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## **Biographies**

**Saad Aziz Al-Otaibi** is a PhD researcher in Azman Hashim International Business School at University Technology Malaysia UTM. He employed different positions in different universities in Saudi Arabia such as Training and Scholarship Officer- Taiba University and Manager of Quality Department - UM Al-Qura University. He served as member of the committee of spreading a quality culture at UM Al-Qura University. He is member of the committee of training requirements of the employees of UM Al-Qura University. Mr. Saad is a good team worker, with a good communication skills. He has got the ability to meet the deadlines under pressure. Mr. Saad has published many journals and conference papers. His research interests include Service Quality and Student Satisfaction at Saudi universities.

### **Sha'ri Mohd Yusof**

Dr Sha'ri is a Professor of Quality Engineering and Management in UTM. Prior to becoming an academic, he worked as an Industrial Engineer in an automotive company. He has completed numerous research projects in topics relating to Quality Management, Quality Engineering, Sustainability, and Lean Manufacturing, especially relating to Malaysia and ASEAN automotive industry. He has published papers in international journals and conferences and provided training to organizations in Quality Management and Industrial Engineering.

**Wan Khairuzaman Wan Ismail** is a Professor of Management at Sulaiman Rajhi School of Business, Saudi Arabia and was the former Dean of Azman Hashim International Business School. He also serves as the adjunct Professor at Institut Teknologi Bandung, Indonesia. Having written over 100 articles in various reputable journals including International Journal of Human Resource Management, The TQM Journal, and Journal of Business Research to name a few, and more than 60 papers in local and international conferences, Prof. Wan was among the pioneers involved in the establishment of executive programs for working adults at the university level. He teaches Strategic Management, Technology Management and Innovation, Research Methodology and Organizational Behavior for DBA, MBA and Undergraduate programs with keen research interest in technology and innovation management.