
RESUME OF DR. SELIM AHMED



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Google Scholar	:	https://scholar.google.com/citations?user=PEOIE-8AAAAJ&hl=en

Academic Qualifications

- Ph.D. in Business Administration (Major in Quality Management), International Islamic University Malaysia – Kuala Lumpur, Malaysia, July 2016.
- Master of Management, International Islamic University Malaysia – Kuala Lumpur, Malaysia, 2010.
- Bachelor of Business Administration (Major in Human Resource Management), IBAIS University – Dhaka, Bangladesh, 2005.
- Higher Secondary Certificate (Business Studies), Narayanganj College - Narayanganj, Dhaka, Bangladesh, 2000.
- Secondary School Certificate (Business Studies), Hossainpur S.P. Union High School – Sonargoan, Narayanganj, Dhaka, Bangladesh, 1998.

Professional Affiliation/Membership

Editorial Advisory Board Member

- Malaysian Management Review (MMR)
- Operations Management, Cambridge Scholars Publishing
- International Journal of Entrepreneurship & Development Studies
- International Journal of Economics Management and Social Science
- Journal of International Business and Management

Reviewer for Journal

- Total Quality Management & Business Excellence (*Taylor & Francis, Indexing in ISI & SCOPUS*)
- International Journal of Lean Six Sigma (*Emerald Publishing, Indexing in SCOPUS, Emerging Sources Citation Index*)
- International Journal of Healthcare Quality Assurance (*Emerald Publishing, Indexing in SCOPUS, Emerging Sources Citation Index*)
- International Journal of Healthcare Management (*Taylor & Francis, Indexing in SCOPUS*)
- International Journal of Quality and Service Sciences (*Emerald Publishing, Indexing in SCOPUS, Emerging Sources Citation Index*)
- International Journal of Bank Marketing (*Emerald Publishing, Indexing in SCOPUS, Emerging Sources Citation Index*)
- International Journal of Islamic and Middle Eastern Finance and Management (*Emerald Publishing, Indexing in SCOPUS, Emerging Sources Citation Index*)
- Journal of Global Entrepreneurship Research (*Springer*)
- Internet Research (*Emerald Publishing, Indexing in SCOPUS and ISI*)
- Computers in Human Behavior (*Elsevier, Indexing in ISI*)
- Environmental Monitoring and Assessment (*Springer, Indexing in ISI*)
- International Journal of Business and Systems Research (*Inderscience Publishers, Indexing in SCOPUS*)
- International Journal of Environment and Sustainable Development (*Inderscience Publishers, Indexing in SCOPUS*)
- Turkish Journal of Islamic Economics (*Indexing in EBSCOhost, Google Scholar*)
- Malaysian Management Review

Academic Experiences

- **Head**, World School of Business, World University of Bangladesh, Dhaka, Bangladesh, 1st January 2018– Present.
- **Adjunct Professor**, School of Business, Uttara University, Dhaka, Bangladesh, 8th September 2017 – 5th January 2018.
- **Assistant Professor**, World School of Business, World University of Bangladesh, Dhaka, Bangladesh, 2nd October 2017– Present.
- **Assistant Professor**, Faculty of Management Sciences (ISIAM), Universiapolis - International University of Agadir, Agadir, Morocco, 1st August 2016 – 15 June 2017.
- **Lecturer for Human Resource Management**, IIUM Centre for Continuing Education, International Islamic University Malaysia, Kuala Lumpur, 31 January 2016 – 31 May 2016.
- **Lecturer for Independent Study**, Marketing Principles and Consumer Behaviour, IIUM Centre for Continuing Education, International Islamic University Malaysia, Kuala Lumpur, 17 February 2016 – 8 May 2016.
- **Instructor**, advanced data analysis workshop on Structural Equation Modeling (SEM), Presentation Lab B, Kulliyyah of Economics and Management Science, International Islamic University Malaysia, Kuala Lumpur, 3rd April 2016.
- **Instructor**, Data Analysis by using SPSS, IRK General Computer Lab, Kulliyyah of Islamic Revealed Knowledge and Human Sciences, International Islamic University Malaysia, Kuala Lumpur, 8th January 2016.
- **Instructor for SPSS training**, Student Learning Enhancement Unit (SLEU), International Islamic University Malaysia, Kuala Lumpur, 01 October 2011 – 15 January 2012.
- **Instructor**, workshop on Business Research Methodology, American International University Bangladesh (AIUB), Dhaka, 10th May 2012.
- **Research Assistant** for Prof. Dr. Rafikul Islam, Department of Business Administration, International Islamic University Malaysia, 01 July 2008 – 30 April 2016.
- **Graduate Research Assistant** for Assoc. Prof. Dr. Noor Hazilah Abd Manaf, Department of Business Administration, International Islamic University Malaysia, Kuala Lumpur, 12 September 2011– 15 January 2012.

