

CURRICULUM VITAE

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I. PERSONAL INFORMATION

Name_Surname : Katerina Gotzamani
Date of Birth : October 10, 1967
Place of Birth : Thessaloniki
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II. EDUCATION

- **Doctor of Philosophy (Ph.D):** «The implementation of ISO 9000 Standards in the Greek Industry: Evaluation of their contribution towards quality improvement and total quality management adoption», 1999, **Department of Business Administration, University of Macedonia.**
- **Master of Science (M.Sc.):** «Operational Research and Information Systems», 1991, Operational Research Department, **London School of Economics, University of London.**
- **B.Sc. in Mathematics,** 1989, **Department of Mathematics, Aristotle University of Thessaloniki.**

III. TEACHING EXPERIENCE

III.1 UNDERGRADUATE LEVEL

- *University of Macedonia, Professor, Department of Business Administration, 11/2001 - present.*

I. Teaching the following courses in the Department of Business Administration:

- Operations Management I (2001 - 2014)
- Operations Management II (2001 - 2014)
- Total Quality Management (2001 - present)
- Special Topics in Operations Management (2001 - 2014)
- Introduction to Operations Management (2/2014-present)
- Contemporary Approaches in Operations Management (2/2015-present)
- Special Topics in Operations Management (2/2014-present)
- Sustainable Business

II. Teaching the following courses in the Department of Finance & Accounting:

- Operations Management I (2001 - 2014)
- Total Quality Management (2001 – present)
- Introduction to Operations Management (2014-present)

IV. Supervision of students' projects in the department of business administration, in the context of the elective course “**Business Study**” (2010 = present)

V. Supervision of students' projects in the department of business administration, in the context of the above courses (Operations management I, Operations management II, Special issues in operations management, and Total Quality management) (2001-present)

- *Hellenic Open University, Associated Educational Staff Member, 9/2008 – 7/2009*

Teaching through Distance Education:

Introduction to Business Management and Administration (9/2000 - 9/2001)

- *University of Macedonia, P.D. 407, Department of Business Administration, 9/2000 – 9/2001*

Teaching the following courses of the Department of Business Administration:

- Operations Management II (9/2000 – 9/2001)
- Total Quality Management (9/2000 – 9/2001)
- Special Issues in Operations Management (9/2000 – 9/2001)

- ***American College of Thessaloniki, Department of Business Administration, 1995- 2001***

Teaching the following courses in the English language:

- Operations Management, 1995-2001
- Business Strategy, 1995-1996

- ***University of Macedonia, Special Graduate Fellow, Department of Business Administration, 3/1992 - 3/1998***

Supplementary teaching in the following courses:

- Operations Research I (1992-1994),
- Quantitative Analysis of Management Decisions (1994-1995),
- Decision Making With the Use of Software (1992-1995),
- Total Quality Management (1993-1998),
- Operations Management I (1994-1998),
- Operations Management II (1995-1998).

III.2 POSTGRADUATE LEVEL

- ***University of Macedonia, Professor, Department of Business Administration, 11/2001 - present.***

I. Teaching the following courses of the Joint Postgraduate Program in Business Administration – Executive Program:

- Operations Management (2003-present)
- Total Quality Management (2003-present)
- Quality Improvement and Marketing (9/2010-present)
- Services Management (9/2011-present)

II. Teaching the following courses of the Joint Postgraduate Program in Business Administration – Full-Time Program:

- Operations Management (2003-present)
- Total Quality Management (2003-present)
- Quality Improvement and Marketing (2/2010-present)
- Services Management (2011-present)
- Total Quality Management in Health Care (2 / 2010-6 / 2011)
- Quality Improvement and Human Resources (2 / 2010-6 / 2011)
- Total Quality Management in Education (2003-2004)

III. Teaching in the Postgraduate Program *International Business – Full-Time Program:*

- Global Operations, 2/2016 – 6/2016

IV. Teaching in the Postgraduate Program *International Business - Executive*

Program:

- Global Operations, 2/2016 – 6/2016

V. Teaching in the Postgraduate Program in Public Administration – Master of Public Management - Executive Program:

- Quality in Public Management, 2/2016 – today
- Operations Management in the Public Sector, 2/2019 - today

VI. Teaching in the Interdepartmental Postgraduate Program in Total Quality Public Management:

- Basic Principles and Theories of TQM - Modern Quality Management Systems for Public Enterprises and Organizations, 2/2009 - 6/2009

VII. Invited Teaching in the following Postgraduate Courses:

- Operations Management & Decision Making Techniques, Postgraduate Program in Public Administration (executive program), (10/2015-present)
- Total Quality Management in Hospitality, Postgraduate Program in Business Administration (executive program), (10/2015-present).
- Quantitative Analysis, Postgraduate Program in Business Administration (full-time program and executive program) (2002-2004, 2010-2011).

