

## Brief Biography – Rafikul Islam

Rafikul Islam has the distinction of finishing first in his university Masters degree in Applied Mathematics and received the '*First Class First*' award. Subsequently, he obtained Ph.D. in Operations Research from Indian Institute of Technology, Kharagpur in 1996. He qualified at the *Graduate Aptitude Test in Engineering* (GATE) conducted by the Government of India and obtained 97.74 percentile score. Rafikul has a total of 12 years of experience in teaching and research at the university level. Presently, he is working as a *Professor and Deputy Dean (Academic Affairs)* at the Faculty of Economics and Management Sciences of International Islamic University Malaysia (IIUM). He served as the *Head of Master of Management Program* at the Management Centre for two years and also Head of the Department of Business Administration of IIUM for two years. In addition to the above administrative positions, he also served as a *Research Coordinator* at the faculty level, IIUM for two years. Prior to these assignments, he worked as a lecturer at the Department of Computer Science and Engineering of Birla Institute of Technology and Science - Pilani, India.

Rafikul has taught several courses in Business and Information Technology at both the undergraduate and masters level. The list of courses taught includes Decision Science, Quality Management, Operations Management, Business Statistics, Management Information System, Programming Languages, Data Structures, Computer Based Simulation and Modeling. He is a member of Management Science/Operations Research Society of Malaysia and life member of Indian Society of Technical Education.

Rafikul has published about 25 research papers in international journals that include *European Journal of Operational Research*, *International Journal of Business Information Systems*, *IIUM Journal of Economics and Management*, *Journal of International Business and Entrepreneurship Development*, *Asia-Pacific Management Review*, *Ricerca Operativa*, *Malaysian Management Review*, *Journal of Engineering Manufacture*, *Military Operations Research*, *Planning Malaysia*. He is a regular writer in the Appointments page of the popular Malaysian daily *New Straits Times* and frequent presenter at *Asia Business Forum*.

He has attended international conferences in countries belonging to five continents: Asia, Europe, North America, South America, Africa and presented research papers. He has published two books: *Essentials of Management Science* published by Thomson, Singapore and *The Analytic Hierarchy Process : An Effective Multi-criteria Decision Making Tool* published by IIUM Press. He received *IIUM Quality Research Award* in 2006. He is a member of editorial board of *International Journal of Business Systems and Research (IJBSR)*, *Journal of International Business and Entrepreneurship Development (JIBED)*, and *IIUM Journal of Economics and Management*. His areas of research interest include Multiple Criteria Decision-Making; Quality and Operations Management.

Rafikul has the extensive experience in conducting training programs for planners on *Spatial Planning and Decision Support Systems*. He was a member of the Malaysian team that participated with the project *Expanding Expertise Network for generating and sharing knowledge related to Spatial Planning And Decision Support (ENSPADS)*, funded by European Union in 2003.

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## CURRICULUM VITAE: RAFIKUL ISLAM\*

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**Rafikul Islam, Ph.D.**  
**Professor of Management Science**

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International Islamic University Malaysia  
P.O. Box 10, 50728 Kuala Lumpur  
Malaysia

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### Personal Information

Name : Prof. Dr. RAFIKUL ISLAM

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P.O. Box 10, 50728 Kuala Lumpur  
MALAYSIA

Tel: +(60)(3) 6196-4790/4791 (Office)

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rafik500@yahoo.com

Nationality : Indian

Marital status : Married with two children

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\* February, 2009

## **Academic Qualifications**

Ph.D. in Operations Research, Indian Institute of Technology – Kharagpur, 1996

M.Sc. in Applied Mathematics, University of Calcutta, 1988 (**First class and First rank**)

B.Sc. (Honours) in Mathematics, University of Calcutta, 1985 (First class)

## **Academic Qualifications (others)**

Graduate Aptitude Test in Engineering (GATE), conducted by Ministry of Education, India, 1990 (percentile obtained: 97.74).

National Eligibility Test (NET) for Lectureship in Universities, Government of India, 1995.

## **Teaching Experience**

Lecturer, Department of Computer Science and Engineering, Anjuman Engineering College for Men, Karnataka, India, 1995-1996

Lecturer, Department of Computer Science and Engineering, Birla Institute of Technology and Science (BITS), Pilani, India, 1996-1997.