Academic/Technical Skills

Research Methodological/Technical Skills	Computing Skills	Other Skills
<ul style="list-style-type: none"> • Quantitative research methodology • Qualitative research methodology • Nominal Group Technique (NGT) • Analytical Hierarchy Process (AHP) • Quality Deployment Function (QFD) • Structural Equation Modeling (SEM) • Exploratory Factor Analysis (EFA) • Confirmatory Factor Analysis (CFA) • Invariance Analysis • Regression Analysis • Logistic Regression Analysis • Discriminant Analysis • ANOVA • MANOVA Test 	<ul style="list-style-type: none"> • SPSS (12 – 22 version) • AMOS (14 – 22 version) • Expert Choice • Super Decision • Smart PLS • Atlast ti 7 • Endnote 6 & 7 • Microsoft Publisher • Microsoft Excel • Microsoft Word • Microsoft PowerPoint 	<ul style="list-style-type: none"> • Research Proposal • Research Design • Research Sampling • Lean Management • Six Sigma • Healthcare Management • Educational Management • Islamic Management • Islamic Marketing • Islamic Banking

PUBLICATIONS

Book Chapter

Selim Ahmed (2018). Integration of Lean and Six Sigma Methodology to Improve Quality Performance in Healthcare Organisation. In *Understanding Six Sigma: Concepts, Applications and Challenges* (pp. xx-xx), New York, Nova Science Publishing, Inc. (Forthcoming)

Journals

Selim Ahmed, Noor Hazilah Abdul Manaf and Rafikul Islam (xxxx). Lean Six Sigma Approach and Quality Performance for the Healthcare Organisations in Malaysia. *International Journal of Quality and Service Sciences*, Vol. xx, No. x, pp. xx-xx. Forthcoming (Emerald Publishing, Indexing in SCOPUS).

Selim Ahmed, Noor Hazilah Abdul Manaf and Rafikul Islam (xxxx). Effect of Lean Six Sigma on quality performance in Malaysian Hospitals. *International Journal of Health Care Quality Assurance*, Vol. xx, No. x, pp. xx-xx. Forthcoming (Emerald Publishing, Indexing in Thomson Reuters - Emerging Sources Citation Index and SCOPUS).

Selim Ahmed, Kazi Md. Tarique and Ishtiaque Arif (2017). Service quality, patient satisfaction and loyalty in the Bangladesh healthcare sector. *International Journal of Healthcare Quality Assurance*, Vol. 30, No. 5, pp. 477-488. (Emerald Publishing, Indexing in Thomson Reuters - Emerging Sources Citation Index and SCOPUS).

Selim Ahmed, Noor Hazilah Abd Manaf and Rafikul Islam (2017). Measuring quality performance between public and private hospitals in Malaysia. *International Journal of Quality and Service Sciences*. Vol. 9, No. 2, pp. 218-228 (Emerald Publishing, Indexing in SCOPUS).

- Selim Ahmed**, Rafikul Islam and Mohammad Mohiuddin (2017). Service quality, *shariah* compliance and customer satisfaction of Islamic banking services in Malaysia. *Turkish Journal of Islamic Economics*. Vol. 4, No. 2, pp. 71-82. (Indexing in EBSCOhost, Google Scholar).
- Rafikul Islam, **Selim Ahmed** and Kazi Md. Tarique (2016). Prioritization of Service Quality Dimensions for Healthcare Sector. *International Journal of Medical Engineering and Informatics*, Vol. 8, No. 2, pp. 108-123. (Inderscience Publishers, Indexing in SCOPUS).
- Rashidah Abdul Rahman , Aliyu Dahiru Muhammad , **Selim Ahmed** and Fouad Amin (2016). Micro-entrepreneurs' intention to use Islamic micro-investment model (IMIM) in Bangladesh. *Humanomics*, Vol. 32, No. 2, pp. 172-188. (Emerald Publishing, Indexing in Thomson Reuters - Emerging Sources Citation Index and SCOPUS).
- Muhammad Mehedi Masud, **Selim Ahmed**, Mahfuzur Rahman and Rulia Akhtar (2016). Measuring Psychological effects and internet addiction towards academic performance of tertiary students in Malaysia. *International Journal of Research in Business and Technology* , Vol. 9, No. 1, pp. 991-1002. (Indexing in Thomson Reuters' RESEARCHERID).
- Rafikul Islam, **Selim Ahmed** and Dzuljastri Abdul Razak (2015). Identifying the gaps between customer expectations and perceptions on service quality dimensions of Islamic banks in Malaysia. *International Journal of Quality and Service Sciences*, Vol. 7, No. 4, pp. 424-441. (Emerald Publishing, Indexing in SCOPUS).
- Selim Ahmed** and Md. Habibur Rahman (2015). The effects of marketing mix on consumer satisfaction: a literature review from Islamic perspective. *Turkish Journal of Islamic Economics*, Vol. 2, No. 1, pp. 17-30. (Indexing in EBSCOhost, Google Scholar).
- Ahmad Zaki Ismail and **Selim Ahmed** (2015). Employee perceptions on reward/recognition and motivating factors: a comparison between Malaysia and UAE, *American Journal of Economics*, Vol. 5, No. 2, pp. 200-207. (Indexing in EBSCOhost).
- Zulkarnain Kedah, Yusof Ismail, Ahasanul Haque and **Selim Ahmed** (2015). Consumer Online Food Ordering Experience: An Empirical Study. *Malaysian Management Review*, Vol. 50, No. 2, pp. 19-36.
- Aliyu Dahiru Muhammad, Sirajo Aliyu and **Selim Ahmed** (2015). Entrepreneurial Intention Among Nigerian University Students. *American Journal of Business Education*, Vol. 8, No. 4, pp. 239-248. (Indexing at EBSCOhost, ProQuest and etc).
- Rafikul Islam and **Selim Ahmed** (2014). Do managers and employees perceive motivating factors differently in Malaysia? *International Journal of Business and Systems Research*. Vol. 8, No. 1, pp. 72-90. (Inderscience Publishers, Indexing in SCOPUS).

Selim Ahmed and Mohammad Mehedi Masud (2014). Measuring service quality of a higher educational institute towards student satisfaction. *American Journal of Educational Research*, Vol. 2, No. 7, pp. 447-455.

Selim Ahmed, Noor Hazilah Abd Manaf and Rafikul Islam (2013). Effects of Lean Six Sigma application in healthcare services: a literature review. *Reviews on Environmental Health*, Vol. 28, No. 4, pp. 189-194. (Indexing in Thomson Reuters, SCOPUS).

Noor Hazilah Abd Manaf, Khaliq Ahmad and **Selim Ahmed** (2013). Critical factors of service quality in a graduate school of Malaysia. *International Journal of Quality and Service Sciences*. Vol. 5, No. 4, pp. 415-431. (Emerald Publishing, Indexing in SCOPUS).

Selim Ahmed and Rafikul Islam (2012). Students' perception on library service quality: a qualitative study of IUM library. *Journal on Educational Psychology*. Vol. 6, No. 2, pp. 19-27. (Indexing in EBSCOhost, ProQuest and etc.)

Unpublished Papers (*Submitted to the Journal*)

Selim Ahmed, Noor Hazilah Abdul Manaf and Rafikul Islam (xxxx). Top Management Commitment, Workforce Management and Quality Performance of Healthcare Organisations in Malaysia. *International Journal of Workplace Health Management* (Emerald Publishing, Indexing in Thomson Reuters - Emerging Sources Citation Index and SCOPUS), ***Under Revision***.

Selim Ahmed, Noor Hazilah Abdul Manaf and Rafikul Islam (xxxx). Effects of Six Sigma Initiatives in Malaysian Private Hospitals. *International Journal of Lean Six Sigma* (Emerald Publishing, Indexing in Thomson Reuters - Emerging Sources Citation Index and SCOPUS), ***Under Revision***.

Conference/Seminar Papers

Selim Ahmed, Noor Hazilah Abdul Manaf and Rafikul Islam (2017). Lean Six Sigma and its effect on quality performance in Malaysian hospitals. *Lean Management Seminar Sarawak Region 2017*. 8 March 2017, Kuching, Malaysia.

Selim Ahmed, Rafikul Islam and Mohammad Mohiuddin (2016). Measuring Service Quality, Shariah Compliance and Customer Satisfaction of Islamic Banking in Malaysia: Comparative Analyses of Demographics. *4th International Conference of Entrepreneurial Finance (CIFEMA'2016)*, 1 – 2 December 2016, Ibn Zohr University, Agadir-Morocco.

Mahbubar Rahman, **Selim Ahmed** and Rafikul Islam (2015). Measuring service quality and its effect on customer satisfaction and loyalty in the private banking sector of Bangladesh. *12th Annual World Congress, Academy for Global Business Advancement (AGBA) Conference*, 16 – 19 November 2015, University Malaysia Pahang (UMP), Kuantan, Pahang, Malaysia (***Best Paper Awarded***).

Rafikul Islam, Ali Mohamed Wahra and **Selim Ahmed** (2014). Time Management from an Islamic Perspective: A Qualitative Study. *2nd International Conference on Management from Islamic Perspectives (ICMIP2014)*, 20 – 21 August 2014, IIUM, Kuala Lumpur, Malaysia.

Khaliq Ahmad and **Selim Ahmed** (2013). Brand equity and Muslim consumers: sportswear buying behavior in Malaysia, *The 4th Global Islamic Marketing Conference*, 29-30 May 2013, Istanbul, Turkey.

Aliyu Dahiru Muhammad, Sirajo Aliyu and **Selim Ahmed** (2013). Entrepreneurial Intention among University Students: A Case of ATBU, Nigeria, *International Conference on Islamic Finance, Muamalat and Financial Criminology 2013*, 23-24 October 2013, Cagayan de Oro City, Philippines.

Khaliq Ahmad, Noor Hazilah Abd Manaf, Md Ismail and **Selim Ahmed** (2011). Service Quality at IIUM Graduate School of Management, *National Higher Education Symposium 2011: Corporate Strategy & Performance Management*, 22-23 June, Institute of Islamic Thought and Civilization, International Islamic University Malaysia.

Honors and Awards

- **Secretary** for “12th International Symposium of the Analytic Hierarchy Process”, Hotel Istana, Kuala Lumpur, 23 – 26 June 2013.
- **Organizing Committee Member**, 1st International Conference on “Peace in Diversity: The Integrative Approach to Inter-cultural and Civilizational Affairs 2017”, Universiaplos – International University of Agadir, Agadir, Morocco, 6 April, 2017.
- **Best Paper Award** at 12th Annual World Congress, Academy for Global Business Advancement (AGBA) Conference, 16 – 19 November 2015, University Malaysia Pahang (UMP), Kuantan, Pahang, Malaysia.
- **Bronze Medal** awarded for research paper on Brand equity and Muslim Consumers, IIUM Research, Invention Exhibition 2013, CAC Hall, IIUM, Kuala Lumpur, 19-20 February 2013 (Co-authored with Prof. Dr. Khaliq Ahmad).
- **Gold medal** as a champion team at Malaysian Inter-Varsity Cricket Tournament (MASUM- 2007), 20 May – 03 June 2007, USM, Penang, Malaysia.
- **Awarded as Best Team** (Men) in sports for 2007, IIUM Sports Award 2007, IIUM, Gombak, Kuala Lumpur, Malaysia.
- **Bronze Medal** at Cricket Twenty 20 UKM (Malaysian Inter-Varsity T20 Cricket Championship 2010), 23 – 27 March 2010. Bayuemas Oval & UKM Oval, Malaysia.

- **Team Player** of IIUM Cricket Team for *Asian Inter-Varsity Cricket Tournament* at UKM in 2008, 20 – 25 May 2008, UKM, Malaysia.

Other Academic Activities

- **Program Coordinator**, Workshop on Advanced Data Analysis by using Smart PLS & STATA, Institute of Islamic Banking Finance, International Islamic University Malaysia, Kuala Lumpur, 29th April 2016.
- **Program Manager**, Workshop on Analytic Hierarchy Process (AHP), Presentation Lab B, Kulliyah of Economics and Management Science, International Islamic University Malaysia, Kuala Lumpur, 13th February 2016.
- **Program Manager**, Workshop on Data Analysis by using SPSS & AMOS, AM Bank 1, Graduate School of Management (GSM), International Islamic University Malaysia, Kuala Lumpur, 21st December 2014.
- **Head of the register** at OIC Debates Championships 2010, International Islamic University Malaysia, Kuala Lumpur, Malaysia.
- **Adjudicator** at Malaysian Inter-School Debates Competition 2009, International Islamic University Malaysia, Kuala Lumpur, Malaysia.
- **Adjudicator** at Malaysian Inter-school debates competition 2010, International Islamic University Malaysia, Kuala Lumpur, Malaysia.

Attended in Conference/Seminar/Workshop/Training/Exhibition

- Attended “Two Days Workshop on ATLAS.ti (for Qualitative Data Analysis)”. 11 - 12 March 2015, Research Management Center, International Islamic University Malaysia, Kuala Lumpur, Malaysia.
- Participated in the Lean for Healthcare Conference, 11 – 12 March 2014, Kuala Lumpur, Malaysia.
- Participated at Research Exhibition (IRIIE) 2012 at CAC Hall, International Islamic University Malaysia, on 21 - 22 February 2012.
- Participated in the ASEAN LOGICS Conference 2010, Kuala Lumpur, Malaysia.
- Participated in the workshop "Cash at Campus" 2010, Kulliyah of Economic and Management Sciences, International Islamic University Malaysia, Kuala Lumpur, Malaysia.
- Participated in the International Conference on Waqf Law and Management 2009, International Islamic University Malaysia, Malaysia.

- Participated in the International Conference on Gold Dinar Economy 2007, Kuala Lumpur, Malaysia

References

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