteborg, Sweden.
- **Ayman Abdallah** and Yoshiki Matsui (2008). The impact of supplier and customer relationship management on JIT purchasing and delivery and JIT performance. *The 19th Annual Conference of the Production and Operations Management Society (POMS)*, May, La Jolla, California, USA.
- **Ayman Abdallah** and Yoshiki Matsui (2008). Investigating the relationship between strategic manufacturing goals and mass customization with modularity. *The 39th Annual Meeting of the Decision Sciences Institute (DSI)*, November, Baltimore, USA.
- **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, Tokyo, Japan. ISBN: 978-4-88361-646-6 C3834.
- **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, Bangkok, Thailand. ISSN: 1539-1191.
- **Ayman Abdallah** and Yoshiki Matsui (2007). 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, Dallas, USA.

- **Ayman Abdallah** and Yoshiki Matsui (2007). Lean production and mass customization: Understanding their relationship and impact on customer satisfaction and competitiveness. *The 38th Annual Meeting of the Decision Sciences Institute (DSI)*, November, Phoenix, USA.
- **Ayman Abdallah** and Phan Chi Ahn (2006). The relationship between JIT production and human resource management and their impact on competitive performance. *The Seventh International Conference on Operations and Quantitative Management (ICOQM)*, August, Jaipur, India.
- **Ayman Abdallah** and Yoshiki Matsui (2006). Just-in-time manufacturing in Jordan. *The 37th Decision Sciences Institute (DSI) Conference*, November, San Antonio, USA.

Master's Theses Supervision

- Bara Omar Al Bourini (2021). The Role of Supply Chain Risk Management in Mitigating Supply Chain Disruptions in Pharmaceutical Companies in Jordan. The University of Jordan.
- Suhaib Atyyeh Ali (2020). Antecedents and Consequences of Supply Chain Resilience in Manufacturing Companies in Jordan. The University of Jordan.
- Omar Mohammad Rawadiah (2020). The Impact of Supply Chain Integration on Export Performance in Manufacturing Companies in Jordan: The Mediating Role of Supply Chain Performance. The University of Jordan.
- Hussam Rawhi Hassouneh (2019). The Effects of Maintenance and Installation Outsourcing on Service Cost, Service Quality, and Customer Satisfaction in Heating, Ventilation and Air Conditioning sector in Jordan. The University of Jordan.
- Noor Abdelmunem Al-Far (2019). The Effect of Supply Chain Quality Management on Business Performance: The Mediating Roles of Supply Chain Integration, Agility, and Innovation. The University of Jordan.
- Dana Ziad Barghouth (2019). Factors Affecting Community Pharmacies' Performance in Jordan: The Mediating Role of Patient Satisfaction. The University of Jordan.
- Saif Alddin Ibrahim Suleiman (2018). The Impact of Lean Management on Sustainable Organizational Performance: The Mediating Roles of Green Supply Chain and Supply Chain Agility. The University of Jordan.
- Haya Fawzi Ayoub (2018). IT Drivers and Performance Outcomes of Supply Chain Agility: An Empirical Study of Jordanian Manufacturing Companies. The University of Jordan.
- Rasha Zuhair Alkhalidi (2018). The Effect of Lean Manufacturing on Operational Performance in Private Hospitals in Jordan. The University of Jordan.
- Maysoon Mohammad Yaseen (2017). Benchmarking of TQM Practices in the Jordanian Pharmaceutical Industry: A comparative Study. (Co-supervised with Prof. Rateb Sweis), The University of Jordan.
- Muhammad Ramzi Jubre (2017). The Effect of Strategic Agility on Organizational Performance: Investigating the Mediating Role of Corporate Sustainability in Jordanian

Banks. The University of Jordan.