Professor, Department of Business Administration, Faculty of Economics and Management Sciences, International Islamic University Malaysia, June, 2006 - (Assistant Professor: January, 1998 to June, 2001; Associate Professor: July, 2001 to May, 2006).

### **Courses taught:**

#### Undergraduate

- Decision Science
- Total Quality Management
- Operations Management
- Operations Research
- Theory of Probability & Statistics
- Information Technology
- Development and Use of Computer Software
- Data Structure
- C Language

#### Postgraduate

- Total Quality Management

- Operations Management
- Management Information Systems
- Business Statistics
- Computer Based Simulation & Modeling

#### **Courses developed at IIUM**

- Management Science
- Advanced Management Science
- Supply-chain Management
- Project Management
- Total Quality Management

### **Academic Administrative Experience**

Research Coordinator, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003-2005.

Head, Master of Management, Management Centre, International Islamic University Malaysia, 2004-2005 (this position was held along with faculty research coordinatorship)

**Head, Department of Business Administration**, Kulliyah of Economics and Management Sciences, International Islamic University Malaysia, 2005 (1<sup>st</sup> July) - 2007 (up to 31<sup>st</sup> May).

**Deputy Dean (Academic Affairs)**, Kulliyah of Economics and Management Sciences, International Islamic University Malaysia, 2007 (1<sup>st</sup> June) - .

### **Academic Administrative Experience (Others)**

Member, Faculty Computer Committee, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003-2006

Member, Faculty ISO Committee, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2003.

**Secretary, International Seminar on Macroeconomics from an Islamic Perspective**, jointly organized by the International Islamic University Malaysia and Islamic Research and Training Institute (IRTI), 2004, Jeddah, Saudi Arabia.

Member, Program Committee, Management Centre, International Islamic University Malaysia, 2005-2008.

Member, Project Committee, Management Centre, International Islamic University Malaysia, 2005-2007.

Member, Faculty Promotion Board, International Islamic University Malaysia, 2007-2008.

Coordinator, Faculty Commemorative Book, 2008, 25<sup>th</sup> Year Anniversary, International Islamic University Malaysia.

**Chairman, Organizing Committee**, International Conference on Management of Resources in Muslim Countries: Challenges and Prospects, jointly organized by Kulliyah of Economics and Management Sciences and International Institute of Muslim Unity, 2009.

Member, Senate of International Islamic University Malaysia, November 01, 2008 – continuing

## **Awards**

National Scholarship, Government of India, 1985.

Research Fellowship, Indian Institute of Technology – Kharagpur, 1990-1995.

Quality Research Award, Faculty level, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2006.

**IIUM Quality Research Award** (Social Sciences-based), **University level**, International Islamic University Malaysia, 2006.

2007 AGBA ASEAN Academic Leader by the Academy for Global Business Advancement, Texas A&M University at Commerce, USA.

Silver medal, Exhibition of Research, Research and Innovation 2007 (Pameran Rekacipta, penyelidikan & Inovasi 2007), Universiti Putra Malaysia, 28 September, 2007.

**Outstanding Researcher Award, Faculty level**, Faculty of Economics and Management Sciences, International Islamic University Malaysia, 2008.

Bronze medal, Exhibition of Research, Research and Innovation 2008 (Pameran Rekacipta, penyelidikan & Inovasi 2008), Universiti Putra Malaysia, 29-31 July, 2008.

## **Areas of Research Interest**

### **Multiple Criteria Decision Making**

- Analytic Hierarchy Process
- Goal Programming
- Fuzzy Programming

### **Group Decision Making**

- Nominal Group Technique
- Brainstorming
- Delphi Technique

## **Total Quality Management**

- Benchmarking
- Quality Function Deployment
- Reward and Recognition
- Performance Measurement
- Six Sigma
- ISO 9000 QMS
- Statistical Process Control

## **Operations Management**

- Productivity
- Operations Strategy
- Supply-chain Management
- Aggregate Planning
- Just-in-Time
- Six-sigma

## **Publications**

### **Books**

- Islam, R. (2003). *The Analytic Hierarchy Process : An Effective Multi-criteria Decision Making Tool*. Kuala Lumpur: Research Centre, International Islamic University Malaysia.
- Islam, R. (2005). *Essentials of Management Science*, Singapore: Thomson.

