

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

Cell: 0300-9402748

Email: usman.iqtm@pu.edu.pk



DISTINGUISHED AWARDS:

- 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.
- Government of Punjab is preparing uniform Governance structure of public sector Universities as recommended in one of my working papers prepared in collaboration with think tank PILDAT.
- 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.

Ph.D. Research Topic:

Development of Pharmaceutical Distribution Model for Customer Satisfaction.

University of the Punjab, Lahore

M.Sc. Quality Management (2003)

M.Sc. Research Topic:

Quality Assurance in Pharmaceutical Semi Solid Packaging

University of the Punjab, Lahore

B. Pharmacy 2001

PROFESSIONAL EXPERIENCE: Apr 06 – till today

Associate Professor / Director Institute of Quality & Technology Management, New Campus, University of the Punjab Lahore since 16-08-2018.

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.

Lecturer from 21-04-2006 to 04-06-2009 and then Assistant Professor from 05-06-2009 to 28 August 2018 and then as Associate Professor from 28 August 2018 till date 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.

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 August 2018

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.
- 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.

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

- 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)**
- 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)**
- 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). **(HEC Pakistan recognized journal).**
- Baig, S. A., Iqbal, S., Abrar, M., Baig, I. A., Amjad, F., Zia-ur-Rehman, M., & Awan, M. U. (2019). Impact of leadership styles on employees' performance with moderating role of positive psychological capital. *Total Quality Management & Business Excellence*, 1-21. **(Journal published by Taylor & Francis)**

- 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. **(HEC Pakistan recognized Journal)**
- Wasseem, 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 published by SAGE).**
- 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. **(Journal published by Emerald group)**
- 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. **(HEC Pakistan recognized journal).**
- 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. **(HEC Pakistan recognized journal).**
- 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. **(HEC Pakistan recognized journal).**
- 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. **(Journal published by Inder-Science).**
- 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.

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 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.

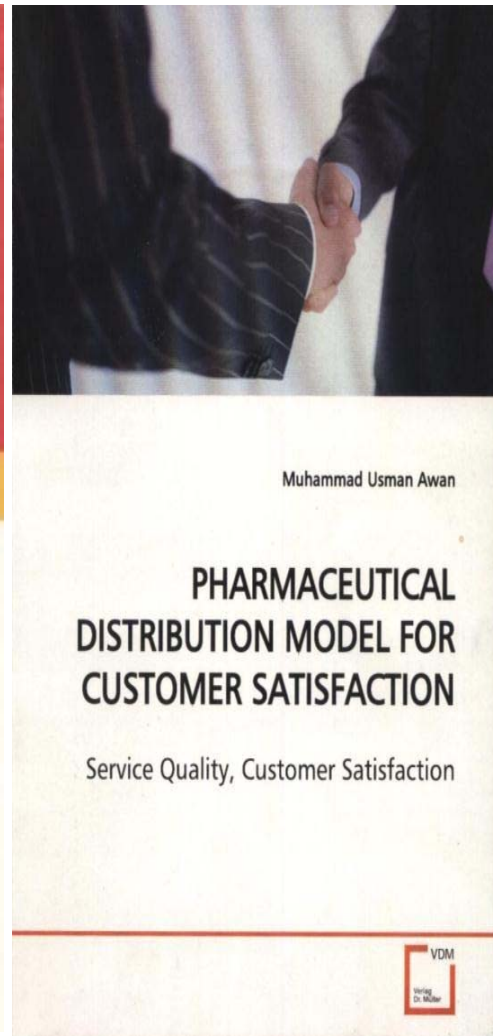
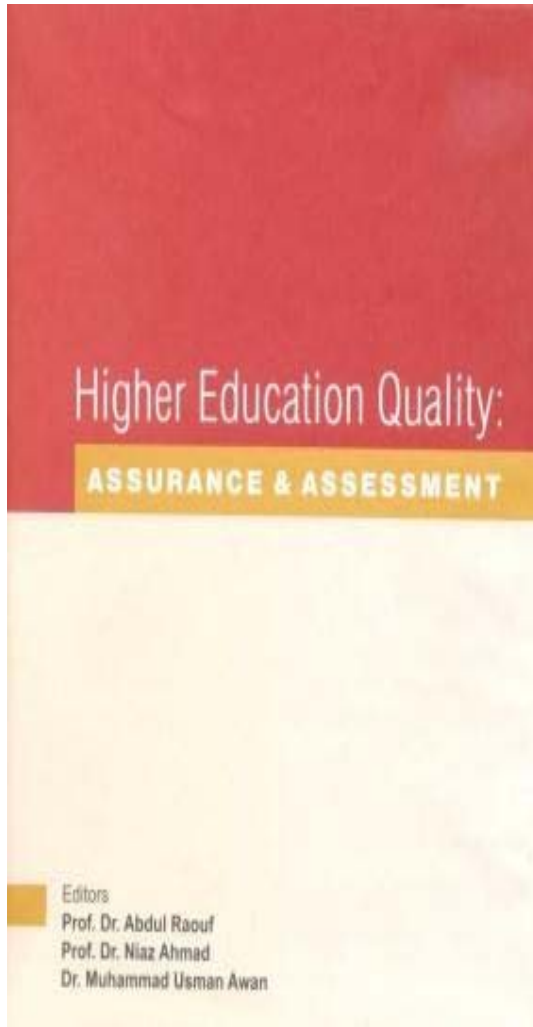
LIST OF SPECIAL/INVITED LECTURES DELIVERED:

- Regularly deliver guest lectures in the courses organized by Management & Professional Development Department, Government of the Punjab, Lahore
- 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

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


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"

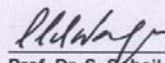
on October 17, 2011

To

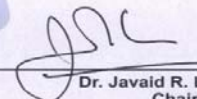
Dr. Muhammad Usman Awan

For the Research Paper

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


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




Dr. Javaid 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

Alma R. Candelaria
Director
Office of International Visitors