



Dr. Arslan Aslam

Ph.D. in Total Quality Management

Office No. 11-F8, Institute of Quality & Technology Management, University of the Punjab, Lahore – 54000, Pakistan

Email: arslan.iqtm@pu.edu.pk **Phone:** +92 306 6336566

Nationality: Pakistani

WORK EXPERIENCE

Assistant Professor

Sep 2026 – Present

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

- Teach undergraduate and graduate courses in Total Quality Management and related disciplines.
- Conduct and publish research in quality management and related fields.
- Supervise MS/MPhil thesis research.
- Contribute to curriculum development and institutional academic initiatives.

Research Officer cum Lecturer

May 2023 – Sep 2026

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

- Taught courses as assigned by the Institute.
- Managed research articles and projects.
- Evaluated existing research techniques and recommended improvements.
- Conducted research under the guidance and supervision of the Director, IQTM.
- Analyzed, interpreted, and documented research findings for management review.
- Completed projects assigned by the Director, IQTM, and provided teaching support to faculty.
- Contributed to the day-to-day management of the Institute.

Coordinator / Program Coordinator for Standardization, Certification & Quality Control & Post Graduate Diploma in Total Quality Management

Mar 2024 – Present

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

- Coordinate and manage the Professional Diploma in Management Systems & Standards.
- Design and launch new diploma and certification programs in standardization, quality control, and management systems.
- Collaborate with national and international standardization and certification bodies (e.g., PSQCA, ISO, PNAC).
- Organize seminars, workshops, and training sessions on standards and quality management.
- Align academic programs with current international standards and industry requirements.
- Oversee quality control measures across training programs and institutional processes.
- Support internal and external audits, certifications, and accreditations (e.g., ISO 9001).
- Monitor training quality through performance indicators, feedback, and continuous improvement.
- Strengthen industry-academia linkages to enhance program relevance and professional engagement.
- Provide technical support, consultancy, and training in standardization, certification, and quality systems.
- Facilitate capacity-building initiatives for faculty, staff, students, and industry professionals.
- Prepare and present strategic reports, proposals, and documentation for institutional planning and external stakeholders.

Focal Person, ORIC

May 2023 – Present

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

- Serve as liaison between IQTM and the Office of Research, Innovation & Commercialization (ORIC).
- Facilitate research proposals and funding applications.
- Support faculty and students in research and innovation activities.
- Coordinate workshops and seminars on research and commercialization.

- Promote industry-academia linkages.
- Collect and report research data (publications, projects, patents).
- Share ORIC updates, notifications, and funding opportunities.
- Assist in organizing research expos and related events.
- Ensure implementation of ORIC policies and initiatives, and report activity to ORIC and IQTM leadership.

Assistant Controller / Officer Incharge, Examinations

Dec 2021 – Jun 2026

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

- Organized and managed all examination activities.
- Prepared date sheets, schedules, and invigilation plans.
- Ensured secure handling of examination papers and results.
- Coordinated with the Controller of Examinations' office.
- Compiled and submitted results accurately and on time.
- Maintained examination records and student data, and addressed student queries.

Assistant Manager & Executive

2017 – 2023

PTCL Group, Lahore, Pakistan

- Managed sales operations at the 1236 Helpline.
- Managed complaints handling at the 1218 Helpline for a customer base of 1.4+ million.
- Developed the One Window System and the Service Management Platform (SMP).
- Implemented an Intelligent Ordering System and 5S quality management tools.
- Led ISO 9001:2015 compliance efforts and annual internal/external audits.
- Prepared SOPs and job descriptions for staff at the 1218 Helpline.