VIII. Guidance and Supervision of 89 diploma theses of students of the Interdepartmental Postgraduate Program in Business Administration (full-time program and executive program), 2001-present

IX. Examination of a plethora of diploma theses of students of the Interdepartmental Postgraduate Program in Business Administration (full-time program and program managers), 2001-present

☐ *Hellenic Management Association - Master Degree Program*

Offering lectures in Operations Management, Quality Management and Operations Research issues.

III.3 OTHER COURSES AND SEMINARS

- ☐ Offering lectures in various educational programs / seminars in Operations Management, Operations Research, Quality Assurance and TQM topics:
- ☐ «High Technology Systems for the Modernization of Industrial Enterprises», 1994-1995
- ☐ «Current Forecasting Methods for Enterprise Planning and Decision Making», 1994-1995
- ☐ «Current Techniques for the Preparation and Evaluation of Offers and

Negotiations for High Technology Equipment Supply " 1994-95

- ❑ «Organization of Industrial Production", 1996
- ❑ «Software applications in operations management of small-medium enterprises», 1996
- ❑ «Total Quality Management Techniques», 1999
- ❑ «Operations Research and Decision Support Systems», 1999
- ❑ «Quality Management and Control for Competitiveness Improvement», 1999 - 2004
- ❑ «Contemporary operations Management Approaches for the Optimisations of Companies' Competitiveness», 2000-2003.
- ❑ «Corporate New Tactics in Business Planning», 2002-2005.
- ❑ «Theory and Practice of Management, Marketing and Strategy for Vodafone Executives», 11/2001-5/2002, 11/2002-5/2003 και 11/2004-5/2005.
- ❑ «Internal Specialization Program of Aspis Group of Companies» Topics: «Operations Management in Mercantile Insurance Business» - «Management and Quality Assurance in the Insurance Branch», 2/2004-12/2004.
- ❑ «Management and financial management in Healthcare Units», 12/2004-2/2010.
- ❑ «Total Quality Management and Logistics: Integrated supply chain management as a competitive advantage in the globalized competitive environment», 10/2007-2/2008.
- ❑ Greek Police, "Professional Further Education Program of Staff – Executives", Department of Educational Studies, 2007 - 2012.
- ❑ Open University of the Municipality of Thessaloniki, "Management and Economy", 2005 - 2011.

IV. ADMINISTRATIVE WORK

- ❑ Head of the Department of Business Administration (9/2023-9/2025)
- ❑ Head of the Postgraduate Program on Business Administration (9/2019 - today).
- ❑ Head of the Business Excellence Laboratory (9/2018 – today)
- ❑ Associate Head of the Department (9/2013 - 9/2021).
- ❑ University of Macedonia Quality Assurance Unit (2013 – 2019)

- Member of the Department's Self-Assessment Committee - Coordinator
- Member of the Department's Strategic Development Planning Committee - Chairman
- Member of the Department's Examinations Committee - Chairman
- Member of the Department's Doctoral Theses Coordination Committee
- Member of the Coordinating Committee of the Postgraduate Program entitled "Public Administration - Master in Public Management - MPM».
- Member of the Coordinating Committee of the Postgraduate Interdepartmental Program entitled "Master in Business Administration - MBA", Deputy Chairman 2014-2016.
- Member of the Coordinating Committee of the Postgraduate Interdepartmental Program entitled "Total Quality Public Management - TQPM".
- Member of the Committee for Accreditation of the Graduate Program in Business Administration - MBA, University of Macedonia - MBA
- Member of the Graduate Coordinating Committee for the selection of MBA students
- Member of the Graduate Coordinating Committee for the selection of PhD students
- Member of the Committee for Student Orientation
- Member of the Department's Committee for Research Seminars (workshops)
- Member of the Department's Committee for the Enrichment of the Undergraduate Program.
- Member of the General Assembly of the Department (2001-present)
- Member of more than 30 other Departmental and University Committees (2001 - present)

V. RESEARCH PROGRAMS

- Research Associate, "Business Excellence Laboratory", University of Macedonia, Greece. 2008-today
- Research Coordinator in the scientific cooperation with the Cyprus Productivity Centre for the Development of Research on "The Role of ISO 9000 Standards towards Business Excellence."

