

# Dr. Iram Fatima

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<b>Statement of Purpose</b>		
<ul style="list-style-type: none"><li>• Ability to thrive in an esteemed organization where remuneration and rewarding on dedication, hard work and performance and keep in touch with the new accomplishments in the professional arena of learning management, will ensure me to enhance my career and shape out my skills.</li><li>• Being a passionate researcher and young scholar it will be a good opportunity to enhance the skills and serve the nation if opportunities will be provided.</li><li>• To work with students, faculty, staff and other stakeholders, preserve and share knowledge, and values in varied cultures, diverse social and ethnic backgrounds and learn from them.</li><li>• To be a more competent and caring educator and administrator while serving within HEI's and to be an asset in research and development.</li></ul>		
<b>Academics</b>		
PhD (Total Quality Management)	1 <sup>st</sup> Div.	2012-2019
MS (Total Quality Management)	1 <sup>st</sup> Div.	2011
Master in Health Administration	1 <sup>st</sup> Div.	2009
B.Sc. Medical Lab Technology	1 <sup>st</sup> Div.	2005
F. Sc.	1 <sup>st</sup> Div.	2002
S.S.C.	1 <sup>st</sup> Div.	1999
<b>Diplomas and Trainings</b>		
1. Diploma in Spoken English	A +	2009
2. Training for Capacity building by Punjab Health Care Commission for hospital accreditation		2014
3. Six Sigma Principles, (Coursera)		2022
4. NAHE training for National Faculty Development Program (NFDP)		2021
5. Six Sigma (White Belt) Certificate		2021
<b>Professional Experience</b>		
<b>Research Officer</b>	IQTM, University of the Punjab, Lahore	3-5-2023 to todate
<b>Assistant Professor</b>	Riphah International University, Lahore campus	01-10-2021 to 3-5-2023
<b>Research officer/assistant</b>	SBS, University of the Punjab, Lahore	2007-2012
<b>Medical Technologist</b>	Shaukat Khanum Memorial Cancer Hospital & Research Centre Lahore	2006-2007

<b>Faculty member &amp; Medical Technologist</b>	Ace Institute of Health Sciences, Lahore	2005-2006
<b>Courses Taught ((2021-2023))</b>		
1. Total Quality Management (TQM)		(Under grad students)
2. Human Resource Management (HRM)		(Grad & under grad students)
3. Strategic Human Resource Management (SHRM)		(Under grad students)
4. International Human Resource Management (IHRM)		(Grad students)
5. Advance Topics in Human Resource Management		(Grad students)
6. Negotiation and Conflict Management		(Grad students)
7. Strategic Management and Business Policy		(Under grad students)
8. Principles of Management		(Under grad students)
9. OB & HRM for Engineering Firms		(Grad students)
10. Operations Management		(Under grad students)
11. Engineering Economics		(Under grad students)
<b>New Course designed</b>		
Service Management	RSBM, RIU, Lahore	2023
<b>Administrative Experience (2021-2023)</b>		
1. BASR management for MS students of PM, EM & MS at Riphah International University, Lahore		
2. Deputy Superintendent Examination for undergrad students at Riphah International University, Lahore		
3. Focal Person & Coordinator for NBEAC Accreditation at Riphah International University, Lahore		
4. Executive member of literature society at Riphah International University, Lahore		
5. Cluster head of HR & OB at Riphah International University, Lahore		
6. Member Curriculum Review Committee at Riphah International University, Lahore		
7. Member Disciplinary Committee at Riphah International University, Lahore		
8. Member QEC Team at Riphah International University, Lahore		
<b>Awards/ Distinctions</b>		
<ul style="list-style-type: none"> <li>• Selected amongst “New Voices of Quality” by American Society for Quality (ASQ), in November 2016 Quality Progress.</li> <li>• 1<sup>st</sup> position for best poster presentation, International Public Health Conference, 2016, ‘Public Health education and Research’ Shaikh Zayed Hospital, NIKD Auditorium, Lahore, Pakistan.</li> <li>• 3<sup>rd</sup> Position for best oral presentation award, International Public Health Conference, 2016, Shaikh</li> </ul>		

Zayed Hospital, NIKD Auditorium, Lahore, Pakistan.

