

Dr. Faryal Jalil
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PERSONAL SUMMARY

An ambitious teacher with excellent academic record and high intellectual curiosity. Ability to uplift the intellectual standard of the students through imparting knowledge in a most convenient way. Excellent understanding of management theory and total quality management with experience of teaching at graduate and postgraduate level. Ability to prepare students with professional attitude for a better career. Able to produce the expected results with high degree of commitment to organizational goals.

WORK EXPERIENCE

- Assistant Professor Adhoc (since 29th June 2020)
- Lecturer BPS (28th Aug 2018 – 29th June 2020)
- Lecturer on contract (Nov 2008 – June 2018)
- Research Scholar (Nov2007 – Oct 2008)

ADMINISTRATIVE TASKS

- Focal Person QEC (2018 to onward)
- Program Manager MSc QPM Program Morning & Afternoon Program at IQTM (2018-2023)
- Quality Assistant at IQTM (Nov 2007 – 2013)
- Managing Editor, Journal of Quality and Technology Management (2007-2015)
- Assist Focal Person, Research Journal Committee of University of the Punjab (2010 – 2013)
- Client Executive, Eden Housing (Pvt) Limited Lahore-Pakistan (2006 – 2007)

ACADEMIC RESEARCH WORK:

- PhD Research Dissertation “*An Investigation of the Role of QMS (ISO 9001) Implementation in Achieving Competitive Advantages*” supervised by Prof. Dr. M. Shafiq
- MSTQM Research thesis “*Implementation of HR Policies in Telecommunication Sector*” supervised by Mr. Anwar Rashid
- Master of Business Economics Research thesis “*Marketing Strategy of Nestle Milk Pak*” Supervised by Dr. Rauf Butt.

PUBLICATION

Articles in HEC Recognized Journals

- Effect of Leadership and Academic Culture on Implementation of Self-Assessment Manual in Public Universities of Pakistan, *Journal of Quality and Technology Management*, 2010. (HEC X Category)
- Perception of Managers About the Relationship of ISO 9000 Certification with Business Results, *Journal of Quality and Technology Management*, 2014. (HEC X Category)
- Assessing the Mediating Role of manufacturing competitive strategies in the relationship of Quality Management System and Financial Performance. *Journal of Managerial Sciences*, 2018. (HEC Y Category)
- A nexus between financial leverage and performance of textile sector of Pakistan, *International journal of management research and emerging science*, 2019 (HEC Y Category)
- Knowledge sharing and performance: A mediating role of innovation, *International journal of management research and emerging science*, 2020. (HEC Y Category)

- A Nexus between Intellectual Capital Information and Performance of BRICS Financial Sector. *Pakistan Social Sciences Review*. March 2021, (HEC Y Category)
- Critical Success Factors of KM Mediate the KS-Driven Performance in the Software Sector of Pakistan? *Journal of Management and Research*, 2021. (HEC Y Category)
- Are credit rating influenced by financial fundamentals? Evidence from banking sector of Pakistan, *Journal of Islamic Countries Society of Statistical Sciences (J-ISOSS)*, 2021. (HEC Y Category)

Articles in International Journals

- Factor Analysis of SERVQUAL Model in Technical and Vocational Education and Training Environment of Pakistan. *International Review of Management and Business Research*, 2018.
- How Workplace Bullying Jeopardizes Employees' Life Satisfaction: The Roles of Job Anxiety and Insomnia. *Frontiers in Psychology*. 2019.
- How Training at Work Influences Employees' Job Satisfaction: Roles of Affective Commitment and Job Performance, *International Journal of Training Research*. 2020.
- Role of Incentives in knowledge Sharing Practices of Elementary School Teachers: Mediating Role of Organizational Commitment, *Elementary education Online*. 2021
- How Servant Leadership and Workplace Spirituality at work influence Employees' Retention: Role of Employee Engagement: Evidence from Hospitality and Tourism Industry, *International Journal of Innovation, Creativity and Change*. 2021.
- Transformational Leadership and Organizational Performance: A Mediating-Moderating Role of Knowledge Sharing and Organizational Cynicism, *International Journal of Innovation, Creativity and Change*. 2021.
- Workplace Spirituality, Organizational Citizenship Behavior and Performance: A Mediating and Moderating Role of Organizational Commitment and Workplace Ostracism. *International Journal of Innovation, Creativity and Change*. 2021.
- The impact of teachers' perception on organizational DNA to organizational commitment, *Multicultural Education*, 2021.
- Discrete event simulation for improving production layout: A Case of shoe manufacturing facility, *International Journal of Computational Intelligence in Control*, December, 2021.
- Leveraging Strategic Innovation and Process Capabilities for Intellectual Capital Initiatives Performance of Higher Education Institutes (HEIs): A Knowledge-Based Perspective, *Journal of the Knowledge Economy* March 2023.