### **Journals**

- Islam, R., Biswal, M.P., & Alam, S.S. (1994). The effect of splitting objectives in the analytic hierarchy process. *Ricerca Operativa*, 24(70), 5-25.
- Islam, R., Biswal, M.P., & Alam, S.S. (1995). Determination of local and global weights of alternatives from inconsistent interval judgement matrices. *Ricerca Operativa*, 24(72), 39-56.
- Islam, R., Biswal, M.P., & Alam, S.S. (1995). Determination of weights from pairwise comparison matrices in analytic hierarchy process : a fuzzy programming approach. *Journal of Fuzzy Mathematics*, 3(3), 507-516.
- Islam, R. , Biswal, M.P., & Alam, S.S. (1997). Deriving weights from pairwise comparison matrices by goal programming. *Ricerca Operativa*, 26(79), 3-17.
- Das, S., Islam, R., & Chattopadhyay, A.B. (1997). A simple approach for on line monitoring using analytic hierarchy process. *Proceedings of Institution of Mechanical Engineers Part B : Journal of Engineering Manufacture*, 211, 19-27.

- Islam, R., Biswal, M.P., & Alam, S.S. (1997). Clusterization of alternatives in the analytic hierarchy process. *Military Operations Research*, 3(1), 3-17.
- Islam, R., Biswal, M.P., & Alam, S.S. (1997). Preference programming and inconsistent interval judgment matrices. *European Journal of Operational Research*, 97(1), 53-62.
- Islam, R., Biswal, M.P., & Alam, S.S. (2000). Analysis of inconsistent interval judgment matrices. *Ricerca Operativa*, 29(90), 39-53.
- Khairuddin, Nor Azian and Islam, R. (2000). TQM in business education in Malaysia : A case study based on the application of nominal group technique. *Journal of International Business & Entrepreneurship*, 8(1), 103-124.
- Islam, R. (2002). Modified nominal group technique for group decision making. *IIUM Journal of Economics and Management*, 10(2), 151-177.
- Islam, R., & Ismail, A.Z. (2004). Ranking of employees' reward and recognition approaches: A Malaysian perspective. *Journal of International Business and Entrepreneurship Development*, 2(2), 113-124.
- Islam, R. (2005). Prioritization of ideas in an affinity diagram by AHP: an example of K-economy. *IIUM Journal of Economics and Management*, 13(1), 71-108.
- Sallehi, K., & Islam, R. (2006). An application of decision support system in the Malaysian national physical plan. *Planning Malaysia: Journal of the Malaysian Institute of Planners*, 4, 69-82.
- Ahmed, M., Islam, R., & Al-Wahaibi, S. (2006). Developing quality health-care software using quality function deployment: A case study based on sultan Qaboos university hospital. *International Journal of Business Information Systems*, 1(2), 408-425.
- Islam, R., & Rasad, S. (2006). Employee performance evaluation by the AHP: A case study. *Asia Pacific Management Review*, 11(3), 163-176.
- Islam, R., & Abdullah, A. (2006). Management decision making by the analytic hierarchy process: A proposed modification for large-scale problems. *Journal of International Business and Entrepreneurship Development*, 3(1/2), 18-40.
- Islam, R. (2007). MBNQA criteria in education: Assigning weights from a Malaysian perspective and proposition of an alternative evaluation scheme. *International Transactions in Operational Research*, 14, 373-394.
- Islam, R., Ahmed, M., & Alias, M. (2007). Application of quality function deployment in redesigning website: a case study on TV3. *International Journal of Business Information Systems*, 2(2), 195-216.
- Islam, R., & Barhem, B. (2007). Employee motivation: A comparison between Malaysia and UAE. *Malaysian Management Review*, 42(1), 101-122.
- Ahmed, M., Hussein, R., Minakhatur, R., & Islam, R. (2007). Building consumers' confidence in adopting e-commerce: A Malaysian case. *International Journal Business and System Research*, 1(2), 236-255.

