

# Curriculum Vitae



University of Isfahan



**Dr. Arash Shahin**

**Associate Professor, Department of Management,**

**Director of International Scientific Cooperation Office**

**Director of Quality Management Research Group**

**University of Isfahan, Isfahan, Iran**

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H-index (Scopus): 8

RG Score (Research Gate): 28.24

H-index (Google scholar): 15

i10-index (Google scholar): 23

Academia.edu: Top 0.1%

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## **Academic qualifications:**

- 1- Ph.D. in Industrial Engineering – Quality Engineering – UK – 2003
- 2- M.Sc. in Industrial Engineering – Industrial Engineering – Iran – 1998
- 3- B.Sc. in Industrial Engineering – Manufacturing – Iran – 1995

Title of Ph.D. thesis:

A Comprehensive Model for Service Quality Design: Integrating CRS, SQFD and other Advanced Quality Engineering Techniques for Designing Quality Service. (May 2003)

## **Research interests:**

Industrial Engineering  
Quality Engineering  
Innovation Management  
Customer satisfaction and loyalty  
Supply Chain Management  
Maintenance Management  
Energy Management  
Performance Management

### **Awards:**

17 national and international awards including 4 Emerald awards (2009-2013) and outstanding researcher of Iran (2009).

### **Job background:**

- 1- Director of quality control department at Carbin Electronics Co. (Supplier of electronic car parts), 1994-1997.
- 2- General Director of Amin Cara Engineering Consulting Co. (Isfahan Business record number: 13153), 1997-2000.
- 4- Senior lecturer at the Department of Industrial Engineering, Isfahan University of Technology, 2003.
- 3- Head of the Department of Industrial Management Postgraduate Studies, IAUN, 2005.
- 5- Senior lecturer at the Industrial Management Institute, Isfahan branch, 2003-2009.
- 6- Senior lecturer at the Department of Management, Sheikh Bahaei University, 2004.
- 7- Founder and director of the Quality Management Research Group at University of Isfahan, 2007-2015.
- 8- Director of International Scientific Cooperation Office, University of Isfahan, 2007-2015.
- 9- Full time assistant professor at the Department of Management, University of Isfahan, 2003-2010.
- 10- Full time associate professor at the Department of Management, University of Isfahan, 2010-2015.

### **Memberships in academic associations and events:**

1. Member of Iran Association of Statistics
2. Member of Iran Management Association
3. Member of Iran Society of Casting
4. Member of Iran Association of Metallurgy Engineers
5. Member of Iran Association of Industrial Engineering
6. Member of the steering committee of Iran Academy of Management Science
7. Member of the research council of the IAUN.
8. Member of the academic board of the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> International Management conference, Sharif University of Technology.
9. Member of the academic board of the 2<sup>nd</sup> and 3<sup>rd</sup> International Quality Management and Globalization conference.
10. Member of the academic board of the 7<sup>th</sup> and 8<sup>th</sup> International Quality Managers conference.
11. Member of the academic board of the 1<sup>st</sup> International Conference on Six Sigma.
12. Member of the academic board of the 1<sup>st</sup> International Conference on Problem Solving Techniques and Strategies, Amirkabir University of Technology.
13. Member of the academic board of the 1<sup>st</sup> International Conference on Supply Chain Management and Information Systems.
14. Member of the academic board of the 1<sup>st</sup> Congress on Risk Management.
15. Member of the academic board of the 4<sup>th</sup> and 5<sup>th</sup> International Conference on German-Iran Alumni Network (GIAN).
16. Member of the academic board of the Iran-Italy Conference on Sustainable Development.
17. Head of the energy management panel of the energy committee, University of Isfahan.

18. Member of the research committee of the Department of Management, University of Isfahan.
19. Member of the higher education committee of the Department of Management, University of Isfahan.
20. Member of the research and higher education committee of the Virtual University of Isfahan.
21. Member of the committee of the international students admission, University of Isfahan.
22. Member of the executive board of the 7<sup>th</sup> International Asia Pacific Economics Association Conference (APEF).
23. Member of the executive board of exhibitions, University of Isfahan.
24. Member of the executive board of the 9<sup>th</sup> Iran Statistics conference.
25. Member of the executive board of Isfahan-Freiburg conference on Family Rights from Human Rights Perspective.
26. Member of the technical board of the 3<sup>rd</sup> and 4<sup>th</sup> International Annual Congress of the Middle East Quality Association.
27. Member of the academic board of young manufacturers' celebration of the Isfahan province.
28. Founder of the 1<sup>st</sup> seminar on Benchmarking.
29. Founder of the 1<sup>st</sup> seminar on Quality by Design.
30. Scientific director of the 6<sup>th</sup> International conference of Quality Managers.
31. Executive director of the 1<sup>st</sup> National Conference on Change Management.
32. Scientific director of the 1<sup>st</sup> National conference on Business Excellence.
33. Scientific director of the Value Engineering seminar.
34. Scientific director of the 2<sup>nd</sup> International conference on Six sigma.
35. President of the Isfahan-Freiburg Conference on Globalization, Integration or Disintegration.
36. President of the 1<sup>st</sup> and 2<sup>nd</sup> National Conference on Total Productive Maintenance.
37. President of the 1<sup>st</sup> and 2<sup>nd</sup> National Conference on Maintenance Benchmarking.
38. President of the 2<sup>nd</sup> International Conference of Supply chain Management and Information Systems.
39. Scientific director of the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> Conferences on Excellent Brands of the Isfahan Province.

