

C.V (Curriculum Vitae)
Dr. KifayaM. Abdullah

Personal Information:

Name: kifaya Mohammad Abdullah

Field of knowledge:

Production planning and control

(Accredited by the Higher Education Accreditation Commission, August, 2015)

Nationality: Jordanian

Gender: female

Date of Birth: Nov-3-1974

Marital Status: single

Permanent Address\Present Address: Amman-Jordan

Personal Contacts :

a) Mobile No.: +962 (79)0830556

b) Email kifaya2020@gmail.com

Academic Background:

Degree	Subjects	University	Passing Year
Ph.D.	Management	<p style="text-align: center;">International Islamic University with an average of 85.7 out of 100</p> <p style="text-align: center;">Thesis title: Framework of Building a Lean Organization and Function Indicators for Continuous Improvement: Exploratory Study: In Jordanian pharmaceuticals companies. Grade of thesis: Excellent</p> <p style="text-align: center;">The thesis Published in the Arab Administrative Development Organization as Doctoral dissertation's series: 2017.</p>	2015

M.B.A. degree in business ADM	Management	University of Jordan with an average of 3.27 out of 4	2010
Bachelor	Business administration	Petra University with an average of 3.76 out of 4	2006

Personal Skills:

- Research skills: making several researches
- Analytical studies skills
- Training skills: preparing and presenting several training courses for civil society institutions
- Author skills
- Computer skills

Research projects and educational achievements:

- Author "Ethics in the Public Sector and Governance" academic book -under publication, Dar Al Massirafor Publishing and Distribution
- Author "Job Description" academic book, Dar Al Massirafor Publishing and Distribution,2021
- Author " Managing Service Operations " academic book, Arab Administrative Development Organization, ISBN:9789774733239,Egypt,2021
- Author “ Performance Management “academic book - publication, Dar Al Massirafor Publishing and Distribution, 2019
- Author “Production and Operations Management ” academic book, Dar Waelfor Publishing and Distribution, ISBN:978-9957-91-498-1,2018
- Published the PhD thesis in the Arab Administrative Development Organization as Doctoral dissertation’s series. ISBN:978-977-473-194-5 , No: 755 Date:16/6/2016
- The receipt of a letter from ARAB ADMINISTRATIVE DEVELOPMENT ORGANIZATION to participate in the Sharjah for the best doctoral dissertation in management science in the Arab World dissertation includes my study as one of the best work that has been presented to the Sharjah prize for year 2015. Since it was described as a piece of work where the objectivity is very high and the effort that has been put in the work was tremendous and solid methodology.
- Member of the IRED: Institute of Research Engineers and Doctors, No.SM1009576, Valid from 16 April 2014 Valid Till 16 April 2017.
- Participation in Amman Arab University Conference: Digital transformation as a strategic choice for business continuity management (BCM) in Public Sector, June, 2021
- Participation in The Second Arabic Civil Service Conference: Towards flexible and creative strategies for human resources management, March 15, 2021
- Participation in Amman Arab University Conference: Using the Human Factor to Improve the Quality of Services: Requirements for Success,(ISSN: 2414-7761), Amman, 2019
- Published paper: The integration of lean organization and Social- Technical system, EPRA International Journal of Economic and Business Review, e-ISSN : 2347 - 9671, p- ISSN : 2349 – 0187, Volume - 4, Issue- 6, June 2016, In no Space (SJIF) Impact Factor : 5.509(Morocco), ISI Impact Factor : 1.259 (Dubai, UAE)
- Published paper :“Building The Visual management: A cognitive Approach” has been successfully submitted for review in “International Journal of Management, IT and Engineering (IJMRA),ISSN:9, Volume:6,Issue2249-0558,Impact Factor:6.269, 1st September 2016
- Published paper: Develop Conceptual Framework for Lean Organization To Achieve Continuous Process Improvement: A Case Study In Al- Hikma Pharmaceuticals Jordan Company, IOSR Journal of Business and Management (IOSR-JBM) e-ISSN: 2278-487X, p-ISSN: 2319-7668. Volume 18, Issue 4 .Ver. I (Apr. 2016), PP 00-00, DOI: 10.9790/487X-18040199108 www.iosrjournals.org, paper jointed with Professor Abdulsattar M. Al-Ali, Ph.D
- Published paper: REQUIREMENTS AND OBSTACLES OF USING JUST-IN-TIME (JIT) SYSTEM IN AL-HIMA PHARMACEUTICAL COMPANY IN JORDAN; EPRA International Journal of Multidisciplinary Research (IJMR), SJIF Impact Factor: 3.395 (Morocco), paper Inder 201601-01-000038; volume (2), issue(1) January 2016

