

LIST OF PUBLICATIONS/CONFERENCE PRESENTATIONS

REFEREED RESEARCH JOURNALS PUBLICATIONS

- 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.
- Awan, M.U. and Khalid. M. (2013), "Development of Service Quality Model for Academic Libraries". Quality & Quantity. Vol. 47, No. 2, pp. 1093-1103.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- Part of this paper was presented in HPAIR (Harvard Project for Asia and International Relations) 2005 conference held in Tokyo, Japan in August 2005.

ARTICLE IN REVIEW PROCESS

- Awan, M.U., Asif, M., Kovach, J.V. and Ganotakis, P. (2013), "How Global are Quality Initiatives". The paper is in review process in an impact factor journal "Total Quality Management and Business Excellence".

CONFERENCE PROCEEDINGS PUBLICATIONS

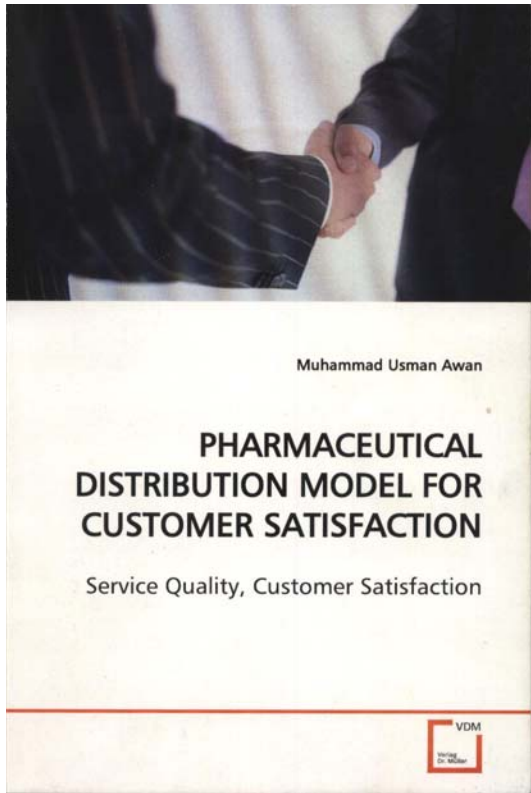
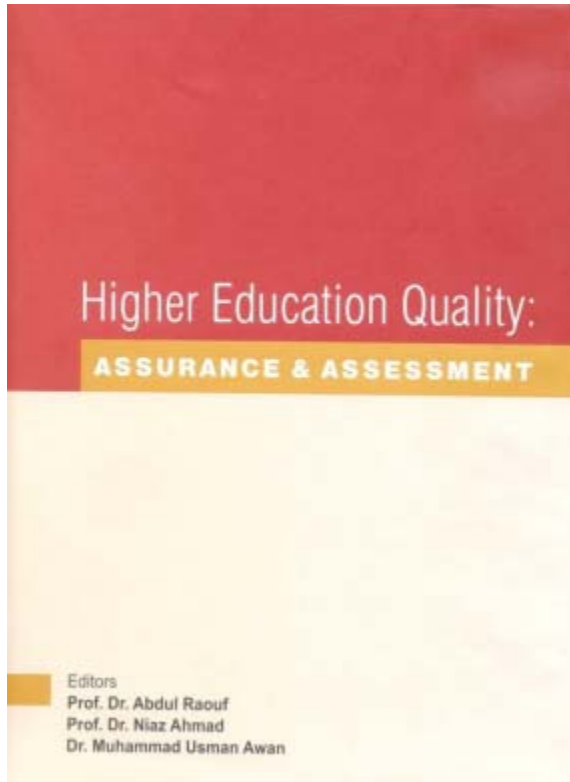
- Awan, M.U. Mahmood, K. and Rehman, H.U (2013), "Prioritization of Library Service Quality Dimensions". Accepted for presentation in 20th EuROMA (European Operations Management Association) 2013 conference to be held in Trinity College Dublin, Ireland from 7th - 12th June 2013.
- Awan, M.U. Ahmad, N. 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.

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. 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

Alma R. Candelaria
Director
Office of International Visitors