- Islam, R., & Ismail, A.Z. (2008). Employee motivation: A Malaysian perspective. *International Journal of Commerce and Management*, 18(4), 344-362.
- Islam, R., & Mustapha, R. (2008). Organizational approach to total quality management: A case study. *Asian Journal of Business and Accounting*, 1(2), 19-38.
- Islam, R. (2009). Group decision making through nominal group technique: An empirical study. *Journal of Global Business Advancement*, forthcoming.
- Eusuf, M.A., Omar, C.M.C., Din, S.A.M., & Islam, R. (\*\*\*\*). Solid waste generation characteristics in some selected local authorities of Malaysia. Under review
- Eusuf, M.A., Zainon, N., Abdullah, H., Ibrahim, M., & Islam, R. (\*\*\*\*). Construction and demolition wastes and its management: A case study in Klang valley, Malaysia. Under review.
- Islam, R. (\*\*\*\*) Critical success factors of nine challenges in Malaysian vision 2020. Under review.

### **Chapter in Books**

- Islam, R. (2001). Modification of the nominal group technique by using the analytic hierarchy process. In M. Koksalan, & S. Zionts (eds), *Multiple Criteria Decision Making in the New Millennium* (pp. 294-303). Berlin: Springer.
- Sallehi, N.S., & Islam, R. (2009). Spatial AHP for the national physical plan of Malaysia. In D. Geneletti & A. Abdullah (eds), *Spatial Decision Support for Urban and Environmental Planning* (pp. 105-118). Shah Alam: Arah Publications.
- Ahmed, M., Hussein, R., Minakhatun, R., & Islam, R. (2009). Consumers' Perception on E-commerce Security and Privacy: A Malaysian Case. Forthcoming.
- Islam, R. (2009). Modified nominal group technique: What and how. Forthcoming.
- Islam, R. & Saaty, T.L. (2009) The Analytic hierarchy process in transportation sector. In Stanly Zionts and Matthias Erghott (eds), *Multiple Criteria Decision Making* (pp. \*\*-\*). Berlin: Springer.

### **Working Papers**

- Jamal, S., & Islam, R. (2004). Evaluations of suggestions by the analytic hierarchy process. KENMS Occasional Paper, No. 4, pp. 1-24.
- Islam, R., & Salleh, Z. (2008). Operations strategies of a selected fair price shop awards 2004-2005 winners. KENMS Working Paper, No. 3, pp. 1-9.



## Newspaper Articles

- Islam, R. (2002, May 7). Effective group decision making, *New Straits Times*, p. L10.
- Islam, R. (2004, June 26). Making suggestion system work. *New Straits Times*, p. 2 (appointments Section).
- Islam, R. (2004, September 14). Improving through process approach. *New Straits Times*, p. 1 (Appointments section).
- Islam, R. (2005, September 24). Building an effective reward system. *New Straits Times*, p. N6.
- Islam, R. (2005, July 16). Developing effective appraisal system. *New Straits Times*, p. 2 (Appointments section).
- Islam, R. (2006, April 1). Employee motivation guidelines. *New Straits Times*, 01, p.2 (Appointments Section).
- Islam, R. (2006, July 8). Important Brainstorming Rules. *New Straits Times*, p. 2 (Appointments Section).

## Conference Proceedings

- Islam, R., Biswal, M.P., & Alam, S.S. (1996). Integration of the analytic hierarchy process and supertransitive matrix technique. In *National Seminar NEW PERCEP – 96*, Anjuman Engineering College, Bhatkal, India.
- Islam, R. (2000). Identifying and ranking employees recognition ways by nominal group technique. In A. Mustafa & A. Baharum (eds), *Proceedings of National Conference on Management Science/Operations Research* (pp. 278-283), Universiti Sains Malaysia, Penang, Malaysia.
- Samah, M.A.B.A., Manaf, L.B.A., Sulaiman, W.N.A., & Islam, R. (2007). Application of the analytical hierarchy process (AHP) for selecting an appropriate solid waste treatment technology. *Proceedings of The Second National Intelligent Systems and Information Technology Symposium (ISITS '07)*, October 30-31, UPM, Malaysia.
- Islam, R. (2007). Nominal group technique outputs: a longitudinal study. In Khilji *et al.* (eds), *Advances in Global Business Research, Vol. 4, No. 1: Proceedings of the 4<sup>th</sup> AGBA World Congress (jointly organized with 7<sup>th</sup> AAM international Conference)* (pp. 568-574), May 21-25, Penang, Malaysia.
- Islam, R. (2007). Evaluation of TQM programs: A case study. In Nasrudin *et al.* (eds), *Proceedings of the 7<sup>th</sup> Asian Academy of Management International Conference* (pp. 303-311), Nasrudin *et al.* (eds), May 21-25, Penang, Malaysia.

