

NABEEL MANDAHAWI

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Executive Summary

An academic and subject matter expert with extensive industrial and service sector expert in supply chain management, operations management, quality and strategy for both public and private sectors in Canada, USA and Jordan. A Professor in Supply Chain Management at Humber Institute of Technology and Advance learning holding a PhD in Industrial Engineering from the University of Texas Arlington a master's in industrial engineering, and bachelor's in mechanical engineering, specialized in Operations Management. Sixteen years of teaching experience at the graduate and undergraduate levels – in Canada, the USA and Jordan with a strong portfolio of publications, refereed papers, conferences and books in Operations, excellence modeling and optimization in the Supply Chain Management field.

More than fifteen years of extensive industrial experience in Supply Chain Management as quality engineer, trainer, and logistic and supply chain management consultant for diverse range of manufacturing, service and healthcare sectors in Canada, the USA and Jordan, and an Operations and Supply Chain Management Consultant at Veilux (The Art of Surveillance), Grand Prairie, Texas, USA since 2014. Applied research funded by the Scientific Research Support Fund, the Faculty for Factory Program, National Funds for Enterprise Support, King Abdullah II Design and Development Bureau (KADDB), and others. An EFQM assessor for Sheikh Khalifa Government Excellence Program, Abu Dhabi Award for Excellence in Government Performance, and King Abdullah II Centre of Excellence for both private and the public sectors. Received the Industrial Engineering and Operations Management (IEOM) Special Recognition Award and the IEOM Faculty Advisor for the years 2019 and 2020 and recently nominated to receive the title of the Honorary Professor of the Academic Union Oxford in the field of science and education for the year 2021.

EDUCATION

Doctor of Philosophy in Industrial Engineering, specialized in Operations Management, University of Texas at Arlington, Department of Industrial, Manufacturing, & Systems Engineering, USA, 2004, (Graduated with a 4.0 GPA)

Master of Science in Industrial Engineering, specialized in Operations Management, University of Jordan, Industrial Engineering Department, Jordan, 2000

Bachelor of Science in Mechanical Engineering, Jordan University of Science and Technology, Jordan, 1997

Nominated to receive the title of the **Honorary Professor of the Academic Union Oxford** in the field of science and education (<https://oau.ebaoxford.co.uk/>)

TEACHING EXPERIENCE

Humber Institute of Technology & Advanced Learning (University of Guelph-Humber), Toronto, Canada

Professor, the Business School

2016-present

- Professor in the Supply Chain Management Program since Jan 2016
- Courses taught and developed: Operations Management, Forecasting and Inventory Management, Transportation and Network Design, Purchasing Management, Product Development and Managing Sustainability in the Supply Chain
- Supervised students in their Supply Chain Management Capstone projects for different sectors such as Wal-Mart, Comark Services Inc., Riedel & McKenna Logistics Center, Enercare Home Service, CIMCO Refrigeration Inc, and others
- Prepared students for the APICS Case competition and the Supply Chain Student Case Competition by the Supply Chain Management Association (SCMA), in 2018 our students placed nationally in student case competitions: in the top-3 at APICS, and top-5 at SCMA
- Participated in the academic program learning outcomes development plan to meet the Ministry of Advanced Education and Skills Development requirements and Humber's 2018-2023 Strategic Plan development to meet the Institutional Learning Outcomes (ILOs)
- Nominated to receive the title of the Honorary Professor of the Academic Union Oxford in the field of science and education for the year 2021
- Selected as an External Evaluator for the Supply Chain Canada 2020 Student Case Competition

Isra University, Amman, Jordan

Associate Professor, Faculty of Engineering

2013-14

- Associate Professor in the Bachelors and Masters of Engineering degree programs
- Courses taught at the Master level Total Quality Management and Advance Statistical Analysis, courses taught at the Bachelor's level Engineering Economy

