

Lina K. Al-Qatawneh
P.O. Box 961101
Amman 11196 – Jordan
Mobile: ++962 79 6640043
Email: lqatawneh@ju.edu.jo
lqatawneh@hotmail.com

Lina K. Al-Qatawneh

P.O. Box 961101
Amman 11196 – Jordan
Mobile: ++962 79 6640043
Email: lqatawneh@ju.edu.jo
lqatawneh@hotmail.com

EDUCATION

Ph.D. in Supply Chain Management June 2006
Sheffield Hallam University, Sheffield, United Kingdom.
Thesis title: *“A Study of Inventory Classification in Healthcare Logistics Using System Dynamics Modelling”*

M.Sc. in Engineering Management June 1998
School of Engineering, Sheffield Hallam University,
Sheffield, United Kingdom.
Thesis title: *“Using an Integrated System Dynamics Framework in Modelling Derbyshire Royal Infirmary-NHS Supplies Authority’s Supply Chain”*

B.Sc. in Industrial Engineering June 1996
Faculty of Engineering and Technology, University of
Jordan, Amman, Jordan.
Thesis title: *“Total Quality (TQ) in Health Care: Case Study in Implementing Process Improvement”*

CERTIFICATES

Consultant Engineer in Quality Management January 2016
Accredited by the Jordan Engineers Association

KAIZEN Advisor February 2012
Accredited by the Japan International cooperation
Agency (JICA)

JOURNAL PUBLICATIONS

- Hemeimat, R., Al-Qatawneh, L., Arafeh, M. and Masoud, S. (2016) "Forecasting spare parts demand using statistical analysis", American Journal of Operations Research, Vol. 6, pp. 113-120.
 - Al-Qatawneh, L. and Hafeez, K. (2015) "Critical-to-life classification for managing inventory in a healthcare supply chain", International Journal of Intelligent Enterprise, Vol. 3, No. 1, pp. 54-78.
-

CONFERENCE PUBLICATIONS

- Al-Qatawneh, L., Abdallah, A. and Zalloum, S. "Reducing stock-out incidents at a hospital using Six Sigma", International Conference on Industrial Engineering, May 7-8, 2013, Lucerne, Switzerland.
- Al-Qatawneh, L. and Hafeez, K. "New KPIs to Achieve Healthcare Excellence", The Sixth Quality Conference in the Middle East, January 30–February 2, 2012, Dubai, UAE.
- Al-Qatawneh, L. and Hafeez, K. "Healthcare Logistics Cost Optimization Using a Multi-criteria Inventory Classification", International Conference on Industrial Engineering and Operations Management, January 22–24, 2011, Kuala Lumpur, Malaysia.
- Al-Qatawneh, L., Hafeez, K. and Yang, B. "System dynamics analysis for real-time materials management in a health care supply chain", The 50th Annual Conference of the UK OR Society, September 9-11, 2008, York, UK.
- Al-Qatawneh, L., Hafeez, K. and Tahboub, Z. "Health care supply chain dynamics: systems design of an American health care provider", System Dynamics Conference, July 20-24, 2003, New York, USA.
- Al-Qatawneh, L., Hafeez, K. and Tahboub, Z., invited paper "Systems design of a UK NHS trust logistics supply chain", Operations Research Conference, July 2003, Istanbul, Turkey.

TEACHING EXPERIENCE

- **Assistant Professor** (September 2013 – Present)
Industrial Engineering Department, Faculty of Engineering, The University of Jordan, Amman, Jordan.
Courses:
 - Production Planning and Control
 - Project Management
 - Engineering statistics I
- **Assistant Professor** (September 2007 – September 2013)
Mechanical and Industrial Engineering Department, Faculty of Engineering, Applied Science University, Amman, Jordan.
Courses:
 - Production Planning and Control
 - Quality Control

TEACHING EXPERIENCE

- Project Management
 - Work, Time and Motion Study
 - Human Factors Engineering
 - Human Factors Engineering Lab
 - Engineering Metrology
 - Engineering Metrology Lab
 - Logistics Management
- **Part time lecturer** (February 2000 – June 2000)
Industrial Engineering Department, Faculty of Engineering and
Technology, University of Jordan, Amman, Jordan.
Course: Computer Applications
-

