



University of Isfahan

Curriculum Vitae



Prof. Arash Shahin

Professor of Quality Engineering and Management, Department of Management

Director of Quality Management Research Group

University of Isfahan, Isfahan, Iran

H-index (Scopus): 21

H-index (Research Gate): 29

H-index (Google scholar): 33

Academia.edu: Top 0.5%

RG Score (Research Gate): 35.2

i10-index (Google Scholar): 106

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Academic qualifications:

1- B.Sc. in Industrial Engineering – Manufacturing – Iran – 1995

2- M.Sc. in Industrial Engineering – Industrial Engineering – Iran – 1998

3- Ph.D. in Industrial Engineering – Quality Engineering – UK – 2003

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:

Quality Engineering and Management

Innovation Management

Customer satisfaction and loyalty

Supply Chain Management

Maintenance Management

Energy Management

Performance Management

Awards:

26 national and international awards including 4 Emerald awards (2009-2013) and outstanding researcher of Iran (2009 and 2018).

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, since 2007.
- 8- Director of International Scientific Cooperation Office, University of Isfahan, 2007-2015.
- 9- Vice-Dean for Research of the Faculty of Administrative Sciences and Economics, University of Isfahan 2017-2019.
- 10- Director of Industry/Society Relations Office, University of Isfahan, Since 2019.
- 11- Full time assistant professor at the Department of Management, University of Isfahan, 2003-2010.
- 12- Full time associate professor at the Department of Management, University of Isfahan, 2010-2014.
- 13- Full time professor at the Department of Management, University of Isfahan since 2014.

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 2nd, 3rd and 4th International Management conference, Sharif University of Technology.
9. Member of the academic board of the 2nd and 3rd International Quality Management and Globalization conference.
10. Member of the academic board of the 7th and 8th International Quality Managers conference.
11. Member of the academic board of the 1st International Conference on Six Sigma.
12. Member of the academic board of the 1st International Conference on Problem Solving Techniques and Strategies, Amirkabir University of Technology.
13. Member of the academic board of the 1st International Conference on Supply Chain Management and Information Systems.
14. Member of the academic board of the 1st Congress on Risk Management.
15. Member of the academic board of the 4th and 5th 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 7th 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 9th 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 3rd and 4th 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 1st seminar on Benchmarking.
29. Founder of the 1st seminar on Quality by Design.
30. Scientific director of the 6th International conference of Quality Managers.
31. Executive director of the 1st National Conference on Change Management.
32. Scientific director of the 1st National conference on Business Excellence.
33. Scientific director of the Value Engineering seminar.
34. Scientific director of the 2nd International conference on Six sigma.
35. President of the Isfahan-Freiburg Conference on Globalization, Integration or Disintegration.
36. President of the 1st and 2nd National Conference on Total Productive Maintenance.
37. President of the 1st and 2nd National Conference on Maintenance Benchmarking.
38. President of the 2nd International Conference of Supply chain Management and Information Systems.
39. Scientific director of the 1st, 2nd, 3rd and 4th Conferences on Excellent Brands of the Isfahan Province.

Published articles in national and international journals:

510 presented and published papers – Most recent publications include:

Soltani, F., Shahin, A. and Shaemi Barzoki, A. (2020), "Proposing a model of talent excellence with a case study in Isfahan Province Gas Company", *International Journal of Business Excellence*, Vol. 20, No. 1, pp. 98-121* .

Vaez Shahrestani, H., Shahin, A., Teimouri, H. and Shaemi Barzoki, A. (2020), "Revising the Kano model for designing an employee compensation system Developing one-dimensional attributes", *The TQM Journal*, Vol. 32, No. 1, pp. 78-91* .

Barforoush, N., Etebarian, A., Naghsh, A.R. and Shahin, A. (2020), "A dynamic modeling for green business development in oil refining industry", *Global Journal of Environmental Science and Management*, Vol.6, No.2, pp. 233-244.

Niroumand, M., Shahin, A., Naghsh, A., Peikari, H.R. (2020), "Frugal innovation enablers: a comprehensive framework", *International Journal of Innovation Science*, Vol. 12, No. 1, pp. 1-20.

Zanjani, S.M., Shaemi Barzoki, A., Kazemi, A. and Shahin, A. (2020), "Proposing a technical human resource competence model in cyberspace media: a qualitative approach", *International Journal of Business Information Systems*, Vol. 33, No. 4, pp. 429-445.

Pourjavad, E., Shirouyehzad, H. and Shahin, A. (2020), "Integration of ANP and DEA methods for evaluating efficiency of maintenance strategies", *International Journal of Manufacturing Technology and Management*, Vol. 34, No. 4, pp. 311-330.

