

ABDALLAH ALI ABDALLAH, Ph.D., CSSMBB, PMP

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BIOGRAPHY

Exceptionally energetic and enthusiastic quality and management leader, **Dr. Abdallah Abdallah** is a seasoned **educator** and **trainer** who enjoys a versatile experience in the areas of ***Problem Solving, Performance Assessment, Business Process Management and Re-engineering, Total Quality Management, Six Sigma, ISO, Lean Management, Value Engineering, Leadership, and Project Management***. He received his B.S. degree in Mechanical Engineering from University of Jordan (Amman – Jordan) 1992 and the M.S. and Ph.D. degrees in Industrial Engineering from Wayne State University (Detroit – Michigan – USA) in 2003 and 2007, respectively. Dr. Abdallah is a certified ***Project Management Professional*** and a ***Certified Six Sigma Master Black Belt***.

Dr. Abdallah is a **versatile trainer** in Jordan and the Middle East, with long experience **in training and consultation**. He led many Jordanian training companies toward outstanding success.

Dr. Abdallah led many organizations in Jordan and the US toward prestigious quality and excellence in all processes. He worked in the areas of **Implementing TQM, Quality Certification, ISO, Performance Evaluation / Assessments, performance excellence** and **Business Process re-Engineering** in many US and Arabic organizations.

In his twenty two years of experience, Dr. Abdallah held many leading positions in respected organizations such as, The German Jordanian University (Assistant to the President), Amman Chamber of Industry (as a CEO), General Motors, Ford Motor Company, and DaimlerChrysler Corporation. He helped many organizations setting up their **Strategies**, and helped with establishing **execution plans** to fulfill these **strategies**.

EDUCATION, HONORS, AND CERTIFICATIONS

- **Project Management Professional (PMP):** PMI – May 2014
- **Associate Professor of Industrial Engineering:** GJU – April 2014
- **Ph.D. in Industrial Engineering:** Wayne State University - May/2007, GPA: 3.97
- **M.S. in Industrial Engineering:** Wayne State University - Dec./2003, GPA: 3.97
- **B.S. in Mechanical Engineering:** University of Jordan, Amman - June/1992, GPA: 3.20
- **Graduate Professional Scholarship:** awarded for two years during my Ph.D. research.
- **American Society for Quality (ASQ) Member**
- **Society of Automotive Engineers (SAE) Member**
- **Certified Six Sigma Master Black Belt:** Jordan Academy for quality management - 2012
- **Certified Six Sigma Black Belt:** ASQ – 2007
- **Certified Six Sigma Green Black Belt:** WSU – 2003
- **Certified Six Sigma Green Black Belt:** Ford Motor Company – 2002
- **Certification in Project Management:** Ford Motor Company - 2003

PROFESSIONAL PROJECTS

- **ISO** certification at Daimler Chrysler – Detroit – MI- USA 2004.
- **Six Sigma** performance improvement at ABC petroleum – Clinton Township– MI- USA 2006.
- **Strategic Planning** at ABC petroleum – Clinton Township – MI- USA 2006.
- **4 Business Process Reengineering** at Ford Motor Company and Chrysler.
- **Many Supply Chain** projects at various companies.
- **Strategic Planning and execution** at the Khartoum airport - 2011.
- Many **Six Sigma** Projects at Ford Motor Company and Chrysler Corporation - USA.
- Various quality projects at Dana Corporation – USA 2006 to 2008 including:
 - Implementation of **TQM** in Kentucky Axle plant.
 - Establishing **Quality Management System** in various plants.
 - Training and implementation in the area of **5S, Kaizen and lean techniques**.
- **Performance improvement** at MBC INC. Amman –Jordan 2009.
- **Six Sigma** Performance improvements Project at Modal – Nuqul – Jordan – 2010.
- Implementing **Quality Management system and ISO** certification project at NUR Chemicals – Jordan 2010.
- Training and consultation in the area of **TQM** to National Insurance Company in Ramallah – 2010.
- Many **Strategic Planning and Implementation** and performance improvement consultation projects.
- In addition to implementing hundreds of **training programs** in the areas listed above in various Arab countries.

PROFESSIONAL EXPERIENCE

November 2015 – Current

The German Jordanian University

Position: Assistant to the president of the University

- Responsible for Three departments in the university: The engineering department, The maintenance department and the services department.
- Manages over 240 workers and engineers.
- Oversees all constructions and renovations on the campus.
- Oversees all maintenance work on the campus.
- Oversees all the security, cleaning and logistics work at the university.