### **Published articles in national and international journals:**

350 presented and published papers – Most recent publications include:

Shahin, A., Shirouyehzad, H. and Mehrparvar, E. (2013), Prioritization of departments based on service quality dimensions in Isfahan Steel Company: a multiple criteria decision making approach, *International Journal of Productivity and Quality Management*, Vol.11 No.1, pp. 116-130.

Shahin, A. and Ahmadi Azar, M. (2013), Proposing and analysing a model for the influence of outsourcing on organisational agility with a case study in a manufacturing company, *International Journal of Logistics Systems and Management*, Vol. 14, No. 1, pp. 55-72.

Shahin, A., Pourhamidi, M., Antony, J. and Park, S.H. (2013), Typology of Kano models: a critical review of literature and proposition of a revised model, *International Journal of Quality and Reliability Management*, Vol.30 No.3, pp. 341-358.

Shahin, A. and Pourhamidi, M. (2013), Proposing a comprehensive and hierarchic framework for prioritising Isfahan brands using AHP and TOPSIS approaches, *International Journal of Applied Decision Sciences*, Vol.6 No.2, pp. 160-185.

- Shahin, A. and Rabbanimehr, M. (2013), Prioritising enablers of EFQM based on manager performance: an integration of 360° evaluation and house of quality (HoQ), *International Journal of Procurement Management*, Vol.6 No.3, pp. 329-349.
- Shahin, A. and Zeinali, Z. (2013), Investigating the relationship between control factors and innovation performance in Isfahan Steel Company, *International Journal of Innovation and Learning*, Vol.14 No.1, pp. 1-18.
- Shahin, A., Gharibpoor, M., Teymouri, S. and Iraj, E.B. (2013), Studying the influence of e-CRM on web-based brand personality – the case of Mellat Bank, *International Journal of Business Information Systems*, Vol.13 No.4, pp. 453-470.
- Shahin, A., Ghofrani Isfahani, N. and Nilipour Tabatabaei, S.A. (2013), Determining appropriate maintenance strategy based on decision making grid, Sigma level, and process capability index – with a case study in a steel company, *International Journal of Applied Management Science*, Vol. 5, No. 3, pp. 265-280.
- Shahin, A. and Bakhshi, E. (2013), Prioritization of innovation factors by the integration of concurrent function deployment and P diagram with a case study in Sepahan Industry Group, *Journal of Manufacturing Technology Management*, Vo.24, No.6, pp. 952-997.
- Shahin, A. and Rostamian, N. (2013), Concurrent engineering and manufacturing flexibility: an integrated model, *International Journal of Productivity and Quality Management*, Vol.12, No.2, pp. 121-140 (2013).
- Shahin, A. and Salehzadeh, R. (2013), Investigating the relationship among self-leadership strategies by association rules mining, *International Journal of Business Information Systems*, Vol.14, No.1, pp. 41-55 (2013).
- Shahin, A., Ramazanpour, N. and Amirsadri, G. (2013), Investigating the Impact of Learning Organization on Implementing Total Quality Management in Karaj Telecommunication Company, *Research Journal of Applied Sciences, Engineering and Technology*, Vol.6, No.16, pp. 2964-2971.
- Shahin, A., Shahrestani, H.V. and Iraj, E.B. (2013), Proposing a contradiction matrix by developing KANSEI engineering based on theory of inventive problem solving (TRIZ), *International Journal of Business Innovation and Research*, Vol.7, No.6, pp. 717-729.
- Shahin, A. and Abbaszadeh, A. (2013), Investigating the effect of knowledge management components on innovation cycle constituents of Khuzestan Steel Company, *Reef Resources Assessment and Management Technical Paper*, Vol.38, No.5, pp. 518-531.
- Shahin, A. and Ghazifard, A.M. (2013), Radio Frequency Identification (RFID): A Technology for Enhancing Computerized Maintenance Management System (CMMS)", *New Marketing Research Journal*, Special Issue, pp. 13-20.
- Shahin, A., Khazaei Pool, J. and Poormostafa, M. (2014), Evaluating and ranking hotels offering e-service by integrated approach of Webqual and fuzzy AHP, *International Journal of Business Information Systems*, Vol. 15, No. 1, pp. 84-104.
- Shahin, A., Moshrefjavadi, M.H.M., and Vaez Shahrestani, H. (2014), Integrating Kansei engineering and revised Kano model with a case study in the automobile industry, *International Journal of Productivity and Quality Management*, Vol.13, No.2, pp. 201-218.
- Shahin, A., Allameh, S.M., Asadi, A. and Momtaz, M.R. (2014), Presentation of a model for the analysis of factors affecting the tourist's behavioral intentions a case of Isfahan, Iran, *Asian Journal of Research in Business Economics and Management*, Vol.4, No.4, pp. 162-176.
- Shahin, A., Shabani Naftchali, J. and Khazaei Pool, J. (2014), Developing a model for the influence of perceived organizational climate on organizational citizenship behaviour and

organizational performance based on balanced score card, *International Journal of Productivity and Performance Management*, Vol. 63, No. 3, pp. 290-307.

