

CURRICULUM VITAE

PROF. DR. MUHAMMAD USMAN AWAN

(Prof. @ Dr. Abdul Raouf Chair)

Date of Birth: October 01, 1975

Office Address: Institute of Quality and Technology Management,
New Campus, University of the Punjab Lahore - Pakistan

Cell: 0300-9402748, 0321-9402748

Email: usman.iqtm@pu.edu.pk, director.iqtm@pu.edu.pk

EXCEPTIONAL WORK

Institute of Quality and Technology Management is unique in the Higher Education Institutions in Pakistan as it offered degrees related to Industrial Engineering and Quality Management. In 2019, this Institute signed a land mark agreement with Chengdu Institute of Standardization which is South Asian component of Standardization Administration of Government of China.

In my leadership both Institutes developed National Quality Infrastructure for home appliances sector and arranged Training for Pakistani agricultural exporters for possible export opportunities in China in June 2021. Training for Pakistani IT / software exporters for possible export opportunities in China was arranged in September 2022.

During my tenure as Director, Institute of Quality and Technology Management, University of the Punjab has established following four centers to cater Industrial development needs of Pakistan.

- a) Centre for Industrial Policy and Market Analysis
- b) Centre for Supply Chain and Project Management
- c) Centre for Ergonomics
- d) Centre for Standardization, Certification and Quality Control

Since 28-02-2022, I am working as Convener for Technical Committee on Road Transport Safety Management (TC-10) constituted by Pakistan Standards and Quality Control Authority. This committee has successfully developed Pakistan Standard for motorcycle helmets. This standard has been recommended for inclusion in the PSQCA mandatory items list.

National Science, Technology and Innovation Policy 2022 prepared by Ministry of Science and Technology was approved by the Federal Cabinet of Islamic Republic of Pakistan on 11-01-2022. My feedback has been included and acknowledged in the preparation of this vital policy document.

DISTINCTIONS:

- Visited United States of America as US state department guest in April 2012 in domain of their project "International Visitors Leaders Program" Theme of the program I attended was "Alternatives in Higher Education".
- Government of the Punjab intended to prepare uniform Governance structure of public sector Universities as recommended in one of my working papers prepared in collaboration with think tank PILDAT.
- Presented the concept of "Educational Supply Chain Management" to the National Assembly Standing Committee on "Federal Education & Professional Training" which has owned the suggestions given in the presentation.
- Winner of "Best Young Research Scholar Award" in the combined category of Social Sciences, Management Sciences, Arts and Humanities. This award has been given by Higher Education Commission (HEC) of Pakistan in September 2013. HEC is the premier higher education regulatory body of Pakistan.
- Winner of best research paper award given by Higher Education Commission of Pakistan for the papers published in 2009 in the category of Management Sciences.

QUALIFICATIONS:

University of the Punjab, Lahore – Pakistan

Ph.D. (2008)

Ph.D. Research Topic: Development of Pharmaceutical Distribution Model for Customer Satisfaction.

M.Sc. Quality Management (2003)

M.Sc. Research Topic: Quality Assurance in Pharmaceutical Semi Solid Packaging

B. Pharmacy (2001)

PROFESSIONAL EXPERIENCE: August 2001 – till to date

Institute of Quality & Technology Management, University of the Punjab, Lahore.

- Professor: 13.12.2021 to till date
- Tenured Associate Professor: 28.08.2018 – 12.12.2021
- Assistant Professor: 05.06.2009 – 27.08.2018
- Lecturer-cum- Management Representative (Regular): 01.09.2008 – 04.06.2009
- Senior Faculty Member (Contract): 05.12.2007 – 31.08.2008
- Lecturer (Contract): 21.04.2006 to 22.01.2007

I have been teaching International Management Systems and Standards, Total Quality Management, Supply Chain Management, Human Resource Management and Service Management courses during above mentioned time period to BSc (Engg) Industrial Engineering Management, M.Sc. Quality and Performance Management, PGD-Total Quality Management and MS-Total Quality Management students.

I have taught 5 courses (Qualitative Research Methods, Organizational Excellence, Review of Quality Management Research, Strategic Management and Policy Research, Review of recent Operations Management Research) to the Ph.D. in Total Quality Management students.