RESEARCH PROJECT/DISSERTATIONS SUPERVISED

- Internship Report: Quality Progress at Institute of Quality and Technology Management"
- Supply Chain design capacity, flexibility, whole sale price strategies. (M. Waleed Hayat Tarrar, BSIEM; M. Ghayyur Akbar Khan; 2005-2010)
- Sustainable Urban Development (Fizza Arshad; MSIEM; 2015-2017)
- Impact of TQM on innovation activities in telecom sector (Mobilink Telecom) (M. Mubeen Khawar; MScQPM; 2010-2012)
- Role of 5S in improving organizational performance (M. Shan Awais, Sehrish Arshad, Hira Sheraz and Hafsa Hafeez Awan; MScQPM; 2017-2019)
- A project report on role of Auditee to make quality audits process successful (Zahid Hussain; MSTQM; 2005-2007)
- Human resource management system in public sector of Pakistan (Jalil Ahmed Khan; MSTQM; 2007-2009).
- Co- supervised "Evaluation of human resource management practices and their impact on employee's satisfaction in two leading chemical industries of Lahore." (M. Ajmal; MSTQM; 2008-2010)

- Co-Supervised “Satisfaction level of employee’s in public sector higher education institutions in Pakistan” (Rashid Wazir Malik; MSTQM; 2008-2010)
- Analysis of Service Quality in TEVTA Punjab District. (M. Azeem; MSTQM; 2009-2011)
- Impact of workplace stress on employee’s job performance (M. Omer Qureshi; MSTQM; 2013-2015)
- Co-supervised “Impact of occupational health and safety practices (OHSAS 18001) on employee’s job performance (Amna; MSTQM; 2014-2016)
- Wastewater characteristics and Environmental impacts among EMS certified and non-EMS certified dairy industries: A comparative study of district Lahore (Mussab; MSTQM; 2014-2016)
- Analyze the impact of TQM practices on perceived organizational performance through the mediation of employee engagement: An empirical study on SME’s in textile sector of Pakistan (Faiza Zulfiqar; MSTQM; 2015-2017)
- Impact of quality management practices on Innovation (Rabia Javed; MSTQM; 2015-2017)
- ISO 9001 and Organizational performance, (MSTQM; 2016-2018; Zunaira Naseer)
- The implementation of total quality management practices in banking sector Gujranwala District. (MSTQM; 2016-2018; Misbah Javaid)
- TQM Practices and performance of secondary education department (internal customer perspective). (MSTQM; 2016-2018) Student Name: Iqra Akhat (completed 2019)
- Impact of Green supply chain on Economic and Environmental performance of Organization. (MSTQM; 2016-2018 Spring; M. Shoaib (completed 2019)
- The impact of storage temperature on Quality and shelf life of Sweet (Burfi) (MSTQM; 2017-2019; Mr. Mubeen Arshad)
- Software Quality Assurance Practices in a Project Life Cycle in Pakistan, (MSTQM; 2018-2020 spring; Hafiz Khuram Rehman)
- The role of Supply chain Quality Management practices for performance of organization, (MSTQM; 2018-2020 Spring; M. Shoaib Laghari)
- Assessment of Customer Focused Business Parameters in Retail Outlets. (A Customer Satisfaction Developmental Model), (Session 2018-2020 Spring) Student Name: Abdul Hanan Liaquat
- An Investigation of Factors Affecting Lean Implementation Success of Pakistan Logistics Companies, (MSTQM; 2018-2020; Durda Bukhari)
- Assessing the Quality and availability of services provided to students at Higher, Education level using Quality Function Deployment approach, (MSTQM; 2018-2020; Ayesha Chaudhry)
- Impact of Leadership Styles on Employees’ Performance: Evidence from Food Industry, Pakistan, (MSTQM; 2018-2020; M.Rizwan Sultan)
- Food safety practices in Pakistan 2021
- Impact of covid 19 on employee performance (MSTQM; 2021 Nazish Inam)
- Compliance of internal audit system in Pakistan (MScQPM, 2020-2022; Usman Ghani and Bilal)
- Improve efficiency of diesel engine with the help of hybrid technology (2021-2023) in process
- Reducing energy consumption in industries by using energy management systems and alternative energy technologies
- Challenges of ISO 22003 in conformity assessment.

ACADEMIC QUALIFICATION

- PhD Total Quality Management (University of the Punjab Lahore) June 2020
- MS Total Quality Management (University of the Punjab Lahore) CGPA – 3.73/4.0
- Master of Business Economics (University of the Punjab Lahore) CGPA – 3.90/4.00
- BSC (Govt. Kinnaird College for Women, Lahore) 72.75 %
- FA (Govt. Kinnaird College for Women, Lahore) 77.73

- Matriculation (Beacon House Public School, Liberty, Lahore) 83.88%

HONORS & AWARDS

- Awarded merit certificate of First position holder in MBEcon
- Consistent top position holder in all semesters of MBEcon
- Awarded scholarship for academic excellence in Intermediate
- Awarded Talent Award for academic excellence in Matriculation

WORKSHOPS & CONFERENCES ATTENDED:

- 2nd International Conference on “**Assessing Quality in Higher Education**” on
 - 1st -3rd Dec 2008 by IQTM & HEC QEC.
- “**New Faculty Orientation program 2010**” on 5th -8th Sep 2010, by Human Resources Development Centre [HRDC] and Institute of Administrative Sciences [IAS], PU.
- Workshop on “**Research Management**” on 12-Nov-2010, by IQTM & HEC QEC.
- 3rd International Conference on “**Assessing Quality in Higher Education**” on
 - 6th -8th -Dec-2010, by IQTM & HEC QEC. University of the Punjab.
- Workshop on “**Literature Review & Managing References Using EndNote Software**” on 31-Mar-2011 to 1-Apr-2011, by Institute of Business & Administration (IBA). **University of the Punjab.**
- Workshop on “**The Art of Writing Fund Winning Postgraduate Research Proposal**” held on 18 – 19 Sep 2013, by Research Center for Training Development”.
- Training course on “**TRIZ, Theory of Inventive Problem Solving**” held on 16th Feb to 18th Feb, 2016, at Skill Development Centre, University of the Punjab.
- Workshop on “**Qualitative Research using NVivo**” held on 16th April 2016, by Office of Research Innovation and Commercialization (ORIC) University of the Punjab.
- Workshop on “**Econometric methodology using STATA, Software**”. Held on 31st July an 1st August 2016, By UMT Lahore
- Presented a Research paper entitled “**Assessing the Mediating Role of manufacturing competitive strategies in the relationship of Quality Management System and Financial Performance**” in 3rd Asia International Conference **2017** (AIC2017) organized by Universiti Teknologi Malaysia. Held on 9th & 10th Dec 2017.
- Presented a Research paper entitled “**Comparative Analysis of Financial Performance of ISO 9001 Certified and Non- Certified Manufacturing companies**” in 1st Scientia Academic Conference on Management, Entrepreneurship, And Social Science (2019)” dated 06 -07 April 2019.
- SAC-MESS-2019-822 **Knowledge sharing and performance: A mediating role of innovation** presented in Conference: 1st, Scientia Academic Conference on Management, Entrepreneurship, And Social Science (2019)” dated 06 -07 April 2019.)
- One day Workshop on “How to prepare university Budget” dated 20th March 2019 at Department of Economics. University of the Punjab, Lahore.
- One-Day International Webinar on World Food Safety Day-2021, "**Theme: Safe Food Now for a Healthy Tomorrow Food Safety is Everyone's Business**", Dated 7th June 2021, conducted by: Department of the Food Sciences University of The Punjab in Collaboration with the National Alliance for Safe food.
- Present paper entitled “**Dynamics of Intellectual Capital and Financial Performance of Banks in Context of ASEAN**” in conference of International Symposium on Current Approaches & New Trends in Social Sciences held in Toros University on June 24-25, 2021.
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