Shahin, A. and Geramian, A. (2014), Developing robust design: determining critical limits for signal-to-noise ratio based on process capability index, *International Journal of Productivity and Quality Management*, Vol. 14, No. 2, pp. 228-246.

Shahin, A., Balouei Jamkhaneh, H. and Hosseini Cheryani, S.Z. (2014), EFQMQual: evaluating the implementation of the European quality award based on the concepts of model of service quality gaps and ServQual approach, *Measuring Business Excellence*, Vol. 18, No. 3, pp. 38-56.

Shahin, A., Khodadady, Z. and Shirouyehzad, H. (2015), "Ranking electronic customer complaints by FMEA and TOPSIS with a case study in Isfahan Province Gas Company", *International Journal of Process Management and Benchmarking*, Vol. 5, No. 1, pp. 19-36.

### **Published books:**

1- Shahin, A. (2005), *The Good Quality Managers Guideline*, Isfahan: Naghshe Mana (Translation).

2- Shahin, A. and Teimouri, H. (2008), *Customer Loyalty: Concepts and Models*, Isfahan: Isfahan University J. Publications.

3- Shahin, A. and Ahmadi, H. (2008), *Principles and Techniques of Lean Six Sigma*, Isfahan: Arkan Publication.

4- Shahin, A. (2008), *Principles of Handling Conferences and Workshops*, Tehran: AIDI.

5- Shahin, A. and Sadeghbeigi, A. (2010), *Innovation Management*, Isfahan: Isfahan University J. Publications.

6- Shahin, A. and Salehzadeh, R. (2013), *The Application of Data Mining in Marketing*, Isfahan: Isfahan University J. Publications.

7- Shahin, A. (2014), *Energy Management*, Isfahan: Isfahan University J. Publications.

8- Shahin, A. (2014), *Total Quality Management*, Isfahan: Isfahan University J. Publications.

9- Shahin, A. (2014), *Six Sigma*, Cheyenne, WY (USA): AcademyPublish.

10- Shahin, A. and Mehrparvar, H. (2015), *Service Supply Chain Management*, Isfahan: Arkan Publication (In press).

### **Published book chapters:**

1. Shahin, A. (2006), "SERVQUAL and model of service quality gaps: A framework for determining and prioritizing critical factors in delivering quality services", In: *Service quality – An introduction*, Partha Sarathy V. (ed), Andhra Pradesh: ICFAI University Press, pp. 117-131.

2. Shahin, A. (2008), "Quality Function Deployment (QFD): A Comprehensive Review", In: *Total Quality Management - Contemporary Perspectives and Cases*, Rajmanohar, T.P. (ed), Andhra Pradesh: ICFAI University Press, pp. 47-79.

3. Shahin, A. (2010), "A Comprehensive Framework for Six Sigma Critical Success Factors - with an Experience in a Developing Country", In: *Quality Management and Six Sigma*, Coskun, A. (ed), Croatia: Sciyo, pp. 43-52.

4. Shahin, A. and Pourhamidi, M. (2013). "Cost of quality and profit value of Six Sigma", in Shahin, A. (ed), Six Sigma, Cheyenne, WY: AcademyPublish, pp. 135-147.
5. Shahin, A. and Salehzadeh, R. (2015). "Applications of data mining in organizational behavior", in Osei-Bryson, K.M. and Barclay, C. (eds), Knowledge Discovery Process and Methods to Enhance Organizational Performance, London: Auerbach Publications, CRC Press, Taylor & Francis, pp. 239-258.

#### **Member of the editorial board of academic journals:**

15 national and international academic journals including:

Middle East Journal of Management (MEJM)

Asian Journal of Management Science and Applications (AJMSA)

#### **Reviewer of national and international journals:**

Reviewer of 40 national and international journals including:

International Journal of Productivity & Performance Management

International Journal of Quality & Reliability Management

International Journal of Service Industry Management

Journal of Industrial Engineering & Management

International Journal of Lean Six Sigma

Journal of Small Business Management

Journal of Modeling in Management

Measuring Business Excellence

The Service Industries Journal

The TQM Journal

#### **Research projects:**

- Director of 26 projects under direct contract with industries.
- Director of 30 projects under university contract with industries.

#### **Supervised and advised theses:**

- Supervisor of 40 undergraduate theses (BSc).
- Supervisor and advisor of 134 postgraduate theses (Ms. and PhD).