University of Stirling UK: Sep 07 – Nov 07

Teaching and coordinating computer workshops for undergraduate Management class

Schering Asia GmbH Pakistan: 20.08.2001 – 20.04.2006

Quality Management Officer and responsible for implementing Quality Management System of Schering AG in Pakistan. I developed indigenous Quality Management System manual and was responsible to assure its effective implementation. I was directly reporting to Plant Manager and was responsible for coordination with Schering quality management contacts throughout the world. Analysis of annual quality data and its distribution to all concerns was my responsibility. I also coordinated Self Inspections, Cleaning, Process and Product Validations and the installation/computer validation of an ERP program iScala.

ADMINISTRATIVE EXPERIENCES:

Director, Institute of Quality & Technology Management, University of the Punjab Lahore from 16.08.2018 till date

Advisor Quality Enhancement Cell, University of the Punjab from April 2017 to July 2018

Worked as Advisor Quality Enhancement Cell, University of the Punjab from April 2017 to July 2018. Job description includes extensive curriculum revision, preparation of Standard Operating Procedures for nonteaching departments and initiation of accreditation of several Institutes/departments with national/ international accreditation agencies so that University can improve its international ranking.

DEVELOPMENT OF ACADEMIC COURSES:

As member of Board of Studies and Board of Faculty, I have been the team member in the development and revision of BS-Industrial Engineering Management, M.Sc. Quality and Performance Management, MS-TQM and Ph.D. TQM courses taught at University of the Punjab.

CONFERENCE ORGANIZATION:

Secretary Management Committee for International Conferences on Assessing Quality in Higher Education held in 2006, 2008 and 2010.

COUNTRIES VISITED:

Finland, Germany, Netherlands, United Kingdom, United Arab Emirates, Japan, United States of America, South Korea and Kingdom of Saudi Arabia.

EDITORIAL EXPERIENCE:

- Chief Editor, Journal of Quality and Technology Management published by University of the Punjab (Journal was published from 2005-2018).
- Reviewer for International Journal of Pharmaceutical and Healthcare Marketing published by Emerald Group.
- Reviewer for International Journal of Quality & Reliability Management published by Emerald Group.
- Reviewer for International Journal of Quality and Innovation published by InderScience Group.
- Reviewer for Quality and Quantity Journal (An Impact Factor Journal) published by Springer Group.
- Reviewer for Pakistan Business Review (HEC Pakistan recognized journal) published by Institute of Business Management, Karachi, Pakistan.

RESEARCH GRANTS:

- 200000 RMB research grant awarded by the Sichuan Province Government for the project of "Construction of the "Belt and Road" Technical Standards Innovation Base"
- About 34,000US\$ research grant was awarded by Higher Education Commission of Pakistan to work as visiting researcher at University of Stirling UK in 2007. I worked there under the guidance of Professor Leigh Sparks.
- 4500 US\$ from Ministry of Health Government of Pakistan for field work of my Ph.D. research in 2007.

LIST OF PUBLICATIONS/CONFERENCE PRESENTATIONS:***Refereed International Research Journals Publications:***

1. Farooque, U., Awan, M. U., & Shafiq, M. (2023). Development of a housing quality (HQ) scale in the context of Pakistan. *International Journal of Housing Markets and Analysis*.
2. Tayyab, M., Awan, M.U., Bukhari, N.I. and Sabet, E. (2022), "Key determinants of quality in the pharmaceutical supply chain", *International Journal of Quality & Reliability Management*, Vol. 39 No. 2, pp. 345-366.
3. Asif, M., Thomas, G., Awan, M. U., & Din, A. M. (2021). Enhancing student engagement through heterogeneous pedagogical approaches: action research in a university level course in Saudi Arabia. *International Journal of Educational Management*, Vol. 35 No. 1, pp. 1-28 (**Impact Factor Journal**)
4. Baig, S. A., Iqbal, S., Abrar, M., Baig, I. A., Amjad, F., Zia-ur-Rehman, M., & Awan, M. U. (2021). Impact of leadership styles on employees' performance with moderating role of positive psychological capital. *Total Quality Management & Business Excellence*, 32(9-10), 1085-1105. (**Impact Factor Journal**)
5. Din, A. M., Asif, M., Awan, M. U., & Thomas, G. (2021). What makes excellence models excellent: a comparison of the American, European and Japanese models. *The TQM Journal*, Vol. 33 No. 6, pp. 1143-1162.
6. Khan, W. A., Chung, S. H., Awan, M. U., & Wen, X. (2020). Machine learning facilitated business intelligence (Part I). *Industrial Management & Data Systems*, Vol. 120 No. 1, 2020 pp. 164-195 (**Impact Factor Journal**)
7. Khan, W. A., Chung, S. H., Awan, M. U., & Wen, X. (2020). Machine learning facilitated business intelligence (Part I). *Industrial Management & Data Systems*, Vol. 120 No. 1, 2020 pp. 128-163 (**Impact Factor Journal**)
8. Awan, M. L., Awan, M. U., Naseer, O., & Khan, U. M. (2019). Driving Mobile Accounts Sales: Strategic Imperative for Telenor Pakistan. *Asian Journal of Management Cases*, 16(2), 240-260.

