
Date of Birth: 14, February 1983

Nationality: Jordanian

Marital Status: Married

Ismail Abushaikhah is an Associate Professor of Logistics at the German-Jordanian University (GJU). He holds a PhD in Logistics Management and an MSc in Logistics and Supply Chain Management from Heriot-Watt University, Edinburgh. Dr Abushaikhah gained his practical managerial skills in logistics through employment at multinational companies, including the Operations and CRM divisions of Aramex and the Commercial division of Goodyear. His current research focuses on logistics, supply chain management, and distribution networks. Dr Abushaikhah has been teaching at the logistics department at GJU at both bachelor's and master's levels. His teaching and professional training interests include warehousing management, supply chain strategy, and the design of logistics and distribution systems. He has been recently recognized for his teaching with the German-Jordanian University's "Teaching Excellence Award – 2015-2016" university-wide.

EDUCATION

Ph.D. Logistics Heriot-Watt University, UK 2011 -2014

PhD Thesis area: Logistics and supply chain integration from a resource-based perspective

M.Sc. Logistics and Supply Chain Management Heriot-Watt University, UK 2008 - 2009

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|---------------------------------------|--|
| • Operations and Inventory Management | • Design and Operations of Logistics Systems |
| • Global Purchasing and Supply | • Distribution Centre Design and Management |
| • Freight Transport | • Supply Chain Control and Management |
| • Logistics Strategy | • Green Logistics |

MSc. Dissertation area: Agile Merchandising in the Apparel Supply Chain: A Perspective from Scottish Manufactures in Meeting the Challenge of European Sourcing

B.A. Administrative Sciences – Marketing Yarmouk University, Jordan 2001 - 2005

Gained experience encompassing marketing research, marketing within a business context, marketing communications and tactical / strategic marketing, together with areas including: procurement, planning and new product development.

PROFESSIONAL EXPERIENCE

Associate Professor of Logistics,	October 2018
School of Management and Logistics Sciences	- Present
German-Jordanian University, Amman, Jordan	

Currently calling upon superior presentation, communication and resource management skills to lecture and train students at both undergraduate and postgraduate levels, and practitioners of varying competency levels in: design and operations of logistics systems, supply chain management, logistics management, and warehouse design and management. Dr Abushaikhah has been recognized for his teaching with the German-Jordanian University's "Teaching Excellence Award – 2015-2016" university-wide. The following courses were taught during his service at GJU:

- Warehouse Management
- Operations of Logistics Systems
- Transport Management and Technology
- International Logistics
- Supply Chain Management
- Logistics and Supply Chain Management (master's program)

- Master Thesis (master's program)
- Special Topics in Logistics

Assistant Professor of Logistics
School of Management and Logistics Sciences
German-Jordanian University, Amman, Jordan

October 2014 –
October 2018

Customer Account Executive; CRM and Sales

2006 - 2008

ARAMEX (Logistics Solutions, Freight and Courier), Saudi Arabia

Managed and developed a portfolio of existing and prospective clients within this global brand recognised for its quality service and unique multi-product offering, through effective client relationship management.

- Gained hands-on experience supporting international freight and courier shipping, together with associated regulations;
- Dealt tactfully and diplomatically with concerns / complaints in line with strict service standards;
- Awarded "ARAMEX Sales League" award having generated the highest volume of sales with the highest profitability company-wide, 2007.
- Interfaced with ARAMEX regional offices and worldwide agents on a daily basis, together with airline companies to arrange customer requirements in an attempt to exceed expectations;
- Adopted a collaborative approach as part of a multifaceted team to effectively manage a portfolio of clients while identifying and pursuing market opportunities to drive business development.

Sales and Marketing Division

2005 - 2006

Goodyear, Saudi Arabia

Primarily accountable for facilitating the continued delivery of service excellence within one of the world's largest tire companies; screening incoming enquiries, managing after-sales follow-up, managing stock and arranging the delivery of goods within time constraints.

Key achievements

- Oversaw sales management activity, alongside the management of a portfolio of existing customers - opening new marketing opportunities to support business development;
- Demonstrated significant versatility and a flair for adaptability to satisfy fluctuating demands;
- Forged, maintained and nurtured key client relationships to support business growth;
- Maximised sales and exceeded targets having effectively developed and implemented a personal sales plan;

GOVERNANCE ACTIVITIES AT GJU

Department Level Service

- Department council (Chair: 2014-2016, member: 2017 – present)
- Graduate Studies Committee (2017 – present)
- Curriculum development and accreditation committee (2018 – present)
- Department's scientific and promotion committee (2018 – present)
- European Logistics Association (ELA) Accreditation taskforce (2017 – present)
- Dual Study Program in Logistics taskforce (2017 – present)
- Academic Exchange Coordinator (2016 – 2018)
- Chair, Logistics Sciences Department (2014 – 2016)