Hashemite University, Amman, Jordan

Associate / Assistant Professor, Faculty of Engineering

2005-13

- Associate Professor the Industrial Engineering Department from Dec 2011 to June 2013; Assistant Professor from September 2005 to Dec 2011
- Courses taught at the Master level: Advance Human factor, Advance Engineering Safety and Occupational Hazards in addition to Advance Human factor at Jordan University
- Courses taught at the Bachelor level: Operations Management, Probability and Statistics, Engineering Economy, Human factor and Ergonomics, Engineering workshop, Engineering Safety and Occupational Hazards, and others
- Courses taught at the Bachelors level in the Business Department at Hashemite University: Principles of Marketing and International Marketing for around two years
- ABET Committee: Chair (2009-10); Member (2008-09). Prepared for Accreditation Board for Engineering and Technology (an international body which accredits college and university programs in the disciplines of applied and natural science, computing, engineering and engineering technology at the associate, bachelor and master degree levels); developed most of the industrial engineering courses and participated in preparing the Faculty Self-Study Report
- Worked closely with the department faculty members to define course objectives and specify learning outcomes based upon feedback from the advisory committee, industry partners and alumni students' for both the bachelor and graduate courses
- Conducted a set of customized funded consultations from the Scientific Research Support Fund, the Faculty for Factory Program, the National Funds for Enterprise Support, and others

University of Texas at Arlington, Arlington, Texas, USA

Postdoctoral Associate Research Fellowship/ Graduate Research Assistant,

Department of Industrial, Manufacturing, & Systems Engineering

2003-05

- Full time researcher in Operations Management developing new heuristics and dispatching rules to minimize multi-performance measures under sequence dependent setup time constraint (NP-hard problem)
- Assist faculty to teach and prepare class notes for both operations management and operation research
- Built-up a Decisions Support System (DSS) to simplify the evaluation process for eleven heuristics over a wide range of performance measures using Java

INDUSTRIAL EXPERIENCE

Reference Consultation & Business Development Co., Amman, Jordan

Operational Excellence Consultant

2009-14

- Established the first consulting and training department in operational excellence improvement in a leading international consultation and training organization with four branches: Jordan, UAE, Sudan and Libya
- Accomplished a set of continuous improvement projects for the manufacturing and healthcare sectors: hospitals, vehicle manufacturing, food industry, cable manufacturing, plastic manufacturing, steel manufacturing, medical manufacturing, paper manufacturing, petrochemical manufacturing and others
- Conducted training courses: Lean Manufacturing, Six Sigma, Supply Chain Management, Simulation Modeling, Quality Control and Quality Improvement, Inventory Management, Business Process Reengineering, and Balanced Score Card
- Managed a team of consultants from cross functional departments on consulting projects to build customized operations management models using Lean Six Sigma tools, knowledge in data collection, analysis and problem solving tools in addition to define and measure clear KPI'S

Union Mills for Yarn and Carpet (Kalouti Group), Amman, Jordan

Quality Assurance Engineer

1997-2001

- Conducted frequent analysis of production line raw materials to ensure quality; enacted changes to production lines to improve yarn quality and reduce production costs
- Developed new recycles plans to minimize polypropylene waste
- Improved product quality and working procedures by conducting internal audits for the entire company to insure its commitment to the ISO 9000 management system and report internal audit corrections
- Built the ISO 9000 system for the entire company utilizing **SGS Yarsley International Certification Services Limited**
- Reviewed, reported and communicated with production department, maintenance department to solve quality issues and improve process capability and product quality where possible
- Produced and executed new recycles plans with the production department to minimize polypropylene waste.
- Implemented few changes on the production lines to improve yarn quality and reduce waste with the production and maintenance department
- Directed part of the HAPPI management system in the maintenance department to increase employee productivity and production rate
- Holds regular status meetings with team members and track project milestones and deliverables inside the Quality Department