9. Wassem, M., Baig, S. A., Abrar, M., Hashim, M., Zia-Ur-Rehman, M., Awan, U., & Nawab, Y. (2019). Impact of Capacity Building and Managerial Support on Employees' Performance: The Moderating Role of Employees' Retention. *SAGE Open*, 9(3). (**Impact Factor Journal**).
10. Asif, M., Shahzad, M., Awan, M. U., & Akdogan, H. (2018). Developing a structured framework for measuring police efficiency. *International Journal of Quality & Reliability Management*, 35(10), 2119-2135.
11. Asif, M., Awan, M. U., & Haque, S. U. (2016). Developing a scale for measuring service quality in the public sector. *International Journal of Services and Operations Management*, 24(3), 418-432.
12. Asif, M., Awan, M.U., Jajja, S.S. and Ahmad, H. (2016) "Developing a scale for measuring service quality in Banks. *"International Journal of Services and Operations Management*. Vol. 23, No. 2, pp. 153-168.
13. Asif, M., Awan, M.U., Khan, M.K and Ahmad, N. (2013), "A Model for Total Quality Management in Higher Education". *Quality and Quantity*. Vol. 47, No. 4, pp. 1883-1904. (**Impact Factor Journal**).
14. Awan, M.U. and Khalid. M. (2013), "Development of Service Quality Model for Academic Libraries". *Quality & Quantity*. Vol. 47, No. 2, pp. 1093-1103. (**Impact Factor Journal**).
Part of this research paper has been presented in 15th EuROMA (European Operations Management Association) conference held in Groningen, Netherlands in June 2008.
15. Rehman, H., Asif, M., Saeed, M. A., Akbar, M.A. and Awan, M.U. (2012), "Application of Six Sigma at Cell Site Construction: A Case Study". *Asian Journal on Quality*, Vol. 13, No. 3, pp. 212-233.
16. Awan, M.U., Ahmad, N., Raouf, A. and Sparks, L. (2009), "Total Quality Management in Developing Countries - A case of pharmaceutical wholesale distribution in Pakistan", *International Journal of Pharmaceutical and Healthcare Marketing*, Vol. 3 No 4, pp. 363-80.
17. Awan, M.U., Ahmad, N., Raouf, A. and Sparks, L. (2009), "Development of Service quality Scale in Pharmaceutical Supply Chains", *International Journal of Pharmaceutical and Healthcare Marketing*, Vol. 3 No 1, pp. 26-45.

Refereed Local Research Journals Publications:

18. Asfia, N., Awan, M. U., & Munir, S. (2022). Halal Meat Exports Enhancement of Pakistan: An Intermediating Role of Global Technical Standards in Quality Function Deployment Model. *Journal of Economic Impact*, 4(1), 59-70.
19. Hussain, A., & Awan, M. U. (2021). Analyzing Physicians ratings and reviews landscape of a developing country (Pakistan). *Journal of Public Value and Administrative Insight*, 4(2), 153-165.
20. Rashid, M. M., Qureshi, A. H., Awan, M. U., Mahmood, A., & Ahmad, A. (2020). Identifying and ranking critical success factors for sustainable lean manufacturing implementation in automotive sector using (AHP) approach. *Journal of the Research Society of Pakistan Volume*, 57(1).
21. Tayyab, M., Awan, M. U., Bukhari, N. I (2020). Integration of Quality Management and Supply Chain Management in Pharmaceutical Distribution Sector of Pakistan. *Journal of the Research Society of Pakistan*, 57(1).
22. Khurshed, F. & Awan. M.U. (2017). Service Quality & Organizational culture as predictors of job satisfaction: a medical faculty perspective of Pakistan. *Pakistan Business Review*, Vol. 19 No. 2, pp. 499-517.
23. Chaudhary, N.I., Bilal, A, Awan. M.U. & Bashir, A. (2016). "The role of environmental consciousness, green intellectual capital management and competitive advantage on financial performance of the firms: An evidence from manufacturing sector of Pakistan". *Journal of Quality and Technology Management*, Vol. 12 No. 2, pp. 51-70.
24. Chaudhary, N.I., Awan. M.U. & Tariq, U. (2016). "Role of appraisal politics and impression management in turnover of dissatisfied employees: Empirical evidence from public sector of Pakistan". *Journal of Quality and Technology Management*, Vol. 12 No. 1, pp. 91-119.
25. Awan, M.U. (2013), "TQM-Customer Satisfaction relationship in Pharmaceutical Distribution Centers", *Journal of Quality and Technology Management*, Vol. 9 No. 2, pp. 171-192.
26. Awan, M.U., Asif, M. and Ganotakis, P. (2013), "Quality Initiatives: Developed Vs Developing Countries". *Pakistan Business Review*. Vol. 15, No. 3, pp. 404-426.

27. Ahmad, N., Awan, M.U., Farooq, M.S., Afzal, M. and Jalil, F. (2010), "Effect of Leadership and Academic Culture on Implementation of Self-Assessment Manual in Public sector Universities of Pakistan", *Journal of Quality and Technology Management*, Vol. 6 No. 1, pp. 135-152.
Part of this paper was presented in 10th SAMF (South Asian Management Forum) 2009 held in Bhutan from 09th -10th April, 2009.
28. Awan, M. U., Asif, M. and Azam, S. (2008), "Library Service Quality Assessment", *Journal of Quality & Technology Management*. Vol. 4 No. 1, pp. 51-64.
29. Awan, M.U. (2006), "Validation of Computerized Systems Used in Pharmacy" *Journal of Quality & Technology Management*. Vol. 2 No. 1, pp. 41-54.
Part of this paper was presented in DUPHAT (Dubai Pharmaceuticals & Technologies Conference & Exhibition) 2006, held in Dubai U.A.E.
30. Asif, M., & Awan, M. (2005). Pakistani pharmaceutical industry in WTO regime, Issues and prospects. *Journal of Quality and Technology Management*, 1(1), 21-34

Conference Proceedings Publications (other than those mentioned above):