- Published paper: DEVELOPING THE FRAMEWORK OF INTEGRATED JUST-in-TIME (JIT) APPROACH: A CONCEPTUAL STUDY, International Journal of Core Engineering and Management (IJCEM), published on 5 th of January 2016 in volume 2 issue 9, paper jointed with Professor Abdulsattar M. Al-Ali, Ph.D
- Published paper: the influence of the stabilization and transformational leadership bias on educated community- published in Jordan Journal of Business Administration- an international journal, volume (5), number(1) January 2009 paper jointed with Dr. Mohammad Al kasasba & Dr. Abeer Al- faouri
- Participate in The Second International Scientific Conference of the Deanship of Scientific Research and Graduate Studies at Amman Arab University Scientific research in the digital age, 5-6, June 2021, Digital transformation as a strategic choice for business continuity management (BCM): "Enablers and requirements "
- Participate in The Second Arabic Civil Service Conference: Towards flexible and creative strategies for human resources management In civil service during Coronavirus pandemic: "Roadmaps to Back to Work in The Jordanian MDAs after COVID- 19 "5-6, April, 2021
- Accepted paper in Joint International Conferences 2015, The International Conference on Future Trends in Management, Economics and Human Behavior Study, "The integration of lean organization and social- technical system", and ID "ESSHBS-15-1077" Thailand during 28-29 August, 2015.
- Participate in Joint International Conferences 2014, The International Conference on Future Trends in Management, Economics and Human Behavior Study, "The framework to building the lean organization", and ID: ACET-14-423, Hong Kong 26-27 August, 2014.
- Participate in Joint International Conferences, 2014, The International Conference On Future Trends In Management, Economics and Human Behavior Study" Lean manufacturing system: the content, context and practices", ID: FTMEHBS-14-873, Thailand on 03 - 04 May, 2014.
- Participate in Joint International Conferences, with Al-Ali, Abdulsattar M. 2014, Academic Business World International conference and International Conference on Learning and Administration in Higher Education," Using Balanced Score Card to evaluation Lean manufacturing system" No. 1548, May 21-23, 2014, USA
- Participate in Joint International Conferences 2013-Academic Business World International Conference, title paper "Competitive Weapon by: Renewal Organization" USA
- Participate in Joint International Conferences 2012-Academic Business World International Conference, title paper " Learning Organization Using Leadership and Employees as Competences Capability for the Successful Change, May 23-25, 2012, Turkey
- participate in Business intelligence conference of Alzaytoonah university, title paper " the effect of Emotional Intelligence on Technology learning" April 2011
- Getting the first level in the researches competition to the students of the UJ. , 2010
- Getting the second level in the researches competition to the students of the UJ. , 2009
- Getting the UJ. Plaque from Prof. Adel al-Twaisi the president of the UJ. , for my researches, 2010
- Published: reflections of Qur'an and excerpts of management, Dar Al mamoun for Publishing and Distribution 2010.
- Producing a CD to teach children Arabic, using visual basic, existed in the national press, 2006
- being the first student at the specialization and the collage (Bachelor)

Work Experience:

Current Position: Quality Specialist – Quality Assurance Department- Institutional Performance Development Unit- Civil Service Bureau December: 2016 – So far

- **Certified Trainer at the Institute of Public Administration in Jordan**
- **Formulating policies and developing strategies & guidelines & protocols**
- **Business Analyst for Service Automation (e-services)**
- **Simplification of procedures and re-engineering of processes and services**
- **Develop methodologies for Excellent operations**
- **Co-author: Teleworking manual – CSB,2020**
- **Co-author: Roadmaps to Back to Work in The Jordanian MDAs after COVID- 19 confinement Manual – CSB, ,2020**
- **Rapporteur of the scientific committee, The Second Arabic Civil Service Conference,2021**
- **Trainer in Quality Management& Managing for Services**
- **Facilitator of Quality Circles**
- **Develop: Quality Manual, SOP Manual, Services Manual**
- **Team leader for Kaizen Projects**
- **Team Leader for social responsibility**
- **Team Leader of Managing value chain**
- **Lecturer of Seminar: Managing Operations in Public sector**
- **Research team leader for the study: The Impressions of Social Media users about the Services of the Civil Service Bureau**
- **Develop Key Performance Indicator (KPI) Matrix**
- **Member of Strategy Planning team**

