

Dr. Ayham A.M. Jaaron

Industrial Engineering Department, An-Najah National University, Nablus, Palestine

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CURRENT POSITIONS

- **Director of Quality Assurance Unit, An-Najah National University, August 2014- Present.**
- **Director of ABET Centre, Faculty of Engineering, An-Najah National University, June 2011- Present.**

EDUCATION

- **PhD. Manufacturing Engineering and Operations Management, Loughborough University, United Kingdom, July 2007 – July 2010**
To develop a methodology for the implementation of lean thinking in manufacturing support services that could leverage the level of affective commitment among frontline employees in this type of service departments.
- **MSc. Engineering Management, UET-Lahore, Pakistan, 2002 –2004**
- **BSc. Mechanical Engineering, UET-Lahore, Pakistan, 1998 – 2002**

WORK EXPERIENCE

- **Head of Industrial Engineering Department, An- Najah National University, September 2011 – July 2014.**
- **Assistant Professor, Industrial Engineering Department, An-Najah National University, Nablus, West Bank, Palestine. August 2010 - Present.**
- **ABET Project Coordinator, Engineering Faculty, An-Najah National University, Nablus, West Bank, Palestine. February 2011 - Present.**
- **Research Fellow, Manufacturing Organisation Research Group, Loughborough University, UK, June 2010 – August 2010.**
- **Instructor, Industrial Engineering Department, An-Najah National University, Palestine, January 2005 - June 2007.**

ADDITIONAL CAREER EXPERIENCE - PART TIME

- **Senior Invigilator, Exams Sections, Loughborough University, UK, January 2008- June 2010.**
- **Computer Data Insertion, Academic Registry, Loughborough University, UK, October 2008- April 2010.**

- **Academic Visitor to the Design, Manufacture, and Engineering Management Department (DMEM) of the University of Strathclyde, Glasgow, UK, 2006.**
- **Academic Visitor to the Innovative Manufacturing and Construction Research Centre (IMCRC), Loughborough University, England, UK, 2011, 2012, 2013, and 2014.**

TRAINING

- Creative Thinking, Loughborough University, UK, 30th Sep 2008 (1 day).
- Teaching skills- preparing to teach and promoting learning, Loughborough University, UK, October 2008 (3 days).
- World computer congress, Service Science Cross Sessions, Milan, Italy, September 2008 (4 days)
- 16th EPSRC Research Methodology Workshop, Cambridge University, 2008 (4 days)
- Doctoral Student Engagement with Industry, Second Industrial Doctoral Community Workshop, Newnham College, Cambridge University, UK, March 2009 (3 days).

PROFESSIONAL MEMBERSHIPS

- Palestinian Engineers Association- Jerusalem Centre.
- Institute of Industrial Engineers (IIE) - Professional membership. Member Number: 880142715.
- Production and Operations Management Society (POMS) – Regular POMS Membership.

AWARDS

- **EPSRC full doctoral scholarship** award at Loughborough University, UK, PhD 2007-2010.
- **Tempus Individual Mobility Grant** (No. IMG-PS3019-2005): To co-operate on university/industry links and business incubator. Performed at Strathclyde University, UK, 2006.
- **Pakistani Ministry of Higher Education**, Partial Scholarship award, MSc. Engineering Management, 2002-2004.
- **Pakistani Ministry of Higher Education**, Partial Scholarship award, BSc. Mechanical Engineering, 1998-2002.
- **Academic Fellowship Program Fund (Zamalah)** awarded by Welfare Association and Bank of Palestine to conduct research at Loughborough University, UK.

PUBLICATIONS

REFEREED JOURNALS:

- Jaaron, A. and Backhouse, C. (2011) 'A methodology for the implementation of lean thinking in manufacturing support services', *International Journal of Services and Operations Management*, Vol.9, No.4, pp.389-410.
- Jaaron, A. and Backhouse, C. (2011) 'A comparison of competing structural models in call centres: prospects for value creation', *International Journal of Services and Operations Management*, Vol.10, No.3, pp.294-315.
- Jaaron, A. and Backhouse, C. (2011) 'Systems thinking for call centre service design: affective commitment implications in manufacturing enterprises', *The Service Industries Journal*, Vol.31, No.4, pp.613-628. DOI: 10.1080/02642069.
- Jaaron, A. and Backhouse, C. (July-September 2011) 'Value-Adding to Public Services through the Adoption of Lean Thinking', *International Journal of Service Science, Management, Engineering, and Technology*, Vol.2, No.3, pp.33-50.
- Jaaron, A. And Backhouse, C. (2012) 'The effects of lean thinking on service workers value productivity: a conceptual framework', *The International Journal of Quality and Innovation*, Vol.2, No.1, pp.1-17.
- Haddad, T. and Jaaron, A. (2012) 'The Applicability of Total Productive Maintenance for Healthcare Facilities: an Implementation Methodology', *International Journal of Business, Humanities and Technology*, Vol.2, No.2, pp.148-155.
- Jaaron, A.A.M. & Backhouse, C.J. (2014) 'Service organisations resilience through the application of the vanguard method of systems thinking: a case study approach', *International Journal of Production Research*, Vol. 52, No.7, pp. 2026-2041. DOI: 10.1080/00207543.2013.847291.
- Jaaron, A. & Backhouse, C.J. (2014) 'Building Antifragility in Service Organisations: Going Beyond Resilience', *International Journal of Services and Operations Management*. In Press.
- Jaaron, A., Backhouse, C.J., & Morton, S.C. (2014) 'Enhancing resource utilisation in service industries: the application of the Vanguard Method of systems thinking. *European Journal of Industrial Engineering*. Vol.8, No.6, pp.1-23.
- Beshtawi, M. and Jaaron, A. (2014) 'Change management in telecommunication sector: a managerial framework'. *Review of Contemporary Business Research*. Vol. 3, No.1, pp.127-141.

BOOK CHAPTER:

- Jaaron, A. and Backhouse, C. (2011) 'Systems thinking for public services: adopting manufacturing management principles', In: Zokaei, A., Seddon, J., and O'Donovan, B. (ed.), *System Thinking: From Heresy to Practice*, London: Palgrave Macmillan.

REFEREED CONFERENCES:

- Jaaron, A. and Backhouse, C. (2009) 'Affective commitment stimulation through systems thinking', *Paper presented at the 11th QUIS International Conference. Moving Forward with Service Quality. June 11-14, Wolfsburg, Germany.*

- Jaaron, A. and Backhouse, C. (2009) 'Value adding to the manufacturing enterprise through the use of call centres', *Paper presented at the ICMI Call Center Demo & Conference*, February 25-26, Miami, United States.
- Jaaron, A. and Backhouse, C. (2009) 'Organic structures in call centres: implications for affective commitment in manufacturing enterprises', *Paper presented at the First POMS-HK International Conference*. December 30, POMS- Hong Kong Chapter, Hong Kong.
- Jaaron, A. and Backhouse, C. (2009) 'Systems thinking for call centre service operations: implications for affective commitment in manufacturing enterprises', *Paper Presented at the 19th International Conference of RESER. Public and Private Services in the New Global Economy*, September 24–26, Budapest, Hungary.
- Jaaron, A. and Backhouse, C. (2010) 'Lean Manufacturing in Public Services: prospects for value creation', *Paper presented at the First International Conference on Exploring Services Science, IESS*, February 17-19, Geneva, Switzerland.
- Haddad, T. and Jaaron, A. (2012) 'Lean TPM for Healthcare facilities: An Implementation Methodology', *Paper presented at the Third POMS-HK International Conference*. January 5-6, POMS-HK Chapter, Hong Kong.
- Jaaron, A. and Backhouse, C. (2012) 'The application of Vanguard Method to enhance service workers performance', *Paper presented at the PMA 2012 Conference*, July 11-13, Cambridge University, United Kingdom.
- Jaaron, A. and Backhouse, C. (2012) 'Enhancing resources utilization in service industries: an economical crisis exit strategy', *Paper presented at the 4th World Conference on Production and Operations Management (P&OM)*, July 1-5, University of Amsterdam, Amsterdam, Netherlands.
- Jaaron, A., Halaweh, F., and Shahin, B. (2013) 'The role of ABET quality assurance in identifying engineering education deficiencies: A diagnostic tool', *Paper presented at the fourth POMS-HK International Conference*. January 3-4, POMS-HK Chapter, Hong Kong.
- Jaaron, A. and Backhouse, C.J. (2013) 'Enhancing service organizations resilience through systems thinking', *Paper presented at the 24th POMS Annual Conference*. May 3-6, Denver, Colorado, United States.
- Jaaron, A. and Backhouse, C.J. (2013) 'Systems thinking for service delivery design: a real time mass customisation model', *Paper presented at the 7th IFAC Conference on Manufacturing Modelling, Management, and Control*. June 19-21, Saint Petersburg, Russia.
- Jaaron, A. and Backhouse, C.J. (2014) 'Mass customization in higher education: the advent of the vanguard method', *Paper presented at the 25th POMS Annual Conference*. May 9-12, Atlanta, Georgia, United States.
- Jaaron, A. and Backhouse, C.J. (2014) '*Learning from chaos: the advent of antifragility in service organizations*', *Paper presented at the POMS international Conference*. July 21-23, Singapore.

REFERENCES

Available upon request