- Khan, S. Z., Ashfaq, M. A., Awan, M. U., URehman, H., Kamal, S. A., Hoa, N. T. X., & Shafiq, M. (2020, April). Investigating Supply Chain issues in the Food Processing Industry. In IOP Conference Series: Materials Science and Engineering (Vol. 847, No. 1, p. 012071). IOP Publishing.
- Awan, M.U. and Maroof, M. A. (2015), "Assessment of Employability Skills in Curriculum of Chemical Engineering Programs" presented in 2nd International Conference on Assessment and Evaluation held in Riyadh, Kingdom of Saudi Arabia organized by National Centre for Higher Education Assessment from 1st -3rd December, 2015.
- Awan, M.U., Maroof, M. A. and Farooq, M. U. (2015), "Service Quality Scale Development for Bus Rapid Transit System (BRTS) – Metro Bus" presented in 1st International Conference on Business & Management Research held in Mirpur University of Science and Technology, Mirpur, Azad Jammu & Kashmir from 29th-30th October, 2015.
- Awan, M.U., Khurshid, F. and Khan, W. A. (2015), "Application of Lean Sigma Methodology in Refrigeration Home Appliances Manufacturing Sector" presented in 1st International Conference on Business & Management Research held in Mirpur University of Science and Technology, Mirpur, Azad Jammu & Kashmir from 29th-30th October, 2015.
- Awan, M.U., Khurshid, F. and Ayyub, S. (2015), "Assessing Service Quality in Public and Private Medical Schools of Pakistan: a faculty's perspective" presented in 18th QMOD-ICQSS & KSQM international Joint Conference on Quality and Service Sciences held in Yonsei University, Seoul, South Korea from 12th-14th October, 2015.
- Awan, M.U. and Asif, M. (2015), "Exploring the Role of Core and Infrastructure Quality Management Practices in Ambidexterity" presented in 18th QMOD-ICQSS & KSQM international Joint Conference on Quality and Service Sciences held in Yonsei University, Seoul, South Korea from 12th-14th October, 2015.
- Awan, M.U. Ahmad, N. and Khan, M.K (2011), "Total Quality Management in Developing Countries: A Model for Pakistani Universities" presented in 18th EuROMA (European Operations Management Association) 2011 conference held in University of Cambridge, UK from 3rd - 6th July 2011.
- Awan, M.U., Burcher, P.G., Lee, G. L., Kovach, J.V. and Ganotakis, P. (2010), "How Global are Quality Initiatives", presented in 17th EuROMA (European Operations Management Association) 2010 conference to be held in Porto, Portugal from 6th -9th June 2010.
- Awan, M.U. (2006), "Implementation of Quality Management System in Pharmaceutical Distribution System" presented in 13th International Pharmacy Conference and Exhibition held in Lahore.
- Awan, M.U., Raza, S.A., Ahmed, B. and Jamshaid, M. (2003), "Quality Audit in Pharmaceutical Industry" presented in International Pharmacy Conference and Exhibition held in Lahore.
- Awan, M.U., Raza, S.A. and Jamshaid, M. (2003), "Quality Management System in Pharmaceutical Semi Solid Packaging" presented in International Pharmacy Conference and Exhibition held in Lahore.

- Awan, M.U., Raza, S.A. and Jamshaid, M. (2003), "ISO 14000 in Pharmaceutical Industry" presented in International Pharmacy Conference and Exhibition held in Lahore.

LIST OF SPECIAL/INVITED LECTURES DELIVERED:

- Video recorded Keynote speech was aired in 3rd ZGC International Standardization Theme Week held in Beijing China on 17 May, 2023. Topic of the talk was **""Standardization strategy: overcoming the challenges of enterprises under the great change of the world"**.
- Regularly deliver guest lectures in the courses organized by Management & Professional Development Department, Government of the Punjab, Lahore.
- Delivered Lecture about "International Quality Systems and Standards" in a training organized for Agriculture Delivery Unit, Agriculture Department, Government of the Punjab, Lahore on 27.06.2022.
- Delivered invited Lecture about "Program Self-Assessment" in a guest lecture organized by Quality Enhancement Cell, University of the Punjab on 03-03-2022.
- Delivered invited Lecture about "Review of TQM research published from 2001-2010" in a guest lecture organized by University of Wollongong Dubai Campus on 20-04-2014.
- Delivered invited Lecture about "Concepts of Service Quality in Higher Education Institutions" in a national conference on "Advancement in Sciences and Research" organized by COMSATS Vehari Campus on 27-02-2012.
- Delivered Guest Lecture about Plagiarism and how to avoid Plagiarism in research on 19th March 2011 in the 12 Days Training "Incorporating Technology in Education" in King Edward Medical University Lahore.
- Delivered Lecture about Approaches to Assessment and Assessment Steps and Data collection in a national workshop on "Outcome Based Assessment" organized by Higher Education Commission from 01-03-2010 to 02-03-2010 held at University of Management and Technology Lahore.