- Haifa Khalil Abu-ne'ameh (2017). The Effect of Lean Supply Chain Management Practices on Supply Chain Performance and Market Performance in Manufacturing Companies in Jordan. The University of Jordan.
- Esraa Hussein Nabass (2017). Supply Chain Antecedents of Agile Manufacturing and its Consequences on Performance: An Applied Study in the Manufacturing Industry in Jordan. The University of Jordan.
- Aya Mustafa Musa (2017). The Impact of Kaizen Practices on Business Performance in Manufacturing Companies in Jordan: The Mediating Roles of Continuous Operational Improvements and process Innovation. (Co-supervised with Dr. Ahmad Obeidat), The University of Jordan.
- Wafaa Shihadeh Al-Ghwayeen (2017). The Impact of Green Supply Chain Management on Organizational performance: Examining the Mediating Roles of Operational Performance and Environmental performance in Manufacturing Companies in Jordan. The University of Jordan.
- Oday Mohammad Yaghmour (2016). The Role of Modern Leadership Styles in Enhancing Organizational Citizenship Behavior of the employees Working in the Jordanian Banks. (Co-supervised with Dr. Taghrid Suifan), The University of Jordan.
- Heba Fawzi Ayoub (2016). The Effect of Supply Chain Integration on Technical Innovation in Jordanian Manufacturing Companies: The Mediating Role of Knowledge Management. (Co-supervised with Dr. Taghrid Suifan), The University of Jordan.
- Mohammad Obaid Al-shammary (2016). The Relationship between EFQM Implementation Criteria and Organizational Performance at telecommunication Companies Operating in KSA. (Co-supervised with Dr. Bader Obeidat), The University of Jordan.
- Majed Maiwed Aljuaid (2015). The Impact of Managerial and Technical Aspects of Total Quality Management on Supply Chain Integration in Advanced Electronic Company KSA. The University of Jordan.
- Basheer Kilani (2015). The Impact of Hazard Analysis and Critical Control Point on the Organizational Performance of Jordanian Food Industry. (Co-supervised with Dr. Taghrid Suifan), The University of Jordan.
- Bana Ayman Al-ma'ani (2015). The Impact of Corporate Social Responsibility on Organizational Performance: A study on the Telecommunication Sector in Jordan. The University of Jordan.
- Ahmad Fathi Al-Sa'di (2015). The Mediating Role of Product and Process Innovation on the Relationship between Knowledge management Processes and Operational performance in Manufacturing Companies in Jordan. The University of Jordan.
- Firas Izat Saleh (2015). TQM Determinants: A comparative Study between International NGOs and For-Profit sector in Jordan. (Co-supervised with Prof. Rateb Sweis), The University of Jordan.

**Examined
Theses**

- I have examined over 120 theses at the University of Jordan and other universities inside Jordan

**Academic
Committees and
Services**

The University of Jordan

- MBA (Master of Business Administration) and MQM (Master of Quality Management) program director (2016-present)
- Research Methods study plan Modification Committee (2017/2018) /Member/ Department
- Syllabus Committee (2014-present)/ Member/ Department
- Quality Assurance Committee (2014-2017)/ Member/ Department
- Higher Education (Graduate) Committee (2014-present)/ Member/ Department
- Academic Guidance for Graduate Students (MBA and MQM) (2015-2016; 2019-2020)/ Department.
- Quality Liaison officer between department and faculty (2016/2017).
- Scientific Research Committee (2014/2015, 2016- present)/ member/ Faculty
- Quality assurance and Accreditation Committee (2015/2017)/ Member/ Faculty
- Representative of the Department of Business Management in the School of Business borad (2015/2016).
- Acting Head of Business Management Department (26/6/2016-15/8/2016).
- Acting Head of Business Management Department (9/7/2017-24/8/2017).
- Acting Head of Business Management Department (Summer semester 2018/2019).
- Reviewer for Jordan Journal of Business Administration

Applied Science Private University

- Quality Assurance Committee (2009-2011)/ Memeber/ Department
- Equivalency Committee (2010/2011)/ member/ Department
- IT and Website Committee (2011-2014)/ Member/ Department
- Training Courses Committee (2012/2013)/ member/ Department
- Study Plan Committee (2013/2014)/ Member/ Department
- Discipline Committee (2013/2014)/ member/ Department
- Acting Head of Business Administration Department (16/2/2014-30/6/2014).

Awards

- **Emerald Literati Award, Emerald Publishing, UK, 2018.** Awarded for the published article entitled “The effect of trust with suppliers on hospital supply chain performance: The mediating role of supplier integration”.
- **“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. https://poms.org/awards/eedsa_awards/
- **Japanese Government (Monbukagakusho) Scholarship** for the MBA and PhD degrees (2004-2009).
- **Jordanian Ministry of Higher Education and Scientific Research Scholarship** for the undergraduate degree (1987-1993).