- ❑ Research Coordinator for the University of Macedonia for the "Excellence in Central Macedonia" project: "SMEs Cooperation and Networking Strengthening - Development of Tools to Support Supply Chain Operations of SMEs Clusters"
- ❑ Research Coordinator for the University of Macedonia for the Project "Pythagoras - Support of Research Teams, University of Macedonia" Action Category 2.2 .3 "Strengthening Research Teams in University", Institutional Coordinator: Prof. Stelios Katranidis.
- ❑ Research Associate of the Department of Business Administration, University of Macedonia Horizontal Action "Academic Curriculum Evaluation and Quality Assurance" project under the EPEAEK II project - Action Category 2.2.2.a, "Reform of Undergraduate Curriculums in the University of Macedonia ", Institutional Coordinator: Prof. S. Koufidou-Xirotiri.
- ❑ Participation in the EPEAEK II project - Measure 2.2, "Curriculum Reform - Higher Education Enlargement", Action Category 2.2.2.a, entitled "Reform of Undergraduate Curriculums in the University of Macedonia ", Institutional Coordinator: Prof. D. Subeniotis.
- ❑ Participation in the research project: "Environmental Management as a means of achieving Business Excellence: The Contribution of the environmental performance in the overall performance of the enterprise" within the aid program for research teams empowerment (PENED) - 2003 (Measure 8.3, Action 8.3. 1) Research Coordinator: E. Sartzetakis.
- ❑ Participation in the EPEAEK II project - Measure 2.2, "Curriculum Reform - Enlargement of Higher Education", Action Category 2.2.2, entitled "Completion of enlargement and reform of higher education programs", code MIS: 96553, Institutional Coordinator: Prof. M. Vlahopoulou.
- ❑ Participation and scientific support in the project "Citizens 'Satisfaction Survey" for the Quality and Efficiency Office of the Region of Central Macedonia, in the framework of the "Implementation of a System for Citizens' Satisfaction Measurement", POLITEIA project, action category «1.1», Subproject «1».
- ❑ Scientific support for the implementation of the Common Assessment Framework in the Municipality of Katerini, Business Excellence Laboratory, 9/2009.
- ❑ Scientific support for the implementation of the Common Assessment Framework in the Municipality Mygdonia, Business Excellence Laboratory, 2/2010.
- ❑ Scientific support for the implementation of the Common Assessment Framework

in the Municipality of Kallikratia, Business Excellence Laboratory, 3/2010.

- ❑ Scientific support for the implementation of the Common Assessment Framework in the Municipality of Panorama, Business Excellence Laboratory, 4/2010.
- ❑ Member of the advisory committee to Heraclitus II Program “Empowerment of Scientific Human Resource Potential through Doctoral Research Implementation”, Topic of PhD research: “Development of an integrated methodological framework for measuring companies’ effectiveness and efficiency, with the use of quantitative methods”, 2009-2014.
- ❑ Participation in the project «Enhancement of the Competitiveness and Restructuring of the Food Subsectors through Benchmarking», F.IND. Consulting Project, European Territorial Cooperation Project (ETCP) Greece-Bulgaria 2007-2013, co-funded by the ERDF and National Resources of Greece and Bulgaria
- ❑ Participation in a collaboration workshop between the Department of Business Administration, University of Macedonia and the Business School of the Aston University, UK.
- ❑ Participation in the project "The implementation of the Common Assessment Framework (CAF) - The Case of Greece: Challenges For Benchlearning,» Research Grants for Strengthening Basic Research, Funded by the Research Committee (ELKE) of the University of Macedonia, Scientific Officer : A. Noulas, 19/3/2012 - 18/9/2013.
- ❑ Participation in various Interreg Programs until today.
- ❑ Participation in various ESPA Projects until today.

VI. SCIENTIFIC WORK - PUBLICATIONS

VI.1 DOCTORAL THESIS

- «The implementation of ISO 9000 Standards in the Greek Industry: Evaluation of their contribution towards quality improvement and total quality management adoption», 1999, Department of Business Administration, University of Macedonia.

