

DR. MUHAMMAD USMAN AWAN

Date of Birth: October 01, 1975

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

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DISTINGUISHED AWARDS:

- 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.
- 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”.

EDUCATION AND QUALIFICATIONS:

University of the Punjab, Lahore

Ph.D. Dec. 2008

This Ph.D. work has been done in collaboration with **Institute for Retail Studies, University of Stirling, UK.**

I was visiting researcher for 01 year at University of Stirling, UK.

University of the Punjab, Lahore

M.Sc. (Quality Management) 2003

University of the Punjab, Lahore

B. Pharmacy 2001

Ph.D. Research Topic:

Development of Pharmaceutical Distribution Model for Customer Satisfaction. Thesis has also been published as a book by a German publisher and book is available from major online book stores all over the world. http://www.bod.de/index.php?id=296&objk_id=204552

M.Sc. Research Topic:

Quality Assurance in Pharmaceutical Semi Solid Packaging

PROFESSIONAL EXPERIENCE: Apr 06 – till today

Initially Lecturer from 21-04-2006 to 04-06-2009 and then Assistant Professor since 05-06-2009 at Institute of Quality and Technology Management, University of the Punjab, Lahore. I have been teaching Total Quality Management, Supply Chain Management and Human Resource Management

during this time to BS-Industrial Engineering Management, M.Sc. Quality and Performance 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 class.

University of Stirling UK: Sep 07 - Nov 07

Teaching and coordinating computer workshops for undergraduate Management class

Schering Asia GmbH Pakistan: Aug 01 - Apr 06

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 at Schering plant thrice during my stay in Schering.

I was also responsible for coordinating Cleaning, Process and Product Validations. I successfully coordinated the installation and computer validation of an ERP program iScala.

Current International Research Collaborations:

A project related to productivity measurement of police stations in Lahore, Pakistan is in process in collaboration with Dr. Huseyn Akdogan from National Police Academy, Turkey.

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:

- Ex Editor, Journal of Quality and Technology Management published by University of the Punjab.
- Member Editorial Board "Asian Journal on Quality" published by Emerald Group.
- Reviewer for International Journal of Pharmaceutical and Healthcare Marketing 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.

Advisory Panel Member:

Member of the Advisory panel constituted by Punjab Public Service Commission for selection interviews for Drug Inspectors/Hospital Pharmacists

Research Grants:

- 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.
- 2300 US\$ from Aston Business School UK for part of research “How Global are Quality Initiatives”
- 4500 US\$ from Ministry of Health Government of Pakistan for field work of my Ph.D. research in 2007.
- 2000 US\$ each time by University of the Punjab research grants committee in 2008, 2009, 2011, 2013 & 2014.
- I am member of the consortium of faculty members from different countries who have submitted Proposal related to Innovation in Developing countries to British ESRC GCRF Call. There are 9 investigators and 8 academic members of the extended network on board with this proposal. Our non-academic partners are GlaxoSmithKline (GSK), Tata Chemicals, General Motors (GM), Jaguar Land Rover (JLR), FURUKAWA Electric Group, Godrej & Boyce Manufacturing Group, Oriental Carpet Ltd., Kalpan Trust, and the British Egyptian Business Association. The external support adds to more than **£195k** worth of fund and we have also asked for just under **£150K** of ESRC grant (Maximum we could claim under this scheme). Decision is expected by Nov. 2016.

LIST OF PUBLICATIONS/CONFERENCE PRESENTATIONS:

Refereed Research Journals Publications:

- Khurshed, F. & Awan. M.U. (2016). Service Quality & Organizational culture as predictors of job satisfaction: a medical faculty perspective of Pakistan. Accepted for publication in HEC recognized journal *Pakistan Business Review* , 18(2) to be published in July 2017.
- Chaudhary, N.I., Tariq, U. & Awan. M.U. (2016). Role of appraisal politics and impression management in turnover of dissatisfied employees: Empirical evidence from public sector of Pakistan. Accepted for publication in HEC recognized journal *Journal of Quality & Technology Management*, XII (II) to be published in December 2016.
- 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.
- 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. **(Journal published by Inder-Science)**.
- 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 published by Springer)**.
- 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 published by Springer)**.
- 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. **(HEC Pakistan recognized journal)**.
- 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. **(HEC Pakistan recognized journal)**.
- 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. **(Journal published by Emerald)**.
- 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. **(HEC Pakistan recognized journal)**.

Part of this paper was presented in 10th SAMF (South Asian Management Forum) 2009 held in Bhutan from 09th -10th April, 2009.