- Islam, R. (2007). Evaluation of suggestions by the analytic hierarchy process: A case study on a public university of Malaysia (soft copy). *Proceedings of the 9<sup>th</sup> International Symposium on the Analytic Hierarchy Process*, Viña del Mar, Chile.
- Samah, M.A.B.A., Manaf, L.B.A., Sulaiman, W.N.A., & Islam, R. (2008). Application of the analytical hierarchy process (AHP): Assigning weights for selecting an appropriate solid waste treatment technology. *Proceedings of The International Conference on Environmental Research and Technology (ICERT 2008)*, May 28-30, Penang, Malaysia.

### Conference Presentations

- Islam, R., Biswal, M.P., & Alam, S.S. (1992). Selection of the best alternative by a stochastic approach. *A One Day Symposium on the Advances of Mathematics*. Indian Institute of Technology, Madras, India, December 22.
- Islam, R., Biswal, M.P., & Alam, S.S. (1993). A decomposition principle in the analytic hierarchy process. *XVI Annual Convention of the Operations Research Society of India*. Utkal University, Bhubaneswar, India, December 06-08.
- Islam, R., Biswal, M.P., & Alam, S.S. (1994). Determination of weights from inconsistent interval judgments : A goal programming approach. *XVII Annual Convention of the Operations Research Society of India*. Indian Institute of Management, Calcutta, India, December 20-22.
- Islam, R., Biswal, M.P., & Alam, S.S. (1996). Integration of the analytic hierarchy process and supertransitive matrix technique. *National Seminar NEW PERCEP – 96*. Anjuman Engineering College, Bhatkal, India.
- Islam, R. (2000). Identifying and ranking employees recognition ways by nominal group technique. *National Conference on Management Science/Operations Research*. Universiti Sains Malaysia, Penang, Malaysia, November 20-21.
- Islam, R. (2000). Identification of major challenges in the new millennium by modified nominal group technique. *15<sup>th</sup> International Conference on Multiple Criteria Decision Making*. Middle East Technical University, **Ankara, Turkey**, July 10-14,
- Islam, R. (2001). Prioritization of ideas in an affinity diagram by AHP. *43<sup>rd</sup> Annual Conference of the Canadian Operational Research Society*. Operational Research Society of Canada, **Quebec City, Canada**, May 6-9.
- Islam, R. (2002). Determination of weights from inconsistent point judgments in AHP : A goal programming approach. *Fifth International Conference on Multiple Objectives Programming and Goal Programming*. International Society of Goal Programming and Multiobjective Programming, **Nara, Japan**, June 04-07.
- Islam, R. (2002). Improving quality in institutions of higher learning through nominal group technique. *National Conference of MS/OR Society of Malaysia*. College University Technology Malaysia (KUSTEM), Kuala Terengganu, Malaysia, May 26-27.

- Islam, R. (2003). Proposition of an alternative scoring scheme for Malcolm Baldrige National Quality Award. *National Conference of MS/OR Society of Malaysia*. University Kebangsaan Malaysia, Malacca, Malaysia, June 24-25.
- Islam, R. (2004). Evaluation of suggestions by AHP: a case study based on a secondary school. *Sixth International Conference on Multiple Objectives Programming and Goal Programming*. International Society of Goal Programming and Multiobjective Programming, **Hammamet, Tunisia**, April 14-16.
- Islam, R. (2005). Employee performance evaluation by the analytic hierarchy process. *International Symposium on Measurement and Evaluation (ISME)*. Research Management Centre, International Islamic University Malaysia, Kuala Lumpur, June 21-23.
- Islam, R. (2005). Employee performance evaluation by the AHP: A case study. *8<sup>th</sup> International Symposium on the Analytic Hierarchy Process*. University of Hawaii, **Honolulu, USA** July 08-10.
- Islam, R. (2005). MBNQA criteria in education: Assigning weights from Malaysian perspective and proposition of an alternative evaluation scheme. *17<sup>th</sup> Triennial Conference of International Federation of Operations Research Societies*. IFORS, **Hawaii, USA**, July 11-15.
- Islam, R. (2006). Employee motivation: A Malaysian perspective. *Third Annual Congress of Association of Global Business Advancement (AGBA)*. Association of Global Business Advancement, Kuala Lumpur, January 4-6.
- Islam, R. (2006). Determining weights in AHP: A fuzzy programming approach. *18<sup>th</sup> International Conference on Multiple Criteria Decision Making*. International Society of Multiple Criteria Decision Making, **Chania, Greece**, July 19-23.
- Islam, R. (2007). Nominal group technique outputs: a longitudinal study. *4<sup>th</sup> AGBA World Congress (jointly organized with 7<sup>th</sup> AAM International Conference)*. Association of Global Business Advancement, Penang, Malaysia, May 21-25.
- Islam, R. (2007). Evaluation of TQM programs: A case study. *7<sup>th</sup> Asian Academy of Management International Conference*. Asian Academy of Management, Penang, Malaysia, May 21-25.
- Islam, R. (2007). Evaluation of suggestions by the analytic hierarchy process: A case study on a public university of Malaysia. *9<sup>th</sup> International Symposium on the Analytic Hierarchy Process*. Creative Decision Foundation, **Viña del Mar, Chile** August 02-06.
- Islam, R. (2008). Identifying and ranking of critical success of the nine challenges of Malaysian vision 2020. *18<sup>th</sup> Triennial Conference of International Federation of Operations Research Societies*, University of South Africa, **Sandton, South Africa**, July 13-18.