RESEARCH GRANT and CONSULTATIONS

Sponsored Consultations and Research Grants in the Manufacturing Sector:

- Developed a comprehensive demand planning and forecasting management model for **Vessi Footwear Company**, Funded by Vessi footwear, Canada
- Minimized non-value added activities for **National Paints Factory (One of Al-Sayegh Group Investments companies)** through a customized time and motion study, simulation model and Lean manufacturing tools. Funded partially by the Faculty for Factory Program
- Increased production efficiency and improved quality rate for **Quality Food Company Ltd., (One of Nuqul Group Companies)** by applying Six Sigma Methodology (DMAIC) in addition to SPC tools using Minitab software. Funded by The Faculty for Factory Program
- Minimized production cost and increased customer satisfaction level by applying Lean Management using Six Sigma Methodology for **Perfect Printing Press Co. Ltd. (One of Nuqul Group Companies)**. Funded by The Faculty for Factory Program. The project has been submitted for the Quality Day among Nuqul Group Companies
- Evaluated and modified current Bill of Material (BOM), Material Required Planning (MRP) and Master Production Schedule (MPS) and warehouse management system for **Jordan Light Vehicle Manufacturing (JLVM) Company**, Funded by JLVM Company
- Minimized weight variation for Baby-Lido Diaper Manufacturing Company for **Fine Hygienic Paper Company (One of Nuqul Group Companies)** by Six Sigma Applications, Funded by Fine Hygienic Paper Company
- Municipal Financial Management Information System (MFMSIS) funded by the Agency French Development (AFD) Grant # CJO 3002 02N. The main objectives of this project were to improve the equity and adequacy of central-local resource transfers, strengthen municipal financial management, revenue generation and service delivery capacity, and to improve regional planning and coordination between the municipalities

Consultations in the Healthcare Sector

- Minimized Length of Stay for Ophthalmology Day Case Surgery at **Ibn Al - Haitham Hospital** using customized Lean Six Sigma Tools. Funded by Ibn Al - Haitham Hospital
- Reduced Waiting Time at the Emergency Department of **Ibn Al - Haitham Hospital** using Design for Six Sigma and Discrete Event Simulation. Funded by Ibn Al - Haitham Hospital

PUBLICATIONS

Book Publications:

- Bader, M.M., Al-Araidah, O., Mandahawi, N., and Al Theeb, N., A Study of Deficiencies in Teamwork Skills among Healthcare Caregivers using Total Quality Management, published by LAP LAMBERT Academic, 2019
- Mandahawi, N., Al-Shihabi, S., and Alfarah, Y. M., Implementing a Triage Process using Design for Six Sigma and Discrete Event Simulation to Minimize Waiting Time for a Hospital Emergency Department“, published by LAP LAMBERT Academic, 2015

Sample Journal Publications:

- Ammar, A. Al-Awlaqi, M., Mandahawi, N; Triawan, F; Al-Madi, Faisal, (2021), “Kaizen transferability in non-Japanese cultures: An ISM-ANP approach.” International Journal of Productivity and Performance Management, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/IJPPM-10-2020-0505>
- Aamer, A., Al-Awlaqi, M., Affia, I., Arumsari, S., and Mandahawi, N., (2021), “The internet of things in the food supply chain: adoption challenges” Benchmarking: An International Journal, Vol. 28 No. 8, pp. 2521-2541. <https://doi.org/10.1108/BIJ-07-2020-0371>
- Aamer, A., Al-Awlaqi, M., and Mandahawi, N., (2020), “Insights into the Reasons Behind Limited Implementation of ISO 9000 Certifications: Empirical Evidence from Yemen,” The TQM Journal, Vol. 33 No. 2, pp. 358-378. <https://doi.org/10.1108/TQM-04-2020-0068>
- Al-Araidah, O., Al Theeb, N., Bader, M., and Mandahawi, N., “A Study of Deficiencies in Teamwork Skills among Jordan Caregivers” International Journal of Health Care Quality Assurance, Vol. 31 No. 4, pp. 350-360. <https://doi.org/10.1108/IJHCQA-11-2016-0175>
- Shurrab M., Al-Refaie, A., Mandahawi, N., Shurrab, S., and Takamatsu, H., “A Decision Making using Data Envelopment Aggressive Formulation and Theory of Constraints to Enhance the PVC Production Line Performance” Int. J. of Industrial and Systems Engineering, Vol, 30, 1, 2018
- Mandahawi, N., Shurrab M., Al-Shihabi Sameh, Abdallah, A.A. and Alfarah, Y.M., “Utilizing Six Sigma to Improve the Processing Time: A Simulation Study at an Emergency Department”, Journal of Industrial and Production Engineering, Vol. 34, 7, 2017
- Shurrab M., and Mandahawi, N., “The Assessment of a Two-Handed Pinch Grip Force: Quantifying Different Anthropometric Pinch Grasp Patterns for Males and Females” International Journal of Industrial Ergonomic, Vol, 58, 38-46, 2017
- Barghash, M., Mandahawi, N., AbuJbara, N., AlAbbadi, R., Hussein, S., “Design of Manufacturing Cells Pharmaceutical Factory”. Journal of Applied Research on Industrial Engineering, Vol. 4, 3, 158–173, 2017
- Shurrab M., Mohanna R., Shurrab S., and Mandahawi N., “Experimental design to evaluate the influence of anthropometric factors on the grip force and hand force exertion”. International Journal of Industrial Ergonomic Vol. 50, 9-16, 2015
- Obeidat, S., Abu Jadayil, W., and Mandahawi, N., “Intelligent Sampling for Inspecting Milled Flat Plates” International Review of Mechanical Engineering, Vol. 7, No. 4, 767-774, 2013
- Obeidat, S., Alhadeethi, R., and Mandahawi, N., "Maintenance Management and Quality Improvement in AL - Hussein Thermal Power Station" Advances in Information Sciences and Service Sciences, Vol. 5, No. 8, 18-26, 2013
- Obeidat, S., Alhadeethi, R., Mandahawi, N., and Abu Jadayil, W., "Intelligent Sampling for Inspecting Cylindrical Surfaces" Advances in Information Sciences and Service Sciences, Vol. 5, No. 12, 46-55, 2013
- Mandahawi, N., and Obeidat, S., "Six Sigma Applications to Minimize Weight Variation for Baby-Lido Diaper Manufacturing Company" International Journal of Six Sigma and Competitive Advantage (IJSSCA), Vol. 7, No. (2/3/4), 243-255, 2012
- Obeidat, S., Agbaraji, C., Abu Jadayil, W., and Mandahawi, N., “Heterogeneous Femur Model Reconstruction for Improved FEA Analysis" International Review of Mechanical Engineering (I.RE.M.E.), Vol. 6, No. 3, 320-324, 2012

Sample Conference Publications (Fully Refereed):

- Mandahawi, N., Aamer, A., A-Madi, F., “A Combined Approach to Define Kaizen International Transferability” Proceedings of the 5th International Conference on Industrial Engineering and Operations Management, Detroit, Michigan, August 10-14, 2020 (Scopus Indexed)