February 2008 – Current

Various Companies

Position: Trainer and Consultant

- Administer and performed training in various quality topics including: TQM, Six Sigma, Statistical analysis and applications, etc.
- Administer and performed training in various management topics including: Strategic planning and implementation, Management skills, supervisory skills, leadership trainings, Customer focus training, TOT, etc.
- Administer and performed training in various performance management topics including: Balanced score cards, performance management, Excellence models, etc.
- Worked as a consultant on many projects in the areas mentioned above

November 2015 – Current

The German Jordanian University

Position: Assistant to the President

- Runs the entire campus with over 240 employees responsible for all construction projects, maintenance project, etc.

January 2011 – July 2011

Amman Chamber of Industry

Position: CEO

- Lead all activities at Amman Chamber of industry toward improving the competitiveness of Jordanian industry.
- Preparing training programs to Jordan Industry at no cost to them.
- Studying all laws and regulations that affect the Jordanian industry.
- Acting as the industry representative in all national events.
- Performing various managerial and leadership activities on the Chamber level.
- Putting and implementing strategic plans for the next five years.
- Ensuring that our work at the Chamber is needed and effective.
- Leading various industrial programs with Jordanian industries.

January 2006 – January 2008

Dana Corporation

Position: Quality and Supply Chain Consultant

- Served as a consultant to Dana with the intention of bringing up their process quality to an industry leader in quality. Various **TQM** and **Lean** projects were implemented.
- Used **Business Process Re-engineering** to establish new S.O.Ps for various processes.
- Evaluated and assessed process performance and the process sequence at Dana and proposed new simulated better process sequence.
- Initiated **5 S** processes at Dana plants.
- Initiated a **root cause** analogy at Dana.
- Initiated lessons learned method for all quality issues.
- Launched a scheme to **deploy quality** lessons and lessons learned corporate wide.

October 2004 – January 2008

DaimlerChrysler – Detroit

Position: Powertrain Quality and Development Manager

- Responsible for **ISO 9001/2000** registration activities.
- Responsible for **ISO** and quality training in the powertrain department.
- Responsible for HD rear axles at DaimlerChrysler as a design and development engineer.
- Assessed **manufacturing processes** at axle suppliers.
- Root caused matters behind problems affecting **downtime** and production **defects**.
- Helped suppliers enhance production efficiency.
- Lead axle cost and quality improvements initiative.
- Maintain close ties with manufacturing facilities of axle supplier as well as DCX assembly plant through ya monthly engineering meetings and frequent plant visits.

- Drive **proactive quality and reliability** activities in axle design by emphasizing best design practices.
- Develop and review axle **DFMEAs** with suppliers.
- Develop and review **DVP&R** with the suppliers ensuring that bench testing simulate vehicle testing.
- Maintain continuous **design verification follow ups** through PG visits, axle dyno visits, and analysis of supplier end of test axle tear downs.
- Created and performed **Function Model** training to my team and axle supplier.
- Drive **Reliability Improvement** activities in all new axle components designs.
- Lead engineering open issues meetings.
- Responsible for identifying root cause of any durability issues.
- Lead monthly **Warranty data analysis**. Identify quality patterns and drive for warranty improvements.
- Introduce my team and axle supplier to many **DFSS** tools such as **Robust Design, TRIZ, Axiomatic Design**, etc.
- Responsible for axle drawings review and release.

September 2003 – October 2004

Ficosa North America (Tier 1 / Tier 2 Supplier)

Position: Lead Brake Engineer (Parking Brake Systems)

- Senior engineer for Park Brake Systems.
- Direct contact with OEM and Tier 1 suppliers for brake parts.
- Initiate quality documents such as DVP&R DFMEA, PFMEA and control plans.
- Lead product and process quality teams.
- Lead testing and validation efforts to prove out new designs and design changes.

September 2002 – September 2003

Ford Motor Company – Dearborn

Position: Integration Engineer: Brake Systems Development and Reliability – Super Duty Trucks.

- Development Engineer for Brake systems in Heavy Duty Trucks (F250 / F350 / F450 / F550).
- Member of **Six Sigma** performance improvement teams.
- Responsible for Pilot build **issues resolution**.
- Initiate and follow up on **root cause analysis** for all durability issues.
- Responsible for Suppliers quality metrics: **DFMEA, PFMEA** and **DVP&R**.
- Responsible for meeting government and Ford regulations on Brakes.
- Work with all other chassis systems on daily basis.
- Initiate and follow up on all Cost cutting operations in Brakes.

October 2000 – September 2002

Daimler Chrysler - Auburn Hills, MI / contract position

Position: Product Engineer: MTX and Brake Systems.

- Worked in Small Vehicle Product Team – Chassis / Power Train Integration.
- Release and Development Engineer for Manual Transmission used in PT Cruiser, and Neon (T350).