### Conference Session Chair

*Eighth International Symposium on the Analytic Hierarchy Process*, July 08-10, 2005, **University of Hawaii, USA**.

*Triennial Conference on International Federation of Operations Research Societies, July 11-15, 2005, Hawaii, USA.*

*International Conference on Management from Islamic Perspectives, May 15-16, 2007, Kuala Lumpur, Malaysia.*

*The 7<sup>th</sup> Asian Academy of Management International Conference, May 21-25, 2007, Penang, Malaysia.*

*18<sup>th</sup> Triennial Conference of International Federation of Operations Research Societies, July 13-18, 2008, Sandton, South Africa.*

## **Supervision**

### **Ph.D. (main supervisor)**

Mohamad Shukri bin Abdul Hamid, Modified Quality Function Deployment Process to Improve Quality of Teaching in Higher Education (in progress)

Mahbubul Haque, Supplier Selection: An Integrated Approach of ANP and Goal Programming (in progress)

### **Ph.D. (Co-supervisor)**

Beik, Irfan Syauqi. Social Impact of Zakat on the Poor's Living Standard in the Province of Jakarta, Indonesia (in progress).

Norasekin binti Ab Rashid (UPM student). Collaboration and Logistics Control in Halal Food Industry Supply Chain (in progress).

### **Masters (MBA, MMgt, M.Sc)**

Khairuddin, Nor Azian, (2000). Improving Effectiveness in Classroom Teaching and Learning at Commerce Department in Ungku Omar Polytechnic, Ipoh, by Using Nominal Group Technique.

Jamal, S. (2001). Implementation of Suggestion System to Overcome the Students Absenteeism Problem.

Saadi, M. (2003). Analysis of Students' Feedback for Continuous Improvement at Admission and Records Division at International Islamic University Malaysia.

Al-Wahaibi, S. (2004). Identifying and Prioritizing Technical Requirements in Developing Quality Health-Care Software Using Quality Function Deployment.

Al-Zakwani, Dhikrayat (2006). Ranking of Employees' Preferred Reward/Recognition and Motivation Approaches: A Comparison between Malaysia and Sultanate Of Oman.

Hossain, Md. Tareq (2007). Operations Management Practices in Islamic Banks of Bangladesh: A Survey.

Islam, Muhammad Khairul (2007). Strengthening Islamic Family Institution: An Application of Quality Function Deployment and Analytic Hierarchy Process.

Wahra, Ali Mohamed (2009). Time Management from an Islamic Perspective: An exploratory study.

### **Bachelor (Executive Bachelor in Business Management, EBBM)**

Rosde, M. (2005). The Viability of Processing Wood to Swan Timber.

Reeduan, M. (2005). Organizational Approach to Total Quality Management: A Case Study Based on a Private Company, Rangkaian Segar Sdn Bhd.

Salleh, Zasali (2005). A Case Study on Identifying the Operation Strategies of a Selected Fair Price Shops Awards 2004-2005 Winners.