- Mandahawi, N., Ismail, N., and Wahdan, O., "Capacity Planning and Optimization for a National Painting Factory using Simulation Modeling and Lean Manufacturing Tools" Proceedings of the International Conference on Industrial Engineering and Operations Management Toronto, Canada, October 23-25, 2019 (Scopus Indexed)
- Dar Mousa N., and Mandahawi, N., "Empirical Evaluation of Smart Phones Data Entry Using Four Different Keyboards" Proceedings of the International Conference on Industrial Engineering and Operations Management Toronto, Canada, October 23-25, 2019 (Scopus Indexed)
- Mandahawi, N., "The influence of Pinch Type and Pinch Width on Two Handed Pinch Strengths" Proceedings on the International Conference on Industrial Engineering and Operations Management. Istanbul, Indonesia, January 7 –9, 2013
- Obeidat, S., and Mandahawi, N., "Intelligent Sampling for Inspecting Cylindrical Surfaces" Proceedings on the International Conference on Industrial Engineering and Systems Management, February 27-28, 2013
- Mandahawi, N., Obeidat, S., and Imrhan, S.N., "Human Factor Experiment to Compare Students Performance Using Google and Yahoo" Proceedings on the International Conference on Industrial Engineering and Systems Management, February 27-28, 2013
- Mandahawi, N., Mukattash, A., and Obeidat, S., "Weight Variation Reduction for Baby Lido Products by Six Sigma" Proceedings on the International Conference on Industrial Engineering and Operations Management. Istanbul, Turkey, July 3 – 6, 2012
- Mukattash, A., A.Jaber, N., and Mandahawi, N., "A Time Based Approach for Designing Cellular Manufacturing Systems" Proceedings on the International Conference on Industrial Engineering and Operations Management. Istanbul, Turkey, July 3 – 6, 2012
- Imrhan, S.N. , Mandahawi, N., Hamoudah, N. and Ramadan, N., " An ergonomics evaluation of health and safety among nurses in a Middle Eastern environment" Proceedings on the Annual International Ergonomic and Safety Conference (ISOES). Tempe, Arizona. June 10-11, 2011
- Mandahawi, N., and Imrhan, S. N., Yousef, N., Maqatif, S., "The Influence of Mobile Input Techniques for Touch Screen Devices on the Performance of Jordanian Population," Proceedings on the Annual International Ergonomic and Safety Conference (ISOES). Tempe, Arizona June 10-11, 2010
- Imrhan, S. N., and Mandahawi, N., "Handgrip Strength and Hand Segment Dimension Relationships," Proceedings on the Annual International Ergonomic and Safety Conference (ISOES). Tempe, Arizona. June 10-11, 2010
- Imrhan, S. N., and Mandahawi, N., "An Investigation of Hand Dimensions Ratios Across Various Populations," P Proceedings of the Annual International Ergonomic and Safety Conference (ISOES). Dallas, Texas. June 11-12, 2009
- Imrhan, S. N., and Mandahawi, N., "An Anthropometric Survey of Jordanian Adults," Proceedings on the Annual International Ergonomic and Safety Conference (ISOES). Dallas, Texas June 11-12, 2009
- Imrhan, S. N., Sanguino, J. Mandahawi, N., "An Investigation of Physical Strains from Restaurant Waiting Job," Proceedings of the Annual International Ergonomic and Safety Conference (ISOES). June 11-12, 2008
- Mandahawi, N., Al-Ghandoor, A., Samhouri, M., and Al-Shihabi, S., "Modeling Hand Anthropometric Dimensions of the Jordanian Population: The Application of Multivariate Linear Regression and Adaptive Neuro-Fuzzy Techniques", Proceedings on the Industrial Engineering Research Conference (IERC). Vancouver, British Columbia, Canada. May 17-20, 2008
- Mandahawi, N., Obeidat, M., Altarazi, S.A., Imrhan, S.N., "Body Anthropometry on a Sample of Jordanian Males", Proceedings on the Industrial Engineering Research Conference (IERC). Vancouver, British Columbia, Canada. May 17-20, 2008
- Altarazi, S. A. Mandahawi, N., "A Simulated Annealing Algorithm for Spatial Straightness Error Evaluation", Proceedings on the Industrial Engineering Research Conference (IERC). Vancouver, British Columbia, Canada. May 17-20, 2008

MSc Thesis Committee Membership (sample)