School Level Service

- Dual Study and Industry Linkage Committee (2019 – present)
- Dean's Assistant for Industry Links (2018 – present)
- School's Promotion Committee (2018 – present)

- School's Scientific Research Committee (2018 – present)
- School's council (2014-2016)
- Special Promotion Committee (2015)
- School's Scientific Committee (2015)
- Exchange Coordinators Team at SMLS – (2016 – present)
- School's Scientific research committee (2016-2017)
- School's study plan committee (2014-2015)

University Level Service

- Vice- Dean Of Research (2020 – present)
- University Council (2020 – present)
- University Disciplinary Committee for Violations by Employees (2020- present)
- University Investigation Committee for Disciplinary Violation by Students (2019- present)
- Scientific Research Council (2019 – present)
- University structure committee (2016 – present)
- German Year Committee (2016 – 2020)
- SAP Implementation Taskforce (2016)
- Study Plan committee of the Graduate School of Business Administration (GSBA)/formerly TAGSB – logistics track (2015/2016 and 2016/2017)
- GJU evening of excellence – Award selection committee (2016)
- German Year team (2016-present)
- Member of the annual GJU Network Partners Annual Meeting (2016 – 2020)

Country Level Service

- Member of the National Sector Skill Council (NSSC)
- Member of a national committee investigating the gap between skills supply and demand in the logistics sector in Jordan: National Centre for Human Resource Development (JNHRD)

PROFESSIONAL MEMBERSHIPS

- Member of the Production & Operations Management Society (POMS), having participated in several POMS' activities including the annual conference.
- Member of American Production and Inventory Control Society (APICS), having awarded the CLTD certification – Certified Logistics Transport and Distribution.
- Member of the Chartered Institute of Logistics and Transport, UK (CILT-UK) – providing an invaluable opportunity to maintain awareness of the latest innovations in the logistics industry worldwide having also been awarded, along with two others, the CILT student competition award in May 2009; Scotland.

PROFESSIONAL TRAINING AND COMMUNITY SERVICE

- German DAAD University Stay in Germany in September 2020. Host institute: Technische Hochschule Lubeck and Gebr. Heinemann, Hamburg, Germany.
- External examiner: Examination board of the Royal Medical Services – Pharmaceutical with minor in Logistics (2016 – 2018)
- Consultant for Independent Election Commission (IEC) – improving warehousing efficiency and distribution of boxes to poll centres. Amman, Jordan (2016).
- Trainer in contemporary logistics: Logismed project, funded by the European Investment Bank,
- Trainer in humanitarian supply chain Dilpoma funded by Kuehne Foundation.
- Trainer in Mini-MBA professional diploma by German Jordanian University
- Trainer in supply chain management by Nell Academy
- Trainer in shipping and logistics by Executive Business Centre (EBC)

- Trainer in Dual Study program of logistics: Aqaba Logistics Village and German Jordanian University
- Trainer in Humanitarian supply chain simulation
- SAP interactive course: Terp10 with focus on distribution
- Lecturer in humanitarian supply chain: Erasmus teaching mobility at Odisee University, Brussels, Belgium

PUBLICATIONS

- Salhie, L., Shehadeh, M., Abushaikh, I., & Towers, N. (2021). Integrating vehicle tracking and routing systems in retail distribution management. *International Journal of Retail and Distribution Management*, <https://doi.org/10.1108/IJRDM-12-2019-0400>
- Towers, N., Abushaikh, I., Ritchie, J. and Holter, A. (2020), "The impact of phenomenological methodology development in supply chain management research" *Supply Chain Management: An International Journal*, Vol. 25 No. 4, pp. 443-456.
- Abushaikh, I., Al-Weshah, G. & Alsharairi, M. (2019). "How do retail firms benefit from co-locating in logistics-intensive clusters? A focus on the inbound supply function.", *The International Review of Retail, Distribution and Consumer Research*, July, pp. 1-19.
- Salhie, L., Altarazi, S., & Abushaikh, I. (2019). "Quantifying and ranking the "7-Deadly" Wastes in a warehouse environment", *The TQM Journal*, Vol. 31 No. 1, pp. 94-115
- Samawi, G., Abushaikh, I., Salhie, L., Mdanat, M., & Al-Rashid, A. (2019). "Aligning Business Strategic Priorities and Purchasing Practices in Industrial Firms: Evidence from an Emerging Economy.", *Theoretical Economics Letters*, Vol. 9, pp. 709-736
- Abushaikh, I. (2018), "The influence of logistics clustering on distribution capabilities: a qualitative study", *International Journal of Retail & Distribution Management*, Vol. 46 No. 6, pp. 577-594
- Salhie, L., Abushaikh, I., Atmeh, M. and Mdanat, M. (2018), "Transportation extended wastes and road haulage efficiency", *International Journal of Quality and Reliability Management*, Vol. 35 No. 9, pp. 1792-1808.
- Abushaikh, I., Salhie, L. and Towers, N. (2018), "Improving distribution and business performance through lean warehousing", *International Journal of Retail & Distribution Management*, Vol. 46 No. 8, pp. 780-800.
- Abushaikh, I., Towers, N., Caldwell, N. (2018), "Beyond the dyad: Coordinating geographically dispersed supply chains with directed sourcing", *6th International Conference on Contemporary Marketing Issues (ICCMi 2018)*, 27-29 June, Athens, Greece. http://www.mkt.teithe.gr/iccmi2018/ICCMi_2018_proceedings.pdf
- Hiari, O., Dhiah el Diehn, I., & Abushaikh, I. (2017) "An IoT-Based Virtual Addressing Framework for Intelligent Delivery Logistics", In *International Conference on Information Science and Applications* (pp. 698-705), Springer.
- Abushaikh, I. and Schumann, D. (2016), "Mobile Phones: established technologies for innovative humanitarian logistics concepts", *Procedia Engineering*, 159, pp. 191-198.
- Salhie, L. and Abushaikh, I. (2016) "Assessing the driving forces for greening business practices: empirical evidence from the United Arab Emirates' logistics service industry", *South African Journal of Business Management*, Vol. 47 No. 4, pp. 59-69

