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# Noor Al-Ma'aitah, Ph.D, CSCE, FHEA

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## ASSOCIATE PROFESSOR

### PERSONAL PROFILE

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Highly driven Associate Professor in operations and supply chain management with excellent skills in quantitative research, with Head of Department experience, I have extensive expertise in curriculum development and management both at UG and PG levels. Experience leading and operationalizing academics' workloads and timetables across several locations in Jordan. Excellent at efficiently streamlining academics' workload. Proactively involved in and member of several academic and research committees. I have experience using blended learning and evidence of delivering excellent student experience and satisfaction. Excellent research potential is evidence through successful track record of publications. I am eager to apply my academic experience, quantitative research skills and leadership qualities, to add value to different academic and non-academic projects.

### ACADEMIC ACHIEVEMENTS, HONOURS AND PRIZES OR AWARDS

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- Chair for a special session on supply chain management and sustainability at the International Conference on Management, Business, and Economics (ICMBE'2024), Hassan II University of Casablanca, Morocco, (<https://lnkd.in/dnSjhUXf>).
- Fellow (FHEA) Advanced HE (Fellowship reference PR286080) - (2024), UK.
- Member panel of AACSB University of Business and Technology (UBT) (2024)-UBT, KSA.
- Member panel of AACSB Mutah University (2022-present)-Mutah University, Jordan
- Head of Department of Business Administration at the Faculty Committee-(2018-2019) Mutah University, Jordan.
- Harrington Best TQM Thesis Award (2015), Hamdan bin Mohamad Smart University, Dubai.
- Runner up poster, 4th annual 'PhD Poster Day' (2011), Kent Business School, June 2011, Canterbury, UK.
- Full PhD Scholarship (2009), Mutah University, Jordan
- Reviewer for VINE Journal of Information and Knowledge Management Systems (2022)-Emerald
- Reviewer for international journal of construction supply chain management (2020)- Massey University, New Zealand
- Reviewer for Mutah lil-buhuth wad-dirasat/ Humanities and Social Sciences Series (2020)- Mutah University, Mutah, Jordan
- Staff exchange under Mavlana agreement, (2019), Karabuk University, Turkey
- Organization Committee, 9th International Conference of the Association Global Management Studies (ICAGMS), (2019), Said Business School, University of Oxford, UK (<https://association-gms.org/index.php/call-for-papers/>)
- External examiner for master's students in number of Jordanian Universities (2020-present)
- Reviewer for number of textbooks and master thesis in management in Jordanian Universities (2020-present)
- Member panel of postgraduate studies(2020--2023)- Department of Business Administration, Mutah University, Jordan
- Member panel of MBA comprehensive Exam- (2015-2024)-Mutah University, Jordan.

- Member panel of comprehensive Exam/Public Health Management-School of Medicine- (2019- 2024)- Mutah University, Jordan.
- Internal Examiner for MBA thesis (2018-present)- Mutah University, Jordan.
- Chairman panel of postgraduate studies(2019)- Department of Business Administration, Mutah University, Jordan
- Representative of Department of Business Administration at the Faculty Committee-(2020, and 2016) Mutah University, Jordan.
- Panel member to review academic promotion applications (2018)- School of Business- Mutah University-Jordan
- Member panel of quality assurance –(2017-2018), School of Business- Mutah University-Jordan

## **KEY SKILLS**

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- Quantitative data analysis skills with a focus on inferential statistics
- Bilingual researcher: Arabic (native speaker), English (very good level);
- Computer Skills: excellent skills using Microsoft Office
- Data Analysis Software: excellent knowledge of SPSS

## **ACADEMIC QUALIFICATION**

**2010-2014- PhD in Supply Chain Relationships, University of Kent-UK**

Title of Thesis:“An Examination of Supply Chain Relationships in Jordanian Manufacturing Context: A Cultural Perspective.”