RESEARCH SUPERVISION

Three students have completed PhD under my supervision. Details are given as under:

Sr. No.	Name	Topic	Degree Award Year
1)	Mr. Muhammad Tayyab	Development of Pharmaceutical Supply Chain Quality Management Model	2019/20
2)	Mr. Muhammad Mohsin Rashid	Model Development for Sustainable Lean Manufacturing Implementation in Automobile Sector of Pakistan	2020
3)	Mr. Atif Hussain	Text Analytics of Patients' Perspective on Physicians	2022

Following students are in my supervision for their PhD degree:

Sr. No.	Name	Topic
1)	Ms. Noor Asfia	Application of Quality Function Deployment for Supply Chain Process Improvement and Exports Enhancement in Halal Meat Industry: A Case of Pakistan
2)	Mr. Ummer Farooque Warraich	Dimensions of Housing Quality and Residential Satisfaction in Context of a Developing Country
3)	Ms. Tayyiba Rafique	Development of University Ranking Framework for improvement in University Performance
4)	Ms. Saliha Anwar	Antecedents of Quality Management Adoption and their effect on Quality Management Integration
5)	Mr. Arslan Aslam	Influence of Organizational Culture on Quality Management and Innovation: An Evidence from Small and Medium Enterprises (SMEs)

No. of students supervised in MS/MSc/BSc Engineering

Title of Degree	Number of Students Supervised
MS Total Quality Management/Industrial Engineering & Management	111
MSc Quality & Performance Management	01
BSc (Engg) Industrial Engineering & Management	03

MEMBERSHIP OF NATIONAL LEVEL COMMITTEES

- Member National Standards Committee (NSC) Auto Division, Pakistan Standards and Quality Control Authority, Government of Pakistan.
- Member Technical Committee, Road Transport Safety (TC-10), Auto Division, Pakistan Standards and Quality Control Authority, Government of Pakistan.
- University of the Punjab, Focal Person for Pakistan Citizens' Portal since 2018.
- University of the Punjab, Focal Person for Launching Productivity Movement in Pakistan in Liaison with National Productivity Organization, Ministry of Industries and Production, Government of Pakistan.

MEMBERSHIP OF UNIVERSITIES COMMITTEES

- Member SELF IPE (Institutional Performance Evaluation) Committee, University of the Punjab
- Secretary Ranking Committee, University of the Punjab (June 2018----till date)
- University of the Punjab Focal Person for Pakistan Citizen Portal.
- Member TTS Standing Committee, University of the Punjab
- Member Academic Council, University of the Punjab
- Member Academic Council, National Textile University, Faisalabad
- Member DTRC, Institute of Information Management, University of the Punjab
- Member DTRC, Department of Geography, University of the Punjab
- Member Board of Faculty, Faculty of Economics and Management Sciences, Government College University, Faisalabad.
- Member Committee for grant of Fee Concessions/Scholarship/Financial Aid
- Member Committee to process the cases of advances for House Building Advances and Advances for Purchase of Car/Motorcycle/Bicycle
- Member of Technical Committee, University of the Punjab.

TITLES OF THE BOOKS PUBLISHED:

Title of the book: Higher Education Quality:
Assurance & Assessment

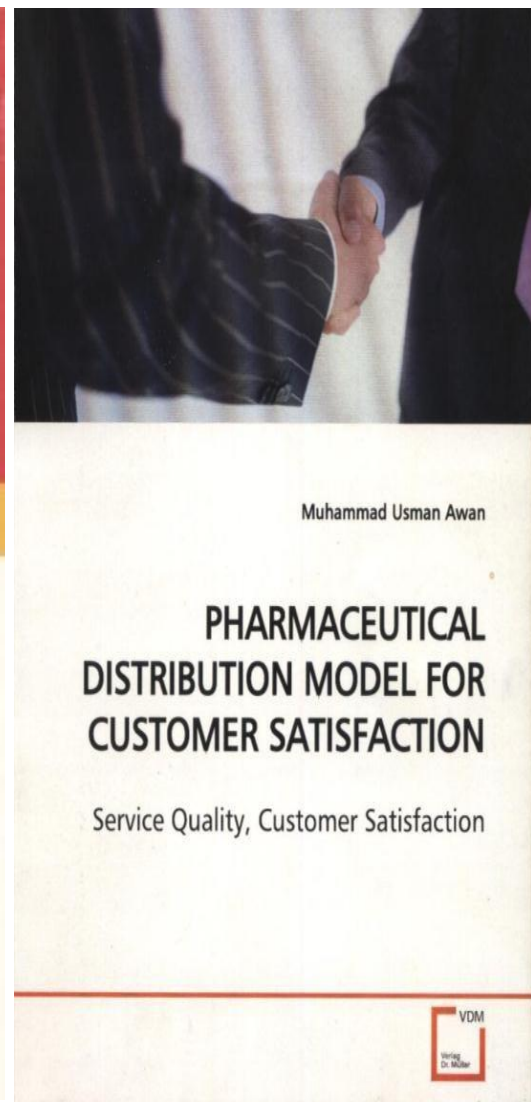
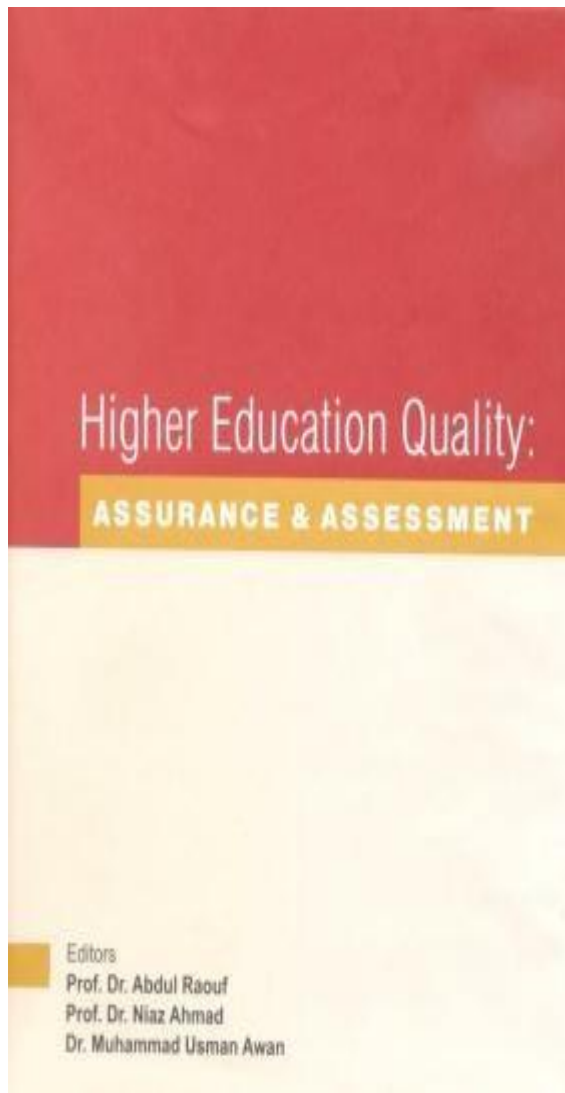
Publisher: Punjab University Press

Year: 2011

Title of the book: Pharmaceutical Distribution
Model for Customer Satisfaction

Publisher: VDM Germany

Year: 2009





GOVERNMENT OF PAKISTAN
HIGHER EDUCATION COMMISSION, ISLAMABAD



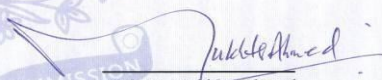
Presents to

Dr. Muhammad Usman Awan

Best Young Research Scholar Award 2010-11

on September 25, 2013

HIGHER EDUCATION COMMISSION


Prof. Dr. Mukhtar Ahmed
Executive Director
Higher Education Commission



GOVERNMENT OF PAKISTAN
HIGHER EDUCATION COMMISSION, ISLAMABAD



Presents

Best Research Paper Award

Under "HEC Outstanding Research Awards Series"

on October 17, 2011

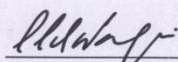
To

Dr. Muhammad Usman Awan

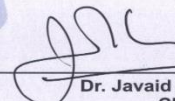
For the Research Paper

"Development of a service quality scale for pharmaceutical supply chains"

HIGHER EDUCATION COMMISSION



Prof. Dr. S. Sohail H. Naqvi
Executive Director
Higher Education Commission



Dr. Javid R. Laghari
Chairperson
Higher Education Commission



*United States Department of State
Bureau of Educational and Cultural Affairs*

This is to certify that

Muhammad Usman Awan, Ph.D.

*participated in the
International Visitor Leadership Program
on*

*“Alternatives in Higher Education”
April 9 – April 27, 2012*

Alma R. Candelaria
Director
Office of International Visitors