VI.2 ARTICLES IN INTERNATIONAL REFEREED JOURNALS

- [1] Tsiotras G., Gotzamani K. (1996), "ISO 9000 as an Entry Key to TQM: The Case of the Greek Industry", *International Journal of Quality and Reliability Management*, Vol. 13, No. 4, pp. 64-76, DOI: 10.1108/02656719610114407.
- [2] Gotzamani, K., Tsiotras, G. (2001), "An Empirical Study of the ISO 9000 Contribution Towards Total Quality Management", *International Journal of Production & Operations Management*, Vol. 21, No. 10, 2001, pp. 1326-1342, DOI: 10.1108/EUM0000000005972.
- [3] Gotzamani, K., Tsiotras, G. (2002), "The True Motives Behind ISO 9000 Certification. Their Effect On The Overall Certification Benefits and Long-Term Contribution Towards TQM", *International Journal of Quality and Reliability Management*, Vol. 19, No. 2, pp. 151-169 DOI: 10.1108/02656710210413499.
- [4] Gotzamani, K. (2004), "A Thorough Analysis of ISO 9000 Contribution to Small and Medium Enterprises: A Comparison With large Enterprises", *International Journal of Management Practice*, Vol. 1, No. 1, pp. 41-56 DOI: 10.1504/IJMP.2004.004869.
- [5] Vouzas, F., Gotzamani, K. (2005), "Best Practices of Selected Greek Organizations on their Road to Business Excellence", *The TQM Magazine*, Vol. 17, No. 3, pp. 259-266, DOI: 10.1108/09544780510594225.
- [6] Gotzamani, K., (2005), "The implications of the new ISO 9000:2000 standards for certified organizations: anticipated benefits & implementation pitfalls",

- International Journal of Productivity & Performance Management*, vol. 54, No. 8, pp. 645-657 DOI: 10.1108/17410400510627507.
- [7] Gotzamani, K., Theodorakioglou, Y., Tsiotras (2006), G., “A Longitudinal Study of ISO 9000 Contribution towards TQM in the Greek industry”, *The TQM Magazine*, Vol. 18, No. 1, pp. 44-54 DOI 10.1108/09544780610637686.
- [8] Theodorakioglou, Y., Gotzamani, K., Tsiotras, G. (2006), “Supplier Management and its Relationship to Buyer’s Quality Management’ *Supply Chain Management: An International Journal*, Vol. 11, No. 5, pp. 148-159, DOI: 10.1108/13598540610652546.
- [9] Gotzamani, K., Tsiotras, G., Nikolaou M., Nikolaidis, A., Hadjiadamou, V. (2007), “The Contribution to Excellence of ISO 9001: The Case of Certified Organisations in Cyprus”, *The TQM Magazine*, Vol. 19, No. 5, pp. 388-402 DOI: 10.1108/09544780710817838.
- [10] Melidonioti, M., Gotzamani, K. (2007), "Standardization and Quality in Greek Banking Services", *MIBES (Management of International Business & Economic Systems) Transactions On Line Journal (MTOL)*, ISSN 1790-9899, Vol.1, No. 1, Autumn 2007, pp. 60-74.
- [11] Gotzamani, K., Vouzas, F., Longinidis, P. (2009), « Quality Management in the Logistics Function: A Study of the Greek Industry », *International Journal of Business Excellence*, Vol.2, No. 2, pp.194-218, DOI: 10.1504/IJBEX.2009.022725.
- [12] Andronikidis, A., Georgiou, A.C., Gotzamani, K. and Kamvysi, K. (2009), “The Application of Quality Function Deployment in Service Quality Management”, *The TQM Journal*, Vol. 21, No. 4, pp. 319-333, DOI: 10.1108/17542730910965047.
- [13] Longinidis, P., Gotzamani, K. (2009), “ERP user satisfaction issues: Insights from a Greek industrial giant”, *Industrial Management and Data Systems*, Vol. 109, No. 5, pp.628-645, DOI 10.1108/02635570910957623.
- [14] Gotzamani, K., Tzavlopoulos, Y. (2009), “Measuring e-commerce quality: an exploratory review », *International Journal of Quality and Service Sciences (IJQSS)*, Vol. 1, No. 3, pp. 271-279, DOI: 10.1108/17566690911004203.
- [15] Theodorakioglou, Y., Gotzamani, K., Tsiotras, G. (2010), “Supplier management practices in a SCM context - The case of the Greek manufacturing industry”, *International Journal of Business and Systems Research (IJBSR)*,

Vol. 4, No. 1, pp. 42-61, DOI: 10.1504/IJBSR.2010.029947.