- Design and Release for Brake and Control systems: Foundation Brakes, Brakes Actuation, and Park Brakes.
- Responsible for design and development programs, including **DFMEA**, **PFMEA**, **DVP&R**, **APQP**, pilot builds, Launch and post launch support.
- Responsible for integration of manual transmission and clutch systems in the vehicle.
- Responsible for tracking and lowering warranty cost by utilizing **EPUS**, **QTS** and **QNA** systems.
- Active member of Material Cost Management (**MCM**): initiate, lead, and pursue any cost cutting measure.
- Improvement and cost reduction.
- Hold weekly meetings with the design group to discuss various design open issues.
- Hold several weekly meeting with the suppliers to discuss issues regarding manufacturing, cost reduction, quality improvement, customer complaints, warranty, etc.
- Deal closely with all other Chassis groups.

October 1998 – October 1999

General Motors Co. - Pontiac, MI.

Position: VSM Engineer

- Analyzed GD&T drawings for the 360GMT truck parts (models) under consideration.
- Applied tolerances to the parts and ran simulation modeling using VSM and DCS softwares.
- Prepared studies and reports to help the Design Release Engineers validating truck parts.
- Worked closely with other VSM engineers, GD&T team and DREs team.
- Participated in product development team periodic meetings that discuss the enhancement of the product and the simulation processes.
- Member of Lean Engineering Team for the 360GMT program.
- Worked for three months in a department that is responsible for simulating the robotic assembly process in the plant, utilizing ROBCAD software.

March 1994 – October 1998

Basha Enterprise - Indianapolis, IN.

Position: Senior Engineer / Project manager position in signs factory

- Held meetings with the customers and discussed the design of the new signs.
- Held meetings with the operating team to initiate the financial studies, and construct a production plan.
- Conducted continuous interaction with the customer and discussed all the variable alternatives.
- Ordered supplies.
- Supervised the production lines in the factory.

June 1992 – December 1993

Beta Industries Co. - Amman, Jordan.

Position: Manufacturing Engineer position in the boiler industry.

- Participated in a team responsible for new boiler designs.
- Introduced the use of **AUTOCAD** in new boiler designs, and trained other engineers on its applications.
- Interacted between the design office and production lines to ensure the design success.
- Coordinated between the suppliers and the design team, and reviewed design changes.
- Created a new simple installation guide to be shipped with each boiler.

TEACHING EXPERIENCE

January 2008 – Present

German Jordanian University

Associate professor – Industrial Engineering Department

- Teaching various topics in the Industrial Engineering and Business and Managements departments.
- Linking GJU with various Jordanian industries.
- Courses taught at GJU include: Operations Research, Marketing Engineering, Quality Control, Quality Tools, Supply Chain Management, Introduction to Logistics, and Project Management.

January 2009 – Present

German Jordanian University

Talal Abu Ghazaleh School of Business (TAGSB)

Associate professor – Master of Business Administration (MBA)

- Teaching quality and logistics related topics in the MBA program.
- Linking TAGSB with various Jordanian companies.
- Courses taught at TAGSB include: Operations Research, Quality Control, Six Sigma, Design of Experiment, Quality Tools, Supply Chain Management, and Project Management.

September 2007 – January 2008

Wayne State University - Detroit, MI

Part time faculty

- Teaching IE 6210 (Applied Engineering Statistics) for graduate students at the industrial and manufacturing engineering department.
- Develop class syllabus. Powerpoint slides and supporting material needed to increase students' horizons in the area of applications of statistical problems.
- Guide students toward real industrial issues that can be solved using statistics.
- Supervise 6 term projects. Projects tackled industrial and manufacturing issues.
- Serve as a mentor for students who had work related issues.

September 2004 – May 2007

Wayne State University - Detroit, MI

Instructional Assistant / Teaching Assistant

- Teaching assistance for the classes of Statistics & Probability, Robust Design, Reliability Estimation, Design of Experiments, and Six Sigma.
- Taught various class sessions and conducted computer lab sessions.
- Helped the instructor in creating and maintaining class syllabus.
- Developed new homework problems for the classes of quality engineering and robust design.
- Developed training material and trained students on the use of some statistical software packages such as MINITAB[®] and WinRobust[®].
- Conducted problem sessions for all classes.
- Graded homeworks and assessed the progress of students in the above classes.

September 1992 – May 1993

University of Jordan / Amman – Jordan

Teaching Assistance

- Assisted in teaching the classes of engineering design and drawing.
- Conducted problem solving sessions for both classes.
- Graded homeworks and assessed the progress of students in the above classes.

September 1989 – May 1992

University of Jordan / Amman – Jordan

Instructor

- Instructor in the class of Descriptive Geometry for freshmen engineering students at no cost.
- Classes were held every semester for three years, three classes a week.
- Classes included regular homework and problem sessions.
- More than 70 students attended each class.

