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| <b>EDUCATION</b> | <b>Ph.D. in Supply Chain Management</b>  | June 2006 |
|                  | Sheffield Hallam University, Sheffield, United Kingdom.<br>Thesis title: A Study of Inventory Classification in Healthcare Logistics Using System Dynamics Modelling.  |           |
|                  | <b>M.Sc. in Engineering Management</b>   | June 1998 |
|                  | School of Engineering, Sheffield Hallam University, Sheffield, United Kingdom.<br>Thesis title: Using an Integrated System Dynamics Framework in Modelling Derbyshire Royal Infirmary-NHS Supplies Authority's Supply Chain. |           |
|                  | <b>B.Sc. in Industrial Engineering</b>   | June 1996 |
|                  | Faculty of Engineering and Technology, University of Jordan, Amman, Jordan.<br>Thesis title: Total Quality (TQ) in Health Care: Case Study in Implementing Process Improvement.  |           |

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| <b>CERTIFICATES</b> | <b>Project Management Professional (PMP)</b>                           | March 2024 (Third Issue)                              |
|                     | Accredited by the Project Management Institute (PMI), USA              | March 2021 (Second Issue)<br>March 2018 (First Issue) |
|                     | <b>Consultant Engineer in Quality Management</b>                       | October 2018 (Second Issue)                           |
|                     | Accredited by the Jordan Engineers Association, Jordan                 | January 2016 (First Issue)                            |
|                     | <b>KAIZEN Advisor</b>  | February 2012   |
|                     | Accredited by the Japan International Cooperation Agency (JICA), Japan |   |

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| <b>JOURNAL PUBLICATIONS</b> | <ul style="list-style-type: none"><li>Al-Qatawneh, L., and Makahleh, D. (2022). "An Integrated Approach for Improving Logistics Systems: A Case Study of Hospital Logistics". TEM Journal, Vol. 11, No. 4, pp. 1687-1693.</li><li>Alalawin, A., AlAlaween, W.H., Shbool, M.A., Abdallah, O. and Al-Qatawneh, L. (2022). "An interpretable predictive modelling framework for the turning process by the use of a compensated fuzzy logic system". Production and Manufacturing Research, Vol.10, pp. 89–107.</li><li>Al-Qatawneh, L., Abdallah, A. and Zalloum, S. (2019) "Six Sigma Application in Healthcare Logistics: A Framework and A Case Study", Journal of Healthcare Engineering, Vol. 2019, Article ID 9691568, 12 pages.</li><li>Barghash, M., Al-Qatawneh, L., Ramadan, S. and Dababneh, D. (2017) "Analytical Hierarchy Process Applied to Supermarket Layout Selection", Journal of Applied Research on Industrial Engineering, Vol. 4, No. 4, pp. 215-226.</li><li>Al-Qatawneh, L. (2017) "Framework for establishing records control in hospitals as an ISO 9001 requirement", International Journal of Health Care Quality Assurance, Vol. 30, No. 1, pp. 37-42.</li><li>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.</li></ul> |  |
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| <b>JOURNAL PUBLICATIONS</b>     | <ul style="list-style-type: none"> <li>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.</li> </ul>   |
| <b>CONFERENCE PUBLICATIONS</b>  | <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> </ul> |
| <b>TEACHING EXPERIENCE</b>      | <ul style="list-style-type: none"> <li><b>Assistant Professor</b> (September 2013 – Present)<br/>Industrial Engineering Department, Faculty of Engineering, The University of Jordan, Amman, Jordan.<br/>MSc. Courses: <ul style="list-style-type: none"> <li>– Project Management and Network Analysis</li> </ul> BSc. Courses: <ul style="list-style-type: none"> <li>– Production Planning and Control</li> <li>– Project Management</li> <li>– Engineering statistics I</li> <li>– Six Sigma</li> </ul> </li> <li><b>Assistant Professor</b> (September 2007 – September 2013)<br/>Mechanical and Industrial Engineering Department, Faculty of Engineering, Applied Science University, Amman, Jordan.<br/>Courses: <ul style="list-style-type: none"> <li>– Production Planning and Control</li> <li>– Quality Control</li> <li>– Project Management</li> <li>– Work, Time and Motion Study</li> <li>– Human Factors Engineering</li> <li>– Engineering Metrology</li> <li>– Logistics Management</li> </ul> </li> </ul>  |
| <b>PROFESSIONAL MEMBERSHIPS</b> | <ul style="list-style-type: none"> <li>Project Management Institute (PMI), USA</li> <li>Jordan Engineers Association, Jordan</li> <li>Association of Jordanian Women Academics, Jordan</li> </ul>   |