- 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. **(Journal published by Emerald).**

- 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. **(Journal published by Emerald).**
Part of this research paper has been presented in 15th EuROMA (European Operations Management Association) conference held in Groningen, Netherlands in June 2008.
- 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. **(HEC Pakistan recognized journal).**
- Awan, M.U. (2006), "Validation of Computerized Systems Used in Pharmacy" Journal of Quality & Technology Management. Vol. 2 No. 1, pp. 41-54. **(HEC Pakistan recognized journal).**
Part of this paper was presented in DUPHAT (Dubai Pharmaceuticals & Technologies Conference & Exhibition) 2006, held in Dubai U.A.E.
- Awan, M. U. and Asif, M. (2005), "Pakistani Pharmaceutical Industry in WTO regime --- Issues and Prospects", Journal of Quality & Technology Management. Vol. 1, pp. 21-33. **(HEC Pakistan recognized journal).**
Part of this paper was presented in HPAIR (Harvard Project for Asia and International Relations) 2005 conference held in Tokyo, Japan in August 2005.
- ***Conference Proceedings Publications (other than those mentioned above):***
- 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 Decmeber, 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:**
 - 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

LIST OF Ph.D. THESIS UNDER SUPERVISION:

Sr. #	Student's Name	Thesis Title	Session
1)	Muhammad Jawad Bhatti	The Impact of RFID Technology on Pharmaceutical Supply Chain Performance	2011-16
2)	Muhammad Tayyab	Development of Pharmaceutical Supply Chain Quality Management Model	2011-16
3)	Tahir ilyas	Development of Good Governance and Stakeholder Satisfaction in Higher Education Institutions	2011-16

All thesis topics have been approved by the Advanced Studies & Research Board of the University of the Punjab.

LIST OF MS TQM THESIS SUPERVISED:

Sr. #	Student's Name	Thesis Title
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1.	Khadim Hussain	TQM Approach in Raw Milk Collection.
2.	Asif Sajjad	Software Process Improvement in Small and Medium Size Software Development Enterprises.
3.	Muhammad Hafiz ur Rehman	Productivity Enhancement through ERP Implementation at Engro Foods.
4.	Muhammad Waqar Moazzam	Effectiveness of Quality Control Circles in Punjab Beverages Pvt. Ltd.
5.	Iffat Aziz	Effect of Employee Empowerment on Employee Satisfaction.
6.	Abdur Rehman	Library Service Quality in Universities.
7.	Haseeb Sarwar	Supplier Quality and its Effect on Performance in SME's.
8.	Sufyan Rasool	Development of Service Quality Scale in Telecom.
9.	Nazia Aslam	Human Resource Development in Asia.
10.	Danish Umer	How Change in Borders Affects Organizational HRM Policies, A Case of Saif.
11.	Sarmad Amin	Establishment of UNESCO Chair at IQTM for Education Excellence in Higher Education Institution.
12.	Muhammad Jawad Bhatti	Cost of Poor Quality in a Pharmaceutical Company.
13.	Jalil Ahmed Khan	Human Resource Management System in Public Sector of Punjab.
14.	Muhammad Nouman Javeid	Retrospective Validation of Hospital Information System.
15.	Hakeem-ur-Rehman	Enhancing Quality & Productivity through Six Sigma: Textile Sector.
16.	Kamran Atif	Total Quality Management Research from 2001 to 2010 A Critical Review.
17.	Shahbaz-ul-Haq	Development of Service Quality Scale in Executive NADRA Registration Centre.
18.	Adil Saeed	Role of Total Quality Management in Development of Leaders.
19.	Rehan Farooq	The Influence of Performance Evaluation System on Employee Motivation.
Sr. #	Student's Name	Thesis Title
20.	Muhammad Kashif Siddique Chishti	Role of Total Quality Management (TQM) in achieving Customer Satisfaction in Pharmaceutical Distribution Companies.
21.	Majid Ali	Development of Service Quality Scale for Commerce Education Institutions.
22.	Humayun Naveed	Information Sharing in Supply Chain Management Perspective.
23.	Mobin Khalid	Analysis on the Role of Project Management on Project Performance.
24.	Umar Farooq	An Examination of Factors Influencing Consumer's Attitude towards Social Media Marketing in Pakistan.
25.	Sahar Malik	Joint Commission Accreditation Benefit Analysis (Feasibility and Relationship of Patient with provided Hospital Services and Environment at different Hospital Pharmacies).
26.	Muhammad Umer Khayam	Supplier's Innovation, Quality and Evaluation and its Impact on Organizational Performance.
27.	Syed Zahid Zafar Ali	Role of Non Monetary Rewards as a Motivational Tool.