**2005-2008- MBA, Mutah University- Jordan**

**2001-2005- BA Teaching Mathematics, Mutah University-Jordan**

## **PROFESSIONAL CERTIFICATES**

- Certified Supply Chain Expert (CSCE)-2023
- Fellowship of the Higher Education Academy (FHEA)-2024

## **WORK EXPERIENCE**

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**2020-Present- Associate Professor in Supply Chain Management, Mutah University- Jordan**

- Teaching on both UG and PG level
- Supervising MBA students
- Administration work related to different communities

**2023- 2024- Associate Professor in Supply Chain Management, University of Business and Technology (UBT)- Jeddah, KSA**

- Sabbatical Leave

**2014-2020-Assistant Professor in Operations and Supply Chain Management, Mutah University, Jordan**

- Teaching on both UG and PG level

- Administration work related to different communities

### **2018-2019- Head of Business Administration Department, Mutah University- Jordan**

- Scheduled the workload in three locations (Al-Karak, Amman, and Aqaba) to ensure consistency of teaching team.
- Ensure consistency of assessment strategy and oversaw the examination schedule for both undergraduate and postgraduate programmes, including MBA comprehensive exams.
- Reported to the Dean of postgraduate studies on students' voice on the MBA programme.
- Worked with the department to establish the foundation for a new international program for international students
- Successfully launched a project to enhance cross-departmental collaboration and offerings for students.

### **2009-2015- Procurement Officer, Elreha Jordan Co. - Jordan**

- Reviewed customers' orders and generating the sales orders;
- Selected the right suppliers and creating the purchase orders;
- Followed up on engineering issues, quality issues and price issues;
- Ensured timely and accurate shipments; and
- Invoiced customers.

The company's headquarter is located in Florida, the European branch is located in Germany, and two operations offices are located in Hong Kong and Jordan. I mainly handle the office orders from Germany and communicate with the two operations offices to facilitate and arrange shipments, which are all done online.

### **2008-2009- Documentation and Customer Service, Al-Jazy Shipping and Forwarding Company- Jordan**

- Tracked the shipments online and via the phone;
- Prepared manifests for the customs department;
- Contacted the customers and clearance companies by sending loading confirmation, pre-arrival notice and arrival notice;
- Prepared invoices to the customer and also collecting them; and
- Filled out the shipments.

### **PUBLICATIONS**

- Al-Ma'aitah, N; (2024), Organizational Culture and Healthcare Supply Chain Resilience in the Middle East: The Role of Technology Integration, Problems and Perspectives in Management,22(4), pp68-82.
- Kakesh, D.; Al-Weshah, G.; Al-Ma'aitah, N.; Abualsamen, L. (2024), Building E-loyalty through online banking features: the mediating role of E-trust, International Journal of Management Practice, 17(5),pp. 577-599.
- Al-Ma'aitah, N.; Al-Nahleh, O; Alsmairat, M.; (2024), Electronic Procurement System and Buyer-Supplier Relationship: An Empirical Study in Jordanian Pharmaceutical Industry, International Journal of Procurement management, 20(1), pp. 85-105.
- Alsmairat, M; Al-Ma'aitah, N; Alhwameil, T; Elrehail, H (2024), Supply Chain Partnership and Sustainable Performance: Does TQM mediate the relationship?, International Journal of Quality and Service Sciences, 16(1), pp.63-86 .DOI: <https://doi.org/10.1108/IJQSS-07-2023-0101>
- Al-Ma'aitah, N; Liao, Y., Soltani, E., Ting, C., Ahmad, P. (2024), unpacking the cultural impacts on supply chain relationships in the Arab Middle East region: the moderating role of trust, Journal of Production Planning and Control, 35(16), 2304–2326, DOI: <https://doi.org/10.1080/09537287.2024.2313516>.