Assistant Superintendent

Dec 2015 – Present

Ch. Rehmat Ali Hall, Boys Hostel No. 14, Hall Council, University of the Punjab, Lahore, Pakistan

- Assist the Warden and Superintendent in hostel administration and day-to-day operations.
- Supervise daily hostel activities and enforce discipline and adherence to hostel rules.
- Coordinate with hostel staff (clerical, mess, security, janitorial) for efficient service delivery.
- Monitor maintenance of facilities (electricity, plumbing, cleanliness) and report issues promptly.
- Manage room allotments, record-keeping, and resident databases.
- Address student concerns related to accommodation, safety, and interpersonal matters.
- Oversee visitor control, gate entry logs, and resident verification procedures.
- Organize cultural, academic, and recreational activities to promote community engagement.
- Conduct regular inspections to maintain a safe, clean, and inclusive environment.
- Liaise with university departments (maintenance, security, admin) on hostel requirements and support official inspections and audits.

Visiting Lecturer

2015 – 2017

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

- Taught courses as required by the Institute.
- Managed and supervised research projects from planning through completion.
- Coordinated with team members to keep projects and tasks on schedule.
- Supported data collection for research projects and reported progress to supervisors and committees.
- Provided teaching support to faculty and represented the University of the Punjab at international conferences.
- Published research articles and papers.

Audit Officer (with additional charge of Trainee Area Sales Manager)

2013 – 2014

Gourmet Foods, Lahore, Pakistan

- Managed risk and reported issues via audits of stock, wastage, and returns.

- Supported anti-fraud programs and safeguarded company assets.
- Implemented an Intelligent Ordering System and 5S quality management tools.
- Worked across Sales & Operations to support lean manufacturing and meet sales targets.
- Prepared SOPs, job descriptions, and cash reconciliation reports for sales and petty cash.
- Collected customer feedback, supported business development, and trained new employees.

Assistant Admin Officer

2010 – 2013

The Educators, Al-Qadir Campus (Boys), Lahore, Pakistan

- Maintained records of all work completed.
- Coordinated with other departments to complete assignments.
- Guided staff and resolved queries.

EDUCATION AND TRAINING

Ph.D., Total Quality Management

2017 – 2026

University of the Punjab, Lahore, Pakistan · EQF Level 8

M.S., Total Quality Management

2013 – 2015

University of the Punjab, Lahore, Pakistan · EQF Level 7

B.S., Business Administration (Major: Marketing)

2009 – 2013

COMSATS Institute of Information Technology, Lahore, Pakistan · EQF Level 6

LANGUAGE SKILLS

Mother tongue: Urdu

English: C1 across Listening, Reading, Writing, Spoken Production, and Spoken Interaction (Proficient User)

SKILLS

Core Competencies: ISO Auditing & Documentation · SOP & Policy Development · Research & Thesis Supervision · Quality Tools (5S, QMS, CRM) · Service Management Systems

Software & Tools: MS Office · SPSS · STATA · NVivo

PUBLICATIONS

Strategic Ingredients for Innovation: The Mediating Role of Knowledge Management and the Moderating Role of Management Support in Organizational Culture

Aslam, A., Awan, M. U., & Lodhi, A. S. · The Journal of Educational Paradigms, Vol. 7, Issue 1, pp. 312–322 (2025) [\[DOI\]](#)

A Moderated Mediation Effect of Symbolic and Substantive Preventive Actions on Employees' Preventive Behavior in the Context of COVID-19

Asif Nawaz, Shuaib Ahmed Soomro, Samar Batool, Hira Rani, Arsalan Aslam · Analyses of Social Issues and Public Policy, Vol. 23, Issue 1, pp. 106–128 (2022)

Development of Service Quality Scale in Telecom

Arslan Aslam · Mehran University of Engineering and Technology, Jamshoro, Sindh, Pakistan (2017)

Impact of Organizational Justice & Perceived Creative Performance: Mediating Role of Employee Innovative Behavior

Muhammad Salman, Mula Nazar Khan, Uzair Mufti, Fahad Islam, Arslan Aslam · International Journal of Scientific and Research Publications, Vol. 6, Issue 6, pp. 490–495 (2016) · IJSRP Inc.