RESEARCH INTERESTS

My research interests are in the areas of design optimization, product development, quality engineering, system reliability and maintainability, and manufacturing related reactive and proactive problem solving techniques. Specific areas of research that I am working on include;

- Integrating quality, Six Sigma and Supply chain or logistics.
- Integration of quality, cost, and advanced engineering up front in the early product development stages.
- Design optimization by using modern robust design techniques.
- Reliability estimation; Advances in estimating performance degradation with time.
- Warranty improvement through design robustness activities.
- Noise Vibration and Harshness (NVH): prediction, improvement, and control.

JOURNAL PAPERS

1. Abdallah, A., Avutapalli, B., Steyer, G., Sun, Z., and Yang, K. (2007), "Effective NVH Analysis and Optimization with CAE and Computer Experiments", International Journal of Vehicle Noise and Vibration, IJVNV 3101, Vol. 3, No. 1, 2007.
2. Abdallah, A., and Yang, K., "Predicting NVH Performance Degradation through Fatigue Analysis", International Journal of Vehicle Noise and Vibration, Vol. 4, No. 4, 2008.
3. Mandahawi, N., Al-Shihabi, S., Abdallah, A., and Alfarah, Y. (2010), "Reducing waiting time at an emergency department using design for Six Sigma and discrete event simulation", Int. J. Six Sigma and Competitive Advantage, Vol. 6, Nos. 1/2, 2010.
4. Ashhab, M.S., Kaylani, H., and Abdallah, A. (2013), "PV solar system feasibility study", Energy Conversion and Management, Vol. 65, pp. 777–782, 2013.
5. Abdallah, A. (2013), "Implementing quality initiatives in healthcare organizations: drivers and challenges", International Journal for Health care Quality Assurance, Vol 27, No. 3, pp 166-181, 2014.
6. Abdallah, A. (2013), " Global Pharmaceutical Supply Chain: A Quality Perspective", International Journal of Business and Management; Vol. 8, No. 17, 2013.
7. Al-Qatawneh, L., Abdallah, A., and Zalloum, S. (2013), " Reducing Stock-out Incidents at a Hospital Using Six Sigma", World Academy of Science, Engineering and Technology, Vol. 77, 2013.

8. Abdallah, A., Haddadin, B., Al-Atiyat, H., Haddad, L., and L. Al-Sharif, S. (2013), " Investigating the Applicability of EFQM and KAIIAE in Jordanian Healthcare Organizations: A Case Study", Jordan Journal of Mechanical and Industrial Engineering, Vol. 7, No. 1, pp 49 – 55, December 2013.

REFREED CONFERENCE PROCEEDINGS PAPERS

1. Abdallah, A., and Yang, K., "A proposed approach for multi-objective robust design" Industrial Engineering Research Conference (IERC) May, 2007, Nashville.
2. Abdallah, A. and Al-Qatawneh, L., "Six Sigma Applications in Healthcare Logistics" Industrial Engineering Research Conference (IERC) May, 2009, Miami.
3. Al-Tarzi, S, and Abdallah, A., "An Integrated Model of Allocating Operational Tolerances and Minimizing Lateness in a Discrete Part Job Shop Environment" Industrial Engineering Research Conference (IERC) May, 2009, Miami.
4. Ashhab, M.S., Kaylani, H., and Abdallah, A. (2011), "Experimental Combined PV Solar and Absorption System", GCREEDER 2011, Amman-Jordan, April 26th – 28th, 2011.
5. Abdallah, A., and Al Agtash, S. (2012), "Framework for suitable application of quality assurance in Arab universities", Fourth annual conference for Quality Assurance in Education, Egypt, September, 2012.

REVIEWERSHIP: Selected Journals

1. Kowalski, D., Anderson, C., and Blough, J., "Predicting the Onset of Cavitation in Automotive Torque Converters", International Journal of Vehicle Noise and Vibration, 2007.
2. Kovach, J., and Cho, B.R., "An Experimental-Based Optimization Model for Constrained Multiresponse Robust Design Problems", Proceedings of the 2007 Industrial Engineering Research Conference.
3. Schneider, K., Cassady, C.R., and Maillart, L.M., "The Re-Use of Single-Use Medical Devices", Proceedings of the 2007 Industrial Engineering Research Conference.
4. Gebicki, M., Andrikopoulos, A., Hume, M., Mazur, L., Chen, G., "Methods and Skills for Improving Healthcare Processes: A Lean Engineering Approach", Proceedings of the 2009 Industrial Engineering Research Conference.

REFERENCES: Available upon request.