- Yousuf M. Alfarah, Reducing Waiting Time at an Emergency Department using Design for Six Sigma and Discreet Event Simulation. March, 2009
- Ibrahim A. Abubaker, The Effect of Probability Distributions on Work Performance Measures in Serial Production Lines, January 2010
- Al-Bashabsheh N. Tawfiq, Activity Based Costing and Management of Ready Mix Concrete Production and Transportation, August, 2009
- Obeidat W. Nawaf, The Impact of ISO 9000 Certification on the Performance of Medium Sized Industrial Firms in Jordan, December, 2008

- Al- Harris M. Yoesef, New Product Concept Evaluation: A Data Envelopment Analysis Approach, April, 2008
- Ahmed Al. H. A Survey for the Application of Enterprise Resource Planning (ERP) in Jordanian Organization, May, 2008.
- Sameh A.F. Multi Objective K-Means Data Clustering Genetic Algorithm, December, 2007
- Daoud, R.O., Utilizing Data Envelopment Analysis to Evaluate the Efficiency of Chemical Industries (Paints Sector) in Jordan using Financial Indicators, December, 2006
- Kamal A., A Fuzzy Based Approach for new Product Concept Evaluation and Selection, September, 2006
- Al-Durgham L., Backtracking Ant System for the Single Machine Total Weighted Tardiness Problem, May, 2006
- Sonnoqrot, F., Utilizing Artificial Intelligence and Knowledge Management in Rescheduling, August, 2005

PROFESSIONAL ACTIVITIES

- **Keynote Speaker** in the Integrity of Quality and Excellence Roadmap for Organizational Effectiveness and Productivity in the Quality Form 2022 conferee in Istanbul- Turkey
- **Keynote Speaker** in the 14th International Conference on Industrial Engineering and Management (ICIEM2022)
- **Editors and Reviewers** for the *Indonesian Journal of Computing, Engineering and Design (IJoCED)* (ISSN p.2656-1972 e.2656-8179) "<http://ojs.sampoernauniversity.ac.id/index.php/IJoCED/about/editorialTeam>"
- **Scientific Committee** for the *International Quality Congress 2020 (IQC)*, June 12-13, 2020, Istanbul "<https://www.qualitycongress.net/>"
- **Session Chair** for the Modeling and Simulation session at the International Conference on Industrial Engineering and Operations Management Toronto, Canada, October 23-25, 2019
- **Evaluator** for the Graduate Student Competition at the International Conference on Industrial Engineering and Operations Management Toronto, Canada, October 23-25, 2019
- **External reviewer** for the Logistics and Supply Chain Management program at the Community College of Qatar
- **Assessor** for King Abdullah II Center of Excellence using EFQM Model, since 2011
- **Evaluator** for Sheikh Khalifa Government Excellence Program using EFQM Model, since 2011
- **Evaluator** for Abu Dhabi Award for Excellence in Government Performance using EFQM Model, since 2013
- **Evaluator** for Mohammed bin Rashid Government Excellence Award for the Education Sector, the Sixth Cycle - 2021
- **Session Chair** at the Strategic Planning Conference, 28-2 January 2014, Morocco
- **Session Chair** at the Integration between Strategic Planning and Restructuring Conference, 12-15 November 2011, Cairo, Egypt
- **Conference Chair** first Quality Management Conference supported by Jordan Academy for Quality Management 2010, Amman, Jordan
- **Reviewer** for several International journals: International Journal of Logistics Systems and Management (IJLSM), International Journal of Six Sigma and Competitive Advantage, Human Factor and Ergonomics for Manufacturing, International Journal of Industrial Ergonomics and Jordan Journal of Mechanical and Industrial Engineering, Seventh Jordanian International Mechanical Engineering Conference, International Conference on Industrial Engineering and Operations Management, Jordanian International Mechanical Engineering Conference, Industrial Engineering Research Conference
- **President** of the Alpha Pi Mu Industrial Engineering Honor Society at University of Texas at Arlington (2004-2005)
- **Vice President** of the Alpha Pi Mu Industrial Engineering Honor Society at University of Texas at Arlington (2003-2005)