- 2<sup>nd</sup> position for best Poster presentation, 11th Biennial Conference, “Molecular Biosciences- Challenges and opportunities, 25-28 November, 2013, School of Biological Sciences, University of the Punjab, Lahore.
- 1<sup>st</sup> female PhD Graduate of IQTM, University of the Punjab, Lahore.
- 2<sup>nd</sup> position in Master in Health Administration and receive merit certificate

### Research Contribution

1. Iffat Aziz, Muhammad Shafiq & **Iram Fatima**, Investigation of knowledge management and firm competitiveness: core competence as a mediator [version 1; peer review: awaiting peer review]. *F1000Research* 2022, 11:1114. (<https://doi.org/10.12688/f1000research.124459.1>)
2. Iffat Aziz, Muhammad Shafiq & **Iram Fatima**, Conceptual frame of the impact of knowledge management on firm competitiveness: A Systematic literature review; 2023, Paper under review.
3. Muhammad Shafiq, Muhammad Naeem Azhar, Zartasha Munawar & **Iram Fatima** (2017) “Hospitals’ service quality assessment in Asian Context; An empirical evidence from Pakistan”, *Inquiry. The Journal of Health Care Organization, Provision, and Financing*. <https://doi.org/10.1177/0046958017714664>.
4. **Iram Fatima**, Ayesha Humayun, Muhammad Imran Anwar & Muhammad Shafiq, (2018) "Evaluating Quality standards’ adherence in surgical care: a case study from Pakistan" *International Journal for Quality in Health Care*. Vol 30, Issue 2, Pages 138–144, <https://doi.org/10.1093/intqhc/mzx179>.
5. **Iram Fatima**, Ayesha Humayun, Usman Iqbal, Muhammad Shafiq, (2018) Dimensions of service quality in healthcare: a systematic review of literature, *International Journal of Health Care Quality Assurance*. *International Journal for Quality in Health Care*, mzy125, <https://doi.org/10.1093/intqhc/mzy125>.
6. Hassan Javed, Mahum Imran, Qurrat-ul-Ain Nazir, **Iram Fatima**, Ayesha Humayun, Increased trend of unnecessary use of radiological diagnostic modalities in Pakistan: radiologists perspective, *International Journal for Quality in Health Care*, Volume 31, Issue 9, November 2019, Pages 712–716, <https://doi.org/10.1093/intqhc/mzy234>.
7. Muhammad Shafiq, **Iram Fatima**, Zartasha Munawar, (2018) Measuring Functional Service Quality of Hospitals by Using SERVQUAL: A South Asian Perspective, *Quality and Business Management Conference Proceedings*, 342.

8. Asima Ayyub, Mahjabeen Saleem, **Iram Fatima**, Asma Tariq, Naghma Hashmi, Syed Ghulam Musharraf, 2016, *The International Journal of Biochemistry & Cell Biology*, 70, Pages 68–75.
9. Saba Ghazanfar, **Iram Fatima**, Muhammad Aslam, Syed Ghulam Musharraf, Nicholas E. Sherman, Christopher Moskaluk, Jay W. Fox, M. Waheed Akhtar, Saima Sadaf, 2017, *Journal of Proteomics*, 152, 33–40.
10. **Iram Fatima**, Saima Sadaf, Syed Ghulam Musharraf, Naghma Hashmi & Muhammad Waheed Akhtar, 2017, *Scientific Reports*, 7, Article number: 40943.
11. **Iram Fatima**, Ayesha Humayun, Muhammad Imran Anwar, Adil Iftikhar, Muhammad Aslam & Muhammad Shafiq (2017) How patients perceive and expect the quality of surgery, diagnostics and emergency services in tertiary care hospitals? An evidence of gap analysis from Pakistan, *Oman Medical Journal*.
12. Asma Tariq, Rana M. Mateen, **Iram Fatima** and M. Waheed Akhtar (2018). Calreticulin is Differentially Expressed in Invasive Ductal Carcinoma: A Comparative Study, *International Journal for Quality in Health Care*. Current proteomics. Article published.
13. Shahzadi Noreen, Qurratulann Afza Gardener, **Iram Fatima**, Saima Sadaf, Muhammad Waheed Akhtar (2019) Up-Regulated Expression of Calcium Dependent Annexin A6: A Potential Biomarker of Ovarian Carcinoma, *Proteomics. Clinical applications*. <https://doi.org/10.1002/prca.201900078>.

#### Conference Presentations

1. **Oral Presentation**, International Conference on REVAMPED SCIENTIFIC OUTLOOK OF 21 CENTURY, 12 October, 2022, Rawalpindi Women University, Rawalpindi, Pakistan.
2. **Organized and delivered an Oral presentation** in the seminar entitled “The Role of Big Data in HealthCare-Quality 4.0” (2022) Organized by Riphah School of Business & Management (RSBM), conference room, ground floor, Raiwind Road, Lahore.
3. **Oral Presentation**, Research Fest 2022, 16-17 August, 2022, NIKD Auditorium, Shaikh Zayed Post Graduate Medical Institute, Lahore, Pakistan.
4. **Poster Presentation**, Research Fest 2022, 16-17 August, 2022, NIKD Auditorium, Shaikh Zayed Post Graduate Medical Institute, Lahore, Pakistan.
5. **Oral presentation**, 11th Biennial Conference, “Molecular Biosciences-

Challenges and opportunities, 25-28 November, 2013, School of Biological Sciences, University of the Punjab, Lahore.