- Al-Ma'aitah, N; (2024), Investigating the interplay between supply chain agility, human capital and supply chain performance in the healthcare sector of Jordan, *Uncertain Supply Chain Management*, 12(2), pp. 751-760
- Alsmairat, M; El Baz, J; Al-Ma'aitah, N., (2024), The performance of quality management practices induced by top management commitment and Kaizen initiatives: Evidence from Jordanian public hospitals, *International Journal of Quality & Reliability Management*, 41(2), pp. 585-607
- Khrisat, A; Al-Weshah, G.A., and Al-Ma'aitah, N.,(2023), Employee relationship management and achievement motivation: insights from hospitals, *International Journal of Management Practice*, 16(6),pp.727-743, DOI: 10.1504/IJMP.2023.10046530
- Hussain, S.; Alsmairat, M.; Al-Ma'aitah, N.; Almrayat, S. (2023), Assessing quality performance through seven total quality management practices, *Uncertain Supply Chain Management*, 11(1) ,pp.41-52
- Cole, R. Al-Ma'aitah, N.; Alhasan, R. (2022), Integrating Syrian refugee workers in global supply chains: creating opportunities for stable trade, *Journal of Humanitarian logistics and Supply Chain Management*, 12(3), pp.404-424
- Al-Weshah, G.A., Kakeesh, D.F. and Al-Ma'aitah, N., (2021). Digital marketing strategies and international patients' satisfaction: an empirical study in Jordanian health service industry. *Estudios de Economia Aplicada (Studies of Applied Economics)*, 39(7).
- Kakeesh, D., Al-Weshah, G. and Al-Ma'aitah, N., (2021). Maintaining Customer Loyalty Using Electronic Customer Relationship Management (E-CRM): Qualitative Evidence from Small Food Businesses in Jordan. *Estudios de Economia Aplicada (Studies of Applied Economics)*, 39(7).
- Al-Haraisa, Y., Al-Ma'aitah, N., Al-Tarawneh, K., Abuzaid, A. (2021). "Talent Management Practices and Competitive Advantage: Evidence from Jordanian Insurance Sector". *International Journal of Service Science, Management, Engineering, and Technology*. 12(5), pp.102-115
- Al-Ma'aitah, N., Soltani, E., and Liao, Y. (2021). Wasta Effects on Supply Chain Relationships in the Middle East Region. In Khosrow-Pour D.B.A., M. (Ed.), *Encyclopedia of Organizational Knowledge, Administration, and Technology* (pp. 2505-2520). IGI Global. <http://doi:10.4018/978-1-7998-3473-1.ch174>
- Al-Ma'aitah N., Al-Haraisa, Y., Al-Tarawneh, K., (2020), 'Staffing Strategy as a Way to Achieve Organizational Excellence: Insights from Jordan'. *Test Engineering and Management*, 83(March-April), pp.6929-6939
- Alqaralleh, H., Awadallah, D., Al-Ma'aitah, N., (2019), Dynamic Asymmetric Financial Connectedness under Tail Dependence and Rendered Time Variance: Selected Evidence from Emerging MENA Stock Markets. *Borsa Istanbul Review*, 19(4), pp.323-330
- Abuzaid, A., Al-Ma'aitah N., Al-Haraisa, Y., Al-Tarawneh, K., (2019), Examining the Impact of Transformational Leadership on the Strategic Decision Effectiveness of Jordanian Microfinance Companies. *International Review of Management and Marketing*, 9(2), pp.76-83.
- Al-Ma'aitah, N. (2018), Green Supply Chain Management (GSCM) practices and their impact on performance: An insight from the Jordanian construction sector. *International Journal of Construction Supply Chain Management*, 8(2), pp.87-104
- Al-Ma'aitah, N.(2018). The Role of Justice in Achieving Long-term Buyer-Supplier Relationship: The Case of Jordanian Manufacturing Sector. *International Review of Management and Marketing*, 8(2), pp.109-117.

## CONFERENCES

- Al-Ma'aitah, N; Liao, Y., Soltani, E., Ting, C., Ahmad, P. (2023), unpacking the cultural impacts on supply chain relationships in the Arab Middle East region: the moderating role of trust, *Academy of Management Proceedings*, page 15837,4-8 Aug, Boston. <https://doi.org/10.5465/AMPROC.2023.15837abstract>
- Alsmairat, M., Al-Ma'aitah, N., AlRafaty, I., (2022), Modelling of Critical Success Factors Affecting the Adoption of Enterprise Resource Planning: A Moderated Model, *International Conference on Cyber Resilience (ICCR)*, Dubai, United Arab Emirates, 6-7 Oct, pp. 1-10, doi: 10.1109/ICCR56254.2022.9995739.
- Kakeesh, D., Al-Weshah, G., Al-Ma'aitah, N., (2020), Maintaining customer loyalty using electronic relationship management (E-CRM): qualitative evidence from small food business in Jordan, *International Conference on Sustainable Innovation and Emerging Trends in Business And Management (ICSIEM'20)*, 14-15 Sep, Athens, Greece (<http://www.usarconferences.org/business20.html#p1>)