### **Research grants**

Principal researcher: Group Decision Making by Improved Nominal Group technique, funded by Research Centre, IIUM (2000) (one year: RM 1000.00)

Principal researcher: Identifying, Ranking and Assessing the Critical Success Factors of Malaysian Vision 2020, funded by Research Centre, IIUM, 2001. (1.5 years: RM 46,000.00)

Principal researcher: Derivation of an Alternative Weighting Scheme of Malcolm Baldrige National Quality Award, funded by Research Centre, IIUM, 2002. (1 year: RM 1000.00)

Principal researcher: Decision Science: Theory and Practice, funded by Research Centre, IIUM, (2002), (8 months, RM 1000.00)

Co-researcher: Reduction of Computational Time in the Analytic Hierarchy Process: A Nominal Group Technique Approach, funded by Research Centre, IIUM (2002), (1 year: RM 10,000.00)

Co-researcher: Expanding Expertise Network for generating and sharing knowledge related to Spatial Planning And Decision Support (ENSPADS), **funded by European Union**, 2003, (2 years: Euro 200,000)

Principal researcher: Identifying and Ranking Employees Preferred Reward and Recognition Ways by Nominal Group Technique, Interview and Filed Survey, funded by Research Centre, IIUM (2004), (1 year, RM 10,000)

Principal researcher: Operations Management Practices in Islamic Banks of Bangladesh: A Survey funded by Kulliyyah of Economics and Management Sciences, IIUM, 2007. (6 months: RM 800.00)

### **Short-term Training Courses Attended**

Computer Oriented Engineering Statistics, Indian Institute of Technology, Kharagpur, May 21 – June 01, 1991.

Probabilistic Operations Research methods: A Computer Oriented Approach, Indian Institute of Technology, Kharagpur, May 24 – June 05, 1993.

Mathematical Programming and Its Applications, Indian Statistical Institute, Bangalore, December 01-14, 1994.

Internal Auditing, International Islamic University Malaysia, July 1-3, 2003.

Structural Equation Modeling, International Islamic University Malaysia, March 22-23, 2006.

Managerial Skills Workshop, International Islamic University Malaysia, February 1-3, 2008.

Your Role as a Factory Supervisor, Supervisory Management and Resource Training, August, 27-28, 2008, Kuala Lumpur, Malaysia.

Effective Problem Solving and Decision Making, May 25-26, 2009, Malaysian Institute of Management, Kuala Lumpur Malaysia.

### **Major Seminars/Workshops attended**

Recognition of Academic Titles and Vocational Qualifications Workshop, organized by International Islamic University Malaysia in collaboration with UK NARIC, December 4-5, 2006

Case Teaching and Writing Workshop, organized by the Department of Business Administration, International Islamic University Malaysia, January 20-22, 2007

Sustainability in the Retail Industry, Organized by National Productivity Corporation (NPC) of Malaysia, PJ Hotel Hilton, January 23, 2007.

ISO 26000: Guidance on Social Responsibility, Organized by Standards Malaysia (under Ministry of Science, Technology and Innovation (MOSTI), Grand Blue View Hotel, Shah Alam, April 13, 2007.

Innovation in Leading Higher Education Quality Management (by Mohammad Zairi), organized by Akademi Kepimpinan Pengajian Tinggi (AKEPT), June 2, 2009, KLIA Pan Pacific, Malaysia.

Creative Thinking (by Edward de Bono), organized by Akademi Kepimpinan Pengajian Tinggi (AKEPT), June 3, 2009, Sunway Hotels and Resort, Kuala Lumpur, Malaysia.

### **Consultancy/Professional Training (as a facilitator):**

Geographical Information System (GIS) and Decision Support System for Jabatan Perancangan Bandar dan Desa Semenanjung Malaysia (JPBD) staff, 23-26 September, organized by the Bureau of Consultancy and Entrepreneurship, International Islamic University Malaysia.

Qualitative and Quantitative Research Analysis at Research Methodology Workshop conducted at the Research Centre, 31 July, 2003

Quality Teaching for Quantitative and Technical Courses at Post graduate Teaching Workshop organized by the Management Centre, International Islamic University Malaysia, 24-25 February, 2004.

Qualitative Research/Introduction to SPSS at Research Methodology Workshop organized by the Management Centre, International Islamic University Malaysia, 18 September, 2004.

Employee Suggestion System, organized by the Management Services Division, International Islamic University Malaysia, 14 June, 2005.