AWARDS and HONORS

- Nominated to receive the title of the Honorary Professor of the **Academic Union Oxford** in the field of science and education (<https://oau.ebaoxford.co.uk/>)
- IEOM Faculty Advisor Award at the *5th North American IEOM Conference, Detroit, August 10-14, 2020*
- IEOM Special Recognition Award at the *International Conference on Industrial Engineering and Operations Management Toronto, Canada, October 23-25, 2019*
- Certification of appreciation from the USAID Funded Business & Export Development project for the valuable contribution for Faculty for Factory Program
- Nominated for the 2004-2005 Who's Who among Students in American Universities and Colleges Award.
- Nominated for the Chancellor's Award for 2004-05
- Scholarship, Industrial and Manufacturing Systems Engineering Department, University of Texas Arlington (PhD)
- Scholarship from the Hashemite University for Doctoral research (PhD)

- Supervisor of best applied undergraduate project at the Hashemite University for the year 2010

COLLOQUIA, SYMPOSIA, AND WORKSHOPS ATTENDED

- Catalytic Connections: Inspiring Learner Success in Centrifugal Times Conference at Humber Institute of Technology and Advance Learning at March 25, 2017
- The Teaching Effectiveness Certificate Program by The Center of Teaching and Learning at Humber Institute of Technology and Advance Learning from May 14-2016 up to August 6, 2016
- Keys to Success in the Workplace, classroom and home at Humber Institute of Technology and Advance Learning at April 2, 2016
- Approved Assessor Training Course for King Abdullah II Center for Excellence Committed to the Excellence of EFQM using the 2010-2011 model
- ABET Training Seminar at the Hashemite University October 8-14, 2009
- 3rd IIE New Faculty Colloquium, Industrial Engineering Research Conference, Atlanta, Georgia, May 14, 2005
- Principles of Lean Office and Administration with Live Simulation, TEMAC University of Texas at Arlington. Feb 2005
- Developing Global Leadership Skills, University of Texas at Arlington, Nov 16, 2004
- Workshop in developing spread sheet based DSS, Informs Annual Meeting, Denver, Colorado, October 23, 2004
- Mock National Science Foundation (NSF) Proposal Review, Industrial Engineering Research Conference, Houston, Texas, May 15, 2004
- Training course in Java JDK 1.4, CopmuLearn, Amman, Jordan, May 1, 2003 up to July 7, 2003
- Young consultants training workshop, Euro-Jordanian Business Service Team, Amman, Jordan, May 8-10, 2000
- Training course in ISO 9000: Release 2000, SGS Yarsley International Certification Services Limited, Amman, Jordan, February 2, 2000
- ISO Interpretation and Appreciation Training Course, Lloyd's Register Quality Assurance, Amman, Jordan, December 2, 1999
- Internal Auditor Training Course, SGS Yarsley International Certification Services Limited, Amman, Jordan, June 30 up to July 1, 1997

ACADEMIC SERVICES COMMITTEES (HASHEMITE UNIVERSITY)

- Head of the Graduation Projects Committee (2011-2012)
- Head of the Industrial Engineering Laboratory Committee (2008-2012)
- Member of the Industrial Engineering Strategic Planning Committee (2009-2012)
- Member of the Industrial Engineering Research Development Committee (2010-2011)
- Member of the Industrial Engineering Department Development Committee (2010-2011)
- Member of the Industrial Engineering Academic Quality Assurance Committee (2009-2011)
- Member of the Industrial Engineering Library Committee (2007-2010)
- Head of the Industrial Engineering Department ABET Committee (2009-2010)

COMPUTER SKILLS

SPSS, MINITAP, Witness, Arena, Java, MS-Project Management, MS-Office, Blackboard LMS

REFERENCES AVAILABLE UPON REQUEST