Geramian, A., Shahin, A., Minaei, B. and Antony, J. (2020), "Enhanced FMEA: An integrative approach of fuzzy logic-based FMEA and collective process capability analysis", *Journal of the Operational Research Society*, Vol.71, No.5, pp. 800-812* .

Shahin, A. and Pourhamidi, M. (2020), "Brand excellence: a holistic model for brands evaluation and ranking – the case of Isfahan brands", *International Journal of Business Innovation and Research*, Vol. 22, No. 1, pp.69-86.

Farhikhteh, A., Kazemi, A., Shahin, A. and Mohammad Shafiee, M. (2020), "How competitiveness factors propel SMEs to achieve competitive advantage?", *Competitiveness Review: An International Business Journal*, Vol.30, No.3, pp. 315-338.

Shahin, A., Imanipour, N., Shahin, A. and Wood, L.C. (2020), "An integrative approach for structuring and prioritizing eco-innovation determinants with a survey in knowledge-based companies", *Journal of Manufacturing Technology Management*, Vol. 31, No. 4, pp. 799-824* .

Shahin, A. and Razavi, M. (2020), "Gap analysis in supplier sustainable development – with a case study in healthcare service", *International Journal of Procurement Management*, Vol. 13, No. 3, pp. 419-441.

Shahin, A. and Mahdian, E. (2020), "Ranking the indicators of open innovation adoption based on NPD factors", *International Journal of Innovation and Research*, Vol. 22, No. 3, pp. 408-428.

- Salehi, G., Peikari, H.R. and Shahin, A. (2020), "Improving the formulation of industrial paints using FMEA and Taguchi approaches", *International Journal of Productivity and Quality Management*, Vol. 30, No. 3, pp. 304-322.
- Shahin, A. (2020), "Supply chain risk management under Covid-19: a review and research agenda", *Proceedings of the 2nd International Conference on Innovations in Business Administration and Economics*, 9 September, Tehran, pp. 1-24.
- Mortazavi, M.A., Amindoust, A., Shahin, A. and Karbasian, M. (2020), "Identification and extraction of factors affecting maintenance strategy selection with 39 parameters of TRIZ approach using metasynthesis", *Journal of Critical Reviews*, Vol.7. No.10, pp. 2428-2447.
- Maleki, S., Amiri Aghdaie, S.F., Shahin, A. and Ansari, A. (2020), "Investigating the relationship among the Kansei-based design of chocolate packaging, consumer perception, and willingness to buy", *Journal of Marketing Communications*, Vol.26, No.8, pp. 836-855.
- Pourjavad, E. and Shahin, A. (2020), "Green supplier development programmes selection: a hybrid fuzzy multi-criteria decision-making approach", *International Journal of Sustainable Engineering*, Vol.13, No.6, pp. 463-472.
- Ahmadzadeh, A., Sheikh Aboumasoudi, A., Shahin, A. and Teimouri, H. (2021), "Studying the critical success factors of ERP in the banking sector: a DEMATEL approach", *International Journal of Procurement Management*, Vol. 14, No. 1, pp.126-145* .
- Janatyan, N. and Shahin, A. (2020), "Product value analysis: a developed cost-benefit analysis ratio based on the Kano and PAF models", *The TQM Journal*, Vol. 33 No. 1, pp. 163-181* .
- Mohseni, N., Shekarchizadeh, A. and Shahin, A. (2021), "Studying the conformity level of customer needs and organisation perception using a customer satisfaction index", *International Journal of Productivity and Quality Management*, Vol. 32, No. 2, pp. 246 -264.
- Shahin, A., Labib, A., Haj Shirmohammadi, A. and Balouei Jamkhaneh, H. (2021), "Developing a 3D decision-making grid based on failure modes and effects analysis with a case study in the steel industry", *International Journal of Quality & Reliability Management*, Vol. 38, No. 2, pp. 628-645. *

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-e-Danesh Publications
- 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-e-Danesh Publications.
- 11- Shahin, A. and Hosseini, M. (2016), *Sustainable Supply Chain Management*, Isfahan: Arkan-e-Danesh Publications.

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:

22 national and international academic journals including:

Journal of Production and Operations Management (JPOM) – University of Isfahan (Editor-in-Chief)
 International Journal of Productivity and Performance Management (IJPPM) – (Associate Editor)
 International Journal of Quality and Reliability Management (IJQRM)
 Journal of Manufacturing Technology Management (JMTM)
 International Journal of Lean Six Sigma (IJLSS)
 Iranian Journal of Management Studies (IJMS)
 Management Decision (MD)
 The TQM Journal

Reviewer of national and international journals:

Reviewer of 68 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 - Direct contract with industries.
- Director of 36 projects - University contract with industries.

Supervised and advised theses:

- Supervisor of 54 undergraduate theses (BSc).
- Supervisor and advisor of 216 postgraduate theses (Ms. and PhD).