Executive Workshop on Spatial Planning and Decision Support Systems, organized by Centre for Local and Regional Governance, University of Philippines, Manila, 5-9 December, 2005.

A Workshop on Decision Making in Organizations: Introducing the Analytic Hierarchy Process, organized by bSure Solutions, Crown Princes Hotel, Kuala Lumpur, October 30-31, 2008.

### **Invited Talks**

“Multiple Criteria Decision Making”, organized by *Malaysian Association of the Chartered Institute of Marketing*, February 10, 2001, Kuala Lumpur.

“Reward and talent management in the Malaysian perspective”, organized by *Asia Business Forum*, February 6, 2006, Kuala Lumpur.

“Utilizing performance improvement and effective recognition programs to realize organizational and individual potential” organized by *Asia Business Forum*, October 4, 2006, Kuala Lumpur.

“Managing Problems and Making Decisions”, organized by *WAMY Malaysia*, March 15, 2008.

### **Member of International Organizing Committee of International Conferences**

International Conference on Stable and Just Global Monetary System: Viability of Islamic Dinar, August 19-20, 2002, Department of Business Administration, International Islamic University Malaysia, Kuala Lumpur.

International Seminar on Macroeconomics from an Islamic Perspective, September 22-24, 2004, Department of Economics, International Islamic University Malaysia, Kuala Lumpur (worked as the secretary).

Eighteenth International Symposium on the Analytic Hierarchy Process, July 08-10, 2005 **University of Hawaii**, USA.

Ninth International Symposium on the Analytic Hierarchy Process, August 03-06, 2007, **Santiago, Chile**.

International Conference on Management from Islamic Perspectives, May 15-16, 2007, Department of Business Administration, International Islamic University Malaysia, Kuala Lumpur.

International Conference on Management of Resources in Muslim Countries and Communities: Challenges and Prospects, December 4-6, International Institute of Muslim Unity (IIMU), IIUM Campus.

### **Membership of Professional Bodies**

Life member, Indian Society of Technical Education

Member, Management Science/Operations Research Society of Malaysia (MSORSRM)

Member, National geographical Society, USA

### **Member of Editorial Board**

International Journal of Business and Systems Research (2006 -)

Journal of International Business and Entrepreneurship Development (2006 -)

IIUM Journal of Economics and Management (2006 -)

International Journal of Commerce and Management (2008- )

International Journal of Analytic Hierarchy Process (2008- )

### **Reviewer**

European Journal of Operational Research

International Journal of Technology Management



IIUM Journal of Economics and Management  
International Transactions in Operational Research  
Journal of International Business and Entrepreneurship Development  
International Journal of Business and Systems Research  
Journal of Multi-criteria Decision Analysis  
Asian Journal of Business and Accounting  
International Journal of Information Technology and Decision Making  
International Journal of Commerce and Management

### **External Examiner**

#### **Ph.D. thesis**

Sangeetha, S.: A study of the Development and Achievements of Women Entrepreneurs in Chennai, 2006, University of Madras, India.

Sing, M. Govardhana: Progress and Problems of Small Scale Industries in Chennai, 2006, University of Madras, India.

Norsiah Bt. Mat: Cross-functional New Product Development (NPD) Teams: Characteristics, Dynamics and NPD Performance, 2008, Univeristi Sains Malaysia, Malaysia.

Ahmed Salem Naser Al-Eradi: Advanced Data Envelopment Analysis Models for Efficiency Analysis of Seaports, 2009, Univeristi Sains Malaysia, Malaysia.

Halim bin Mad Lazim: Total Productivity Maintenance (TPM) Practices and Manufacturing Performance: The Moderating Effect of Types of Production Processes, 2009, Univeristi Sains Malaysia, Malaysia.

#### **Masters thesis**

Liong, Wong Kong: Business Rules & IT – A Case Study on Ing Insurance Berhad, 2003, International Islamic University Malaysia, Malaysia.

Rawasia, Atif Ahmed: The Role, Determinants and Impact of Foreign Direct Investment in Developing Economics: A Case Study of Pakistan (1975-2005), 2007, International Islamic University Malaysia, Malaysia.

## **Community Service**

Treasurer, Kharagpur Society for Educational & Vocational Advancement (one NGO in West Bengal, India), 1991-1995.

Founding member, Al-Habib Educational & Welfare Trust, Dhubulia, West Bengal, India.

## **Travel**

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