- [16] Gotzamani, K. (2010), "Results of an Empirical Investigation on the Anticipated Improvement Areas of the ISO 9001:2000 Standard", *Total Quality Management & Business Excellence*, Vol. 21, No. 6, pp. 687-704, <https://doi.org/10.1080/14783363.2010.483101>.
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- [20] Fotopoulos, C., Kafetzopoulos, D., Gotzamani, K. (2011), "Critical factors for effective implementation of the HACCP system: A Pareto analysis", *British Food Journal*, Vol. 113, No. 5, pp. 578-597, doi 10.1108/00070701111131700.
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- [23] Vakalopoulou, M., Tsiotras, G., Gotzamani, K. (2013), "Implementing CAF in Public Administration: Best Practices in Europe – Obstacles and Challenges",

- Benchmarking: An International Journal*, Vol. 20, No. 6, pp. 744-764, DOI: 10.1108/BIJ-10-2011-0080.
- [24] Kafetzopoulos, D., Gotzamani, K., (2014), “Critical factors, food quality management and organizational performance”, *Food Control* 40 (2014), pp.1-11., <https://doi.org/10.1016/j.foodcont.2013.11.029> (Συμπεριλήφθηκε στα «*Most Downloaded Food Control Articles*» - <http://www.journals.elsevier.com/food-control/most-downloaded-articles/>)
- [25] Kafetzopoulos D., Gotzamani, K., Psomas, E., (2014), "The impact of employees' attributes on the quality of food products", *International Journal of Quality & Reliability Management*, Vol. 31 Iss: 5, pp.500 – 521, DOI 10.1108/IJQRM-05-2012-0057.
- [26] Kamvysi, K., Gotzamani, K., Georgiou, A., Andronikidis, A., (2014), “Capturing and prioritizing students' requirements for course design by embedding Fuzzy-AHP and linear programming in QFD”, *European Journal of Operational Research (EJOR)*, Vol. 237, Issue 3, pp.1083-1094. DOI: 10.1016/j.ejor.2014.02.042
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- [30] Gianni, M., Gotzamani, K., & Linden, I. (2016). How a BI-wise Responsible Integrated Management System May Support Food Traceability. *International Journal of Decision Support System Technology (IJDSST)*, 8(2), 1-17. doi:10.4018/IJDSST.2016040101 (<http://www.igi-global.com/article/how-a-bi-wise-responsible-integrated-management-system-may-support-food-traceability/157362>)
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- Systems: Dairy Industry Insights”, *International Journal of Quality & Reliability Management (IJQRM)*, Vol. 34 Iss 2 pp. 194 – 215, <https://doi.org/10.1108/IJQRM-05-2015-0076>.
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- Reliability Management, Vol. 35 Issue: 3, pp.762-778,
<https://doi.org/10.1108/IJQRM-11-2016-0205>
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- [41] Christina Nizamidou, Fotis Vouzas, Katerina Gotzamani, (2019) "Exploring the interrelationship between quality, safety and HR within crisis management framework", *The TQM Journal*, Vol. 31, Issue 4, pp. 541-562. <https://doi.org/10.1108/TQM-08-2018-0106>
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- [69] Gianni, M., Gotzamani, K., Konstantaras, I., Kessopoulou, E., and Xanthopoulou, S. (2024), "Intended vs. actual use of Industry 4.0 technologies: A culture-driven survey", 1st International Association for Quality, Innovation and Sustainability (IAQUIS) Conference, September 11-13, Viterbo, Italy. Conference Proceedings ISBN: 979-12-210-9378-0 URL: <https://www.iaquisacademy.com/proceedings/>

VI.6 ARTICLES IN GREEK SCIENTIFIC CONFERENCES

PROCEEDING (With Referees)

- [1] Tsiotras C., Gotzamani K. (1992), "Application of Just-In-Time Philosophy Principles in Public Companies", Proceedings of the Hellenic Conference "Administrative Modernization", Thessaloniki, 1992.
- [2] Tsiotras C., Gotzamani K. (1997), "The day after ISO 9000 Certification! What was the overall benefit for my business? Proceedings of Quality Forum '97, Athens, October 1997.
- [3] Vourvachis, I., Gotzamani, K. (2006), "Quality management in the concrete industry in Greece" Proceedings of the 2nd National Conference for Standardization, Standards and Quality, Thessaloniki, May 2006, p. 75-82.
- [4] Melidonioti M., Gotzamani, K. (2006), "Standardisation and Quality in Brokerage Companies", Proceedings of the 2nd National Conference for Standardization, Standards and Quality, Thessaloniki, May 2006, pp. 370-379.
- [5] Chatzipanagiotou M., Gotzamani, K., James R. (2007), "Quality Management in the Supply Chain", Proceedings of