6. **Poster presentation**, 12th Shaukat Khanum Cancer Symposium, 29 Nov. - 01 Dec. 2013, Pearl Continental, Lahore.
7. **Poster presentation**, International conference on “Biotechnology: Prospects & Challenges in Agriculture, Industry, Health & Environment, 22-26 April, 2013, NIBGE, and Faisalabad.
8. **Poster presentation**, “Celebrating 150th Anniversary of KEMU” 30th Annual Scientific Symposium Jointly Organized by KEMU / KEMCAANA / APPNA, 27-28 December 2010, King Edward Medical University, Lahore.
9. **Poster presentation**, 10th Biennial Conference, “Bimolecular Sciences in Development, 1-5 December, 2010, KIBGE, University of Karachi, Karachi.
10. **Practical demonstration of experiments, International workshop** “Separation Science and the Omics” 6-10 April, 2009, School of Biological Sciences, University of the Punjab, Lahore.

#### **Conference, Seminars Participated**

1. “Emerging Challenges in Academia-Industry Linkages”, June, 2022, Office of Research Innovation & Commercialization (ORIC), Riphah International University, Lahore.
2. Online symposium, “Advances in Drug Discovery and Development” on October 28–29, 2021, Technology Networks.
3. 19th Shaukat Khanum Cancer Symposium, 2020, online, Shaukat Khanum Memorial Cancer Hospital & Research Centre, Lahore, Pakistan.
4. Workshop on “Introduction to Biostatistics”, Dec 05-07-2016, Department of public health and community medicine, Shaikh Zayed Post Graduate Medical Institute, Lahore, Pakistan.
5. Workshop on “Systematic Reviews-Theory and Practice”, Dec 05-07-2016, Department of public health and community medicine, Shaikh Zayed Post Graduate Medical Institute, Lahore, Pakistan.
6. Workshop on “Bioethics and Evidence-based Medicine” July 08-11, 2015, Department of public health and community medicine, Shaikh Zayed Post

Graduate Medical Institute, Lahore, Pakistan.

7. Workshop on “Reference Management and writing a literature review” May 25-26, 2015, Department of public health and community medicine, Shaikh Zayed Post Graduate Medical Institute, Lahore, Pakistan.
8. Workshop on “How to publish your Research” October 13-14, 2014, University of the Punjab, Lahore, Pakistan.
9. Workshop on “Reference management using EndNote X7” October 10-11, 2014, University of the Punjab, Lahore, Pakistan.
10. International symposium “Tuberculosis – Epidemiology, Diagnostics and Therapeutics” November 04, 2011, School of Biological Sciences, University of the Punjab, Lahore.
11. International symposium “Working with Proteins in Post-genomic Era” 6-10 January, 2010, School of Biological Sciences, University of the Punjab, Lahore.
12. 9th PSBMB International Conference on Advance in Biochemistry and Molecular Biology, 17-20 December, 2008, Arid agriculture University Rawalpindi, Pakistan.

#### **Reviewer: Reviewer for a Journal**

2021: BMJ Open quality (International)

2021: BMC Medical Informatics and Decision Making (International)

2021: Sage Open

2023: The International Journal of Health Planning and Management

#### **Mentorship**

Mentoring of students as per RAS model in RSBM, RIU, Lahore

#### **Co-curricular activities**

Editor in Chief National Academy of Young Scientists E-Bulletin April 2014 to March 2016

Editor Jobs National Academy of Young Scientists E-Bulletin July 2011 to March 2016

#### **Thesis Supervised (2021-2023)**

1. Tanzeel Qiaser MS EM Big data and firm Performance: An empirical study from Pakistan

2. Muhammad Umer Khan MS EM Big data and telecom sector.

#### **Internship & Final semester Project Supervised (2021-2023)**

**Internship reports of students at various organizations:**

Millet Equipment, Scatex, Heritage International College, WWF

**Final Semester Projects linked with various industries and respective courses****Projects, grants won**

1. HEC Indigenous Fellowship, Phase II. 2012-2016.

**2. Travel grant** of 13,000.00 for Oral Presentation, International Conference on REVAMPED SCIENTIFIC OUTLOOK OF 21 CENTURY, 12 October, 2022, Rawalpindi Women University, Rawalpindi, Pakistan from ORIC Riphah International University, Lahore.

**Membership & Community Work**

American Society for Quality (ASQ) member: 2014-2016

Volunteer work and community contribution at tertiary care hospital 2014

**Personal Data**

**Marital Status:** Single

**Nationality:** Pakistani