RESEARCH ACHIEVEMENTS AND CONTRIBUTIONS

- 1) **Assistant professor** (September 2013- Present)
Industrial Engineering Department, The University of Jordan, Amman,
Jordan.
 - **Educational Sector**
Developing a comprehensive educational accreditation standards that
takes into consideration most of the aspects that affect the performance of
educational systems.
 - **Jordan University Hospital**, Amman, Jordan
Suggesting a set of recommendations to reduce the time of the admission
process and improve the performance of the emergency department and
the eye clinic using Lean Six Sigma methodology.
 - **Hikma Pharmaceuticals PLC**, Amman, Jordan
Reducing the time of the manufacturing process using Value Stream
Mapping and Lean principles and tools.
 - **Jordan Clothing Company (CJC)**, Amman, Jordan
Analysing the current warehouse characteristics (processes, resources and
organization) and suggesting redesigning strategies for the warehouse
system.
 - **Ministry of Industry, Trade and Supply**, Amman, Jordan
Minimizing the time of servicing customers at the Central registration
Department using lean principles and tools.
-

**RESEARCH
ACHIEVEMENTS
AND
CONTRIBUTIONS**

- **Mix Technical Coating Company**, Amman, Jordan

Determining the optimal values for the electro-static coating process using Design of Experiments.

2) KAIZEN Advisor Training Program (May 2011- February 2012)

Introducing and applying the KAIZEN practice to two enterprises:

- Prime Five Garment Manufacturing Company, Amman, Jordan.
- The Arab Pesticides & Veterinary Drugs Mfg. Co. (Mobedco), Irbid, Jordan.

3) Assistant professor (September 2007- September 2013)

Industrial Engineering Department, Applied Science University, Amman, Jordan.

- **KIA Motors**, Amman, Jordan

Reducing number of stock-out incident using Six Sigma methodology.

- **Ibn Al-Haitham Hospital**, Amman, Jordan

Reducing number of stock-out incident using Six Sigma methodology.

- **The specialty Hospital**, Amman, Jordan

Reducing number of stock-out incident using Six Sigma methodology.

- **Shadi Kitchen Wares Factory**, Amman, Jordan.

Conducting motion and time studies and determining the time standard for several products.

- **Istishari Hospital**, Amman, Jordan.

Establishing quality management system documentation as a requirement of ISO 9001:2008.

- **Abdin Establishment**, Amman, Jordan.

Conducting motion and time studies and determining the time standard for "Yafa refrigerator".

- **Royal Jordanian Air Cargo Warehouse**, Amman, Jordan.

Assessing the performance at the warehouse using two key performance indicators –utilization and productivity- and determining the number of operators needed to run different operations at warehouse.

**RESEARCH
ACHIEVEMENTS
AND
CONTRIBUTIONS**

- **The Jordanian Pharmaceutical Manufacturing Co. Ltd,**
Amman, Jordan.
Developing performance assessment scorecards for warehouse operations.
- **Al-Isra' Hospital,** Amman Jordan.
Minimizing the total time of discharge process.
- **Aramex,** Amman, Jordan.
Conducting motion and time studies and determining the time standard for the station's operations.

4) Ph.D. Research (June 2006)

Successfully achieving the following for two case hospitals (Children's National Medical Center in USA and Derbyshire Royal Infirmary in UK):

- Developing conceptual and computer simulation models of the hospital logistics system.
- Quantifying the effect of different logistics decisions on the dynamic behaviour of the hospital logistics system.
- Redesigning the hospital logistics system and developing better logistics operating strategies in terms of performance and cost.
- Reducing inventory cost by incorporating a multi-criteria inventory classification method that takes into account the criticality, cost and usage value of items.

**COMPUTER
SKILLS**

- *ithink* Analyst Software (System Dynamics Modeling Software)

**PROFESSIONAL
MEMBERSHIPS**

- Jordan Engineers Association
 - KAIZEN Jordan Society
 - Association of Jordanian Women Academics
 - Jordan Engineers Club
-