CONFERENCES AND SEMINARS

19–21 Aug 2024	International Conference on Occupational Health and Safety and Sustainable Business Practices , National University of Modern Languages & Kohsar University (<i>Presenter</i>)
23–25 Aug 2017	9th South Asian International Conference , COMSATS Institute of Technology Management (<i>Presenter</i>)
20–22 Feb 2017	1st International Conference on Industrial Engineering and Management Applications , Mehran University of Engineering and Technology (<i>Presenter</i>)
15–16 Dec 2016	1st International Conference on ICBEM 2016 , Sukkur Institute of Business Administration (<i>Presenter</i>)
24–26 Aug 2016	8th South Asian International Conference , COMSATS Institute of Information Technology (<i>Participant</i>)

PROFESSIONAL CERTIFICATIONS

Mar 2025	Lead Auditor, ISO 9001:2015 Quality Management System , BGMC [verify]
Feb 2025	Introduction to Fire Safety Significance , BGMC
Nov 2024	Professional Diploma in Management Systems and Standards , FQISE, University of the Punjab
2024	Professional Diploma in Food Safety Management Systems & Standards , University of the Punjab
23 Nov 2023	Mixed Methods Research using SPSS and NVivo Software , ORIC, University of the Punjab
Jun 2019	Developing Effective Strategist Training , PTCL Training Center
Nov 2018	One-Day Training Workshop on Tunnel Framing , Institute of Agricultural Sciences, University of the Punjab
Aug 2018	Selling Skills Training for Interns , PTCL Training Center
Jun 2018	Developing Managerial Excellence Training , PTCL Training Center
9–10 Mar 2018	Strengthening HEIs' Daily Operations: The ISO 21001 EOMS Way , Quality Systems International
Mar 2018	Certified Educational Organization Management System (EOMS) Professional , Impact Performance Solutions, covering Food Safety Management Systems (ISO 22000 & HACCP), Food Safety System Certification (FSSC 2200), and Halal Management System (PS 3733) & Auditing (ISO 19011)
23–25 Nov 2017	2-Day Workshop on Research Proposal and Thesis Writing , University of the Punjab
12–13 Dec 2017	The Science and Art of Literature Review in Research , University of the Punjab
17–19 Apr 2017	Research Methodologies and Techniques for Social Issues , AHK National Center for Rural Development, Pakistan
10–14 Apr 2017	5-Day Training Course on Solid Waste Management , AHK National Center for Rural Development, Pakistan
17–18 Jan 2017	Quality Management System Design and its Auditing , PTCL Training Center
21–25 Nov 2016	4th In-Service Faculty Training Program , University of the Punjab, Lahore
17–18 Dec 2016	Case Teaching and Case Writing , Sukkur Institute of Business Administration
Mar 2016	One-Year Development Program , PTCL Training Center
6 Oct 2015	Time Management Training for Interns , PTCL Training Center
4–5 Jun 2015	SIEBEL CRM Order Management Training , PTCL Training Center
25–26 Mar 2015	Interns Orientation Training, Batch 03 , PTCL Training Center
Sep – Dec 2014	Amal Career Prep Fellowship , Amal Academy
Sep 2008	Diploma of Office Management , Pakistan College of Commerce

RESEARCH & THESIS SUPERVISIONS

Preanalytical Quality Indicator Benchmarking in Pakistan

Hafiza Sidra Miraj Din · Roll No. MS TQM42F24

Enhancing Service Quality and Employee Productivity through Generative AI: A Model-Based Study in the Service Sector

Mehak Shahzad

Evaluating the Role of Electronic Health Records in Strengthening Quality Management Systems and Enhancing Hospital Performance: A Study of Hospitals in Punjab, Pakistan

Muhammad Mubashir · Roll No. MSTQM0472023 · Session 2023–2025

Scalability, Ethics, and Integration Challenges in AI-Driven Quality Management Systems: Examining the Mediating Role of Cost Effectiveness

Fareed Ul Hassan · Roll No. MSTQM67F23 · Session 2023–2025

An Assessment of Total Quality Management in the Manufacturing Industry: The Case of Punjab, Pakistan

2016 – 2018

An Integral Linkage of Quality and Productivity: Fast-Tracking Innovation within SMEs to Achieve Business Excellence

2016 – 2018

Implementation of TQM Principles in the Plastic Manufacturing Industry of Pakistan

2014 – 2016