Presentations at Academic Conferences and Seminars

- Abushaikh, I., Wu, Z., and Khoury, T. (2019), The Entanglement of Humanitarian Relief Actors and the Emergence of Supply Chain Operations with Zaatari Refugee Camp, *European Group for Organizational Studies, 35th EGOS Colloquium*, 1-6 July, 2019, Edinburgh.
- Wu, Z., Abushaikh, I., and Khoury, T. (2018), Bringing Institutional Change through Supply Chain Operations: a case study of Zaatari Refugee Camp, *supply chain seminar at the University of York by Prof Zhaohui Wu*, 6th December 2018, York, England.

- Khoury, T. A., Abushaikh, I., Wu, Z., (2018) "Guarding the gate with one eye shut: the dynamics of interfacing logics and the establishment of community in the Zaatari refugee camp", *European Group for Organizational Studies (EGOS), 34th EGOS Colloquium*, 5-7 July, Tallinn, Estonia.
- Abushaikh, I., Towers, N., Caldwell, N. (2018), "Beyond the dyad: Coordinating geographically dispersed supply chains with directed sourcing", *6th International Conference on Contemporary Marketing Issues (ICCMi 2018)*, 27-29 June, Athens, Greece.
- Khoury, T. A., Abushaikh, I., Wu, Z., (2018) "Guarding the gate with one eye shut: the dynamics of interfacing logics and the establishment of community in the Zaatari refugee camp", Presented at *Organization Studies Summer Workshop on "Responding to Displacement, Disruption, and Division: Organizing for Social and Institutional Change"*, Samos, Greece.
- Abushaikh, I., Wu, Z., and Khoury, T. (2017), "The emergence of a supply chain system: The case of Zaatari refugee camp", *Production & Operations Management (POMS 2017): The 28th Annual Conference*, 5-8 May, Seattle, Washington, USA.
- Alshboul, M. and Abushaikh, I. (2017), "Risk analysis of supply chain strategy: A case study of an electronic transit trade tracking system", *19th International Conference on Operations Research and Supply Chain Management (ICORSCM)*, 25-26 June 2017, Paris, France.
- Khoury, T. A., Abushaikh, I., Wu, Z., (2017) Guarding the gate with one eye shut: the dynamics of interfacing logics and the establishment of community in the Zaatari refugee camp. Presented at *Migration and Diaspora Entrepreneurship Conference*, Bremen, Germany.
- Abushaikh, I. (2016), "Mobile Phones: established technologies for innovative humanitarian logistics concepts", *Presentation at the Humanitarian Technology 2016: Science, Systems and Global Impact Conference, Massachusetts Institute of Technology (MIT)*, 7-9 June, 2016, Boston, USA.
- Abushaikh, I. (2016), "On the role of supply chain management in meeting natural resource scarcity", *BESSH 21st International Conference*, 15-16 September, Kuala Lumpur, Malaysia
- Abushaikh, I. (2014), "Achieving competitiveness in garment manufacturing industry through supply chain integration", *European Logistics Association (ELA) Academic Workshop*, 26-29 June, 2014, Schindellegi, Switzerland

JOURNAL REVIEWS

Reviewer for the following Journals: (2016-2020)

- International Journal of Logistics
- Supply Chain Management: An International Journal
- Production Planning & Control
- International Journal of Retail and Distribution Management (LITERATI Outstanding Reviewer Award – 2020, Emerald Publishing)
- South African Journal of Business Management
- International Journal of Productivity and Performance Management