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**Prof. Mamdouh Abdel Aziz Refaiy.**

**Scientific Degree :**

**Doctor's Degree in Business Administration.**

**Position :**

Professor of Business Administration.(HR) Faculty of Business, Ain Shams University, Cairo, Egypt.

**An Academic Visiting at Portsmouth Business School, University of Portsmouth, Hampshire, UK**  
In 2008.

**Previous Positions :**

Demonstrator, 1980; Assistant Instructor, 1989; Assistant professor, 2001; and Associate Professor, 2007, Faculty of Business, Ain Shams University.

**Research Interest :**

His main research interest lies in the field of Human Resource Management(HRM) and Operations Management(OM) Particularly Total Quality Management(TQM), Business Process Reengineering(BPR), Theory of Constraints(TOC), Supply Chain Management(SCM), Lean Six Sigma(LSS), Innovation, and Knowledge Management(KM).

**Publications:**

- Evaluation of Production Quality Control System in the Food Industries Sector, Faculty of Commerce, Ain Shams University, 1989.
- Processes Redesign as an Approach to Improve Productivity, Applied Study in Drug Production Companies Public Business Sector, Faculty of Commerce, Ain Shams University, 2001.
- Knowledge Management: Evaluating the Role of Socialization, Externalization, Combination, Internalization Processes and their Effects on Innovation Process, Applied Research on Pharmaceutical Industry, Magazine of Commercial Studies and Researches, Faculty of Commerce, Banha University, Issue 2, 2002.
- The Effect of Applying Total Quality Culture on Organizational Effectiveness, An Empirical Study on Textile Industry, Tenth of Ramadan City, Magazine of Commercial Studies and Researches, Faculty of Commerce, Banha University, Issue 1, 2003.
- The Effect of Applying Electronic Supply Chain Management on Bullwhip Effect under the Condition of Demand Sharing. Applied Research on Electricity Good, Magazine of Commercial Studies and Researches, Faculty of Commerce, Banha University, Issue 1, 2004.
- Evaluating the Integrated Approach of Lean Six Sigma in the Egyptian Banking, Magazine of Commercial Studies and Researches, Faculty of Commerce, Banha University, Issue 1, 2006.

- The Effect of Applying Theory of Constraints on Throughput Orientation, An Empirical Study of Auto Production Companies in Egypt, Magazine of Commercial Studies and Researches, Faculty of Commerce, Banha University, Issue 1, 2008.
- Evaluating the Relationship between Knowledge Characteristics and Knowledge Transfer: An Empirical Study within Egyptian Textile Industry. Published in The Conference of Egyptian Universities Promotion Committee for Business Administration , Faculty of Commerce, Ain Shams University ,July 2009.
- The Effect of applying tacit knowledge on maintenance performance: an empirical study of the energy sector in the UK and Arab countries. Knowledge Management Research & Practice (2009) Vol. 7,pp. 277–288.
- The Effect of Trust among People on Knowledge Sharing: An Empirical Study within Egypt Air Company, Magazine of Accounting, Management, and Insurance, faculty of commerce, Cairo University, Issue 76 , 2010.
- The Effect of Tacit Knowledge Characteristics on Tacit Knowledge Transfer: An Empirical Study within Egyptian Industry, The Journal of American Science.(2011) Vol. 7, No. 1, pp.247-263.

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