Training:

- ✓ **Total Quality Management**
- ✓ **Effective management of remote work**
- ✓ **Action plan**
- ✓ **Key Performance indicators(KPI)**
- ✓ **Continuous improvement**
- ✓ **Quality Management**
- ✓ **Lean Thinking**
- ✓ **Excellent service**
- ✓ **Complaints Management**
- ✓ **Communication skills**
- ✓ **Customer Personality types**
- ✓ **Managing people for Service Advantage**
- ✓ **Competencies (Human Resources)**
- ✓ **Skills Scientific Research**

Past Position: lecturer.

- ❖ Oct.2012– 2016 Amman Training College UNRWA-part time
- ❖ Oct.2011 – Jan.2012 Middle East University (MEU) -part time
- ❖ The summer semester,2014-2015 Middle East University (MEU) -part time
- ❖ Oct.2010 – Aug 2016 Hittein College- full time

❖ **Teaching:**

- Production and operation management
- Production planning and control
- Quantitative Methods in Management
- Quantitative Methods in Marketing
- Operation research
- Procurement management- Quantitative Approach
- Principles of Statistics
- Principles of Management
- Business in the English language
- Financial management
- Financial Analysis
- Human resources management
- MIS
- Commercial legislation(commercial law)
- Time Management
- Business correspondence (Arabic & English)
- Principles of Microeconomic
- Principles of Macroeconomic

Courses & Training:

- ❖ Analytical reporting skills, from 10-14/10/2021, 20 hours, Department of Statistics.
- ❖ Human Recourse Management- Civil Service Bureau October- from 24/10 - 19/11/2019-90 hours.
- ❖ ISO 9001/2015 , 12 hours, 16-18/7/2019, Talal Abu-Ghazaleh
- ❖ Return of Training- Civil Service Bureau December, 2018, 15 hours.
- ❖ Human Recourse Management- Civil Service Bureau December- from 26/11 - 20/12/2016-60 hours.
- ❖ Human investment course- sho'a training company
- ❖ The five strategies to get the administrative success course- the trainer Ahmad buzber- Kuwait- al-Nukhbahcentre for consulting
- ❖ Training trainers course- Yusuf Sa'adah and others- al-Nukhbahcentre for consulting
- ❖ Activation and participatory learning methods course- Yusuf Sa'adah
- ❖ Working teams making course- Taher Morsi from Egypt
- ❖ English courses: conversation and levels(the fifth level)
- ❖ Software course(computer skills course)

Objective:

- Registered at: The national database for researchers in universities and scientific centers (The Higher Council For Science and Technology)
- Treasurer for a charity association for 10 years (voluntary)
- Developing and presenting training programs for charity and educational associations.

Others :

- ✚ I was a guest in Petra University graduation ceremony August 2015 as success story
- ✚ My experience has been selected to be documented as "2013 success story" in Petra University Book," Issuing number:19-2013"
- ✚ I was a guest in "min Ahliha" program, the U.J radio, by the journalist "Ramzil'azwi", Oct. 26th.
- ✚ I was a guest in "yawmjadid" program, Jordan T.V, Oct. 27th.
- ✚ A report was made about my research under the title "a study calls us to activate the role of religion in standing against corruption", in al'arabiyawm newspaper, 4865, Friday Oct. 29th.

References :

- ✚ Eng: Badriah Balbisi, Secretary General of CSB (2019-2021)
- ✚ Dr. Rami HikmatALHadeethi, Deputy Dean of the Faculty of Engineering the Faculty of Engineering in The Jordanian University
- ✚ Sura Khuzai, Expert Program in Management Support and Good Governance / European Union
- ✚ Mr. Monier Hamam- Deputy Principal - Amman Training College UNRWA.