- Abu gharrah, A., Aljaafreh, A., Al-Ma'aitah, N., (2019), Toward a Model for Actual Usage of Social Networks Sites for Educational Purposes in Jordanian Universities, 9th International Conference of Association of Global Management Studies ICAGMS, pp 249-260, University of Oxford, Said Business School, 1-2 July, UK
- Al-Ma'aitah, N. (2018), Do Green Supply Chain Management (GSCM) Practices Lead to Performance? The Case of Jordanian Construction Sector. 27 World Business Congress: IMDA conference: Transformation, Coopetition, and Sustainability in the era of Globalization, Engagement, and Disruptive Technology, Vol. XXVII, page 233, 10-14 June 2018, Sha Tin, Hong Kong.
- Al-Ma'aitah, N.; Soltani, E., and Liao, Y. (2015), "Supply Chain Relationships and Its Resulting Outcomes for Quality in the Middle East Context: A Cultural Perspective". Innovation Arabia 8, 16-18 February, 2015, Dubai.
- Al-Ma'aitah, N.; Soltani, E.; & Liao, Y. (2014), "Supply chain relationship and national culture: Empirical evidence from the MENA region". 21st international Annual EurOMA conference: Operations Management in an Innovation Economy, 20-25 June, 2014, Palermo, Italy.
- Al-Ma'aitah, N., Soltani, E. & Liao, Y. (2013) Collectivist Cultural Values and Buyer-Supplier Relationships in the Middle East: The Jordanian Experience, International Journal of Global Management Studies, Vol.4, No. 2, 4-5 March 2013, Berkeley, California.
- Al-Ma'aitah, N. (2012), "The impact of national culture and trust on building long term buyer-supplier relationship in the Middle East: The case of Jordanian manufacturing sector, 28th IMP Conference, IMP Doctoral Consortium, 11-15 September 2012, Rome, Italy

## **COURSE TAUGHT**

- Module leader and tutor on various UG modules, including Operations Management, Supply Chain Management, Total Quality Management, Control Management, Banks Management, Applications of Statistics for Business Students, Principles of Management, Data Analysis Using SPSS, Ethics in Work Place, Purchasing Management, Customer relationship management and ERP, International Business Logistics, and Transportation Economics and Policy. In addition, at the postgraduate (MBA) level, for example, Research Methods in Social Sciences, Strategic Management, Hospital Administration, Human Resource Management, Training and Development, and Project Management.

## **SUPERVISION**

- Tahani Al-hwimel (2021-2022) The Impact of Supply Chain Management on Competitive Advantage: The Mediating Role of Total Quality Management in the Jordanian Pharmaceutical Industry- MBA-Mutah University-Jordan
- Sura Mrayat (2021-2022) Total Quality management Practices and Quality Performance: Evidence from Jordanian Public Hospitals -MBA-Mutah University-Jordan
- Osama Alnahlah (2019-2021) Electronic Procurement System and Buyer-Supplier Relationship: An Empirical Study in Jordanian Pharmaceutical Industry -MBA-Mutah University-Jordan
- Hadeel Yaseen (2019-2021) Barriers for Women Career Development in the Jordanian Higher Education Institutions-MBA-Mutah University-Jordan
- Ibrahim Rafati (2019-2020) Critical Success Factors Affecting the Adoption of ERP in the Jordanian Manufacturing Sector-MBA-Mutah University-Jordan
- Alhareth Al-Madadha (2019-2020) Organizational Justice and Employee's Job Satisfaction: An Applied Study on Manaseer Industrial Complex -MBA-Mutah University-Jordan

## **RESEARCH GROUPS AND PROJECTS**

- Smart and Green Supply Chain Research Team (2022- present)-Mutah University, Jordan
- Country Co-Investigator (CCI) with Global Leadership and Organizational Behavior Effectiveness (GLOBE) project team in Jordan (2020-present)

**References are available on request.**