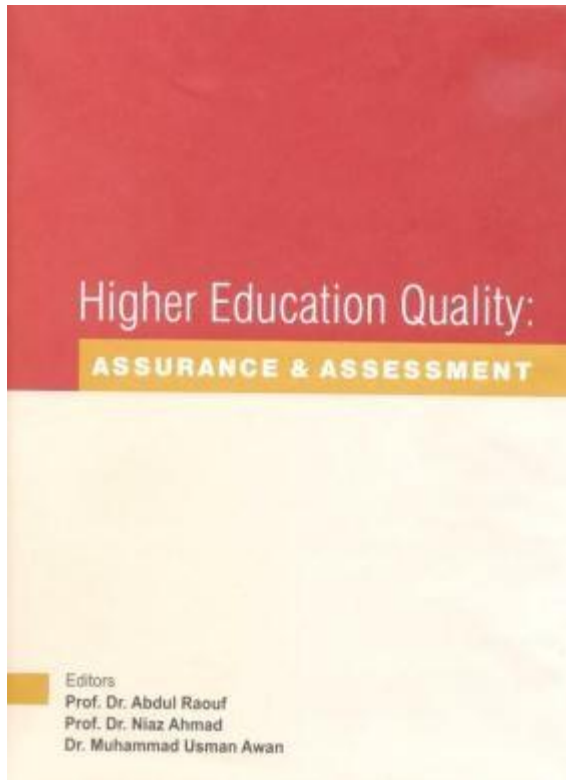
28.	Shabbir Ahmad	Development of Pathology Laboratory Quality Management Systems.
29.	Hasib Ahmad	Developing Scale for Quality Measurement in Banks.
30.	Qazi Ehsan Ullah	Perceived impact of education voucher scheme on the affordability of primary education in Punjab.
31.	Atif Hussain	Achieving quality goals of teaching learning process: a knowledge management approach.
32.	Muhammad Amjad Maroof	Imparting employ ability skills in chemical engineering curriculum for customer satisfaction
33.	Irfan Liaqat	Relationship of critical success factors of TQM and business results in Pakistani manufacturing sector.
34.	Faisal Khurshid	Role of service quality and organizational culture in job satisfaction.
35.	Bilal Hassan	Service quality measurement for higher education institutions- a case of University of the Punjab.
36.	Hafiz Muhammad Umer Farooq	Scale development of measuring Metro Bus service quality.
37.	Jawwad Farhat Siddqui	Relationship between safety management index (SMI) and safety performance index (SPI) in construction industry
38.	Taha Fareed	Sustainable energy development program minimizing demand and supply Gap.
39.	Ahmad Usman	Examining the impact of service quality on international student satisfaction: a case of University of the Punjab, Lahore.
40.	Saliha Anwar	Service quality scale development for online higher education programs.
41.	Waqar Ahmad Khan	Application of lean sigma methodology in refrigeration home appliances manufacturing sector.
42.	Saqib Waheed	Assessing and evaluating HSE risk factors in oil and gas sector.
43.	Jaleel Ahmad	The relationship of ERP system and SCM performance in Pakistani Organizations.
44.	Muhammad Adeel	Service quality GAP analysis and customer requirements design characteristics relationship in higher education institutions.
45.	Muhammad Zaman Riaz	Future prosperity of Pakistan through Hydropower development.
46.	Muhammad Shahzad	The efficiency of police stations in the city of Lahore: an application of data envelopment analysis.

TITLES OF THE BOOKS PUBLISHED:

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

Publisher: Punjab University Press

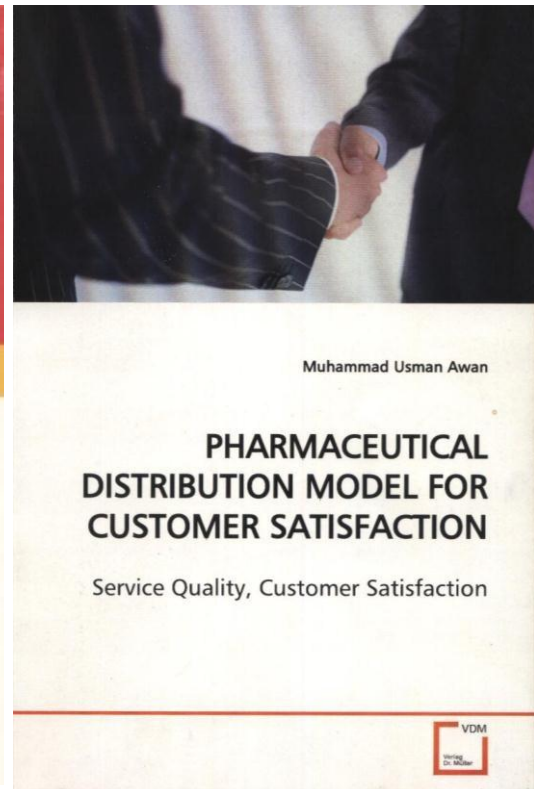
Year: 2011



Title of the book: Pharmaceutical Distribution
Model for Customer Satisfaction

Publisher: VDM Germany

Year: 2009





GOVERNMENT OF PAKISTAN
HIGHER EDUCATION COMMISSION, ISLAMABAD



Presents

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"

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



Dr. Javaid R. Laghari
Chairperson
Higher Education Commission



GOVERNMENT OF PAKISTAN
HIGHER EDUCATION COMMISSION, ISLAMABAD



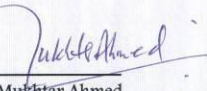
Presents to

Dr. Muhammad Usman Awan

Best Young Research Scholar Award
2010-11

on September 25, 2013

HIGHER EDUCATION COMMISSION


Prof. Dr. Muhtaar Ahmed
Executive Director
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

Alma R. Candelaria
Director
Office of International Visitors