

# Resume of Anupam Das

## 1. Address:

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## 2. Education

- PhD, Leadership competencies and Total Quality Management, School of Management, Asian Institute of Technology, Thailand. 2006.
- MBA, International Business and Finance, Asian Institute of Technology, Thailand, 1999.
- Certificate in Economics, National University, Bangladesh, 1994.
- Master of Science, Physical and Inorganic Chemistry, University of Chittagong, Bangladesh, 1993.
- Bachelor of Science, Physics, Chemistry, Mathematics, University of Chittagong, Bangladesh, 1989.

## 3. Professional Experience

- May 2008– Present: **Associate Professor**, Department of Operations Management and Information Systems, Bang College of Business, Kazakhstan Institute of Management, Economics, and Strategic Research (KIMEP), Almaty, Kazakhstan.
- Aug. 2007-May 2008: **Assistant Professor**, Department of Operations Management and Information Systems, Bang College of Business, Kazakhstan Institute of Management, Economics, and Strategic Research (KIMEP), Almaty, Kazakhstan.
- Sept. 2006-Aug.2007: **EMBA Program Manager**, School of Management Asian Institute of Technology, Thailand.
- Dec.1999– Aug.2006: **Senior Program Associate**, School of Management Asian Institute of Technology, Thailand.
- Mar. 1999–Nov.1999: **System Improvement Specialist**, Dutch Mill Group, Bangkok, Thailand.
- Feb. 1993– Apr.1999: **Deputy Director**, Bangladesh Bank (the Central Bank of Bangladesh), Chittagong, Bangladesh.  
**Assistant Director**, Deposit Accounts Department; & Foreign Exchange Policy Department, Bangladesh Bank, Chittagong.

## 4. Research Interest

- Operations Research
- Leadership
- TQM implementation in manufacturing and service organizations.
- Service quality
- Customer service improvement strategy
- Project Management
- Supply Chain Management

## **5. Teaching Experience (Total 5 years full time equivalent teaching experience)**

- Teaching following courses to BBA and MBA students at Bang College of Business, KIMEP:
  - Operations Management and Business Statistics in fall 2007 and spring 2008
  - Total Quality Management in spring 2008.
- Taught Operations Management course to MBA students at School of Management, AIT with Prof. Paul, during January 2007 semester.
- Teaching Assistant of Dr. Do Ba Khang for the course “Data Analysis and Interpretation” offered to DBA students at School of Management during January 2007 semester.
- Assisted in teaching courses for MBA and EMBA students in AIT (2000 to 2006):
  - International Business
  - Strategic Management
  - International Joint Venture and Negotiations
  - Total Quality Management,
  - Strategic Supply Chain Management,
  - Competitive Manufacturing Technology,
  - Managing Technology for Competitiveness, and
  - International Technology Transfer.

## **6. Present Research Involvements**

- Total Quality Management (TQM) implementation in developing countries.
- Role of leadership in TQM implementation.
- Assessing Cost of Quality.
- Measuring service quality in banks, hospitals, retailers and hotels.
- Impact of ISO/QS 9000 and ISO 14000 implementation.

## **7. Professional Qualification**

- CMA (Chartered Management Accountant) Student (completed foundation level and some intermediate level courses), CIMA, London, UK.
- Banking Diploma (Part I), Institute of Bankers, Bangladesh
- Foundation Training for Assistant Directors, Bangladesh Bank Training Academy, Dhaka, Bangladesh
- Basic Training Course mid-level officers of Bangladesh (9 months), Bangladesh Bank Training Academy, Dhaka, Bangladesh

## **8. Leadership and Professional Activities:**

- Treasurer and Founding Member of Global Business and Management Forum, USA.
- Member of Editorial Advisory Board and Reviewer for Scientific Journals International (SJI) (From March 2007 onward).
- Convenor, the Global conference on Flexible System Management, Asian Institute of Technology, Thailand, December 20-22, 2006.
- Member, Production and Operations Management Society, USA
- Auditing Secretary, AIT Alumni Association. AIT, Thailand, 2002-2007.
- President, Bangladesh Association of AIT, 2001.
- General Secretary of the Student Union of AIT, 1998.
- Senate Member of AIT 1998.
- SOM Master’s student Representative, 1997-1999.

## 9. Scholarships, Awards, Distinctions

- AIT scholarship for PhD program as an employee student.
- The Netherlands Government Scholarship for MBA education at AIT.
- Agrani Bank Award and National Bank Award by Institute of Bankers, Bangladesh for achieving the highest score in the Bangla and Accounting & Finance in Banking Diploma.
- First Class with the First position in M. Sc (Chemistry) examination.

## 10. Selected Articles / Cases

- Published in International Refereed Journals
  - “Developing and validating total quality management (TQM) constructs in the context of Thailand’s manufacturing industry”, with H. Paul and F. W. Swierczek, *Benchmarking: an international journal*, Vol. 15, No. 1, 2008.
  - “The Impact of top management commitment on total quality management practice: An exploratory study in the Thai Garment industry”, with M. Chowdhury and H. Paul, *Global Journal of Flexible Systems Management*, Vol. 8 No. 1 & 2, 2008.
  - “A Measurement instrument for TQM implementation in the Thai manufacturing industry”, with H. Paul and F. W. Swierczek, *International Journal of Innovation and Technology Management*, Vol. 3, No. 4, 2006.
- Presented in Refereed/ Peer Reviewed International Conferences
  - “Retail Service Quality Scale: Examining Applicability in a Transition Economy” with G. C. Saha and N. Banik, *19th Annual Conference of the Production and Operations Management Society (POMS-2008 - La Jolla)*, La Jolla, California, USA, 9 - 12 May, 2008.
  - “The Impact of TQM on Patient Satisfaction: Evidence from Thailand” with G. C. Saha and N. Banik, *Proceedings of 8<sup>th</sup> International Conference on Operations and Quantitative Management (ICOQM-8)*, Bangkok, Thailand, 17-20 October, 2007.
  - “The Impact of top management commitment on total quality management practice: An exploratory study in the Thai Garment industry”, with M. Chowdhury and H. Paul, *proceeding of 6<sup>th</sup> Global Conference on Flexible Systems Manufacturing (GLOGIFT 06)*, AIT, Thailand, 20-21 December 2006.
  - “Updating and Validating Total Quality Management (TQM) Constructs”, with H. Paul, F. W. Swierczek and T. Laosirihongthong, *proceeding of 11<sup>th</sup> International conference on ISO 9000 & TQM (11-ICIT)*, Hong Kong, 10-12 April 2006.
- Cases for class Discussion/teaching
  - “TQM implementation in Thailand: a Case Study of a Deming Prize Winner Company in Thailand”, with H. Paul and F. W. Swierczek, (under preparation).
  - “Thai Carbon Black PCL’s journey towards quality leadership: Evolution”, with H. Paul, *Teaching material for the course Total Quality Management*, January 2003, School of Management, Asian Institute of Technology, Thailand.
  - “Commercialization of R&D projects at Kent Ridge Digital Labs”, with H. Paul, *Teaching material for the course International Technology Transfer*, May’2000, School of Management, Asian Institute of Technology, Thailand.
  - “Case study of a BTO project at TOT”, with H. Paul, *Teaching material for the course International Technology Transfer*, May’2000, School of Management, Asian Institute of Technology, Thailand.

- Conference Attended
  - *12th Asia Pacific Management Conference (APMC-12)*, Asian Institute of Technology, Bangkok, Thailand, 17-19 November, 2006.
  - *Asia Pacific Regional Internet Conference on Regional Technologies (APRICOT – 2002)*, Queen Sirikit National Convention Center, Bangkok, Thailand, 27 February-7 March 2002.

## 11. Referees

- **Prof. Swapan Kumar Majumdar**, Chair, Operations Management and Information Systems, Bang College of Business, Kazakhstan Institute of Management, Economics, and Strategic Research (KIMEP), Almaty, Kazakhstan. Phone: +7(727) 270-44-86; 270-44-40 ext. 2142. e-mail: [majumdar@kimep.kz](mailto:majumdar@kimep.kz); & [skmajum@gmail.com](mailto:skmajum@gmail.com)
- **Prof. I. M. Pandey**, Director and Professor, Pearl School of Business (PSB), Plot 46, Sector 32, Institutional Area, Gurgaon 122002, India. Phone: (91) 124 4271, 536-7-8, Email: [impandey@gmail.com](mailto:impandey@gmail.com)
- **Dr. Fredric W. Swierczek**, Associate Professor, Director of AIT Center Vietnam, Coordinator of EMBA Programs in Vietnam, School of Management, AIT, Thailand. Phone: (66-2) 524 5659, Fax: (66-2) 524 5667, Email: [fredric@ait.ac.th](mailto:fredric@ait.ac.th)
- **Prof. Lalit M. Johri**, Professor, School of Management, AIT and Coordinator of International EMBA, School of Management, AIT, Thailand. Phone: (66-2) 524 5622, Fax: (66-2) 524 6020, Email: [lmjohri@ait.ac.th](mailto:lmjohri@ait.ac.th)
- **Dr. Sununta Siengthai** Associate Professor, School of Management, AIT, Thailand. Phone: (66-2) 524 5661, Fax: (66-2) 524 5667, Email: [s.siengthai@ait.ac.th](mailto:s.siengthai@ait.ac.th)
- **Dr. Ann Watcharinpan Noypayak**, Managing Director, Oxford Business Consulting Co., Ltd., 8th Floor, Maneeya Center North Building, 518/3 Ploenchit Road, Kwang Lumpini, Khet Patumwan, Bangkok 10330, Thailand., Tel (Direct): +66 (0) 2 652 0885, Tel: +66 (0) 2 652 0899 ext. 109, E-mail: [ann@oxfordbc.com](mailto:ann@oxfordbc.com)



Signature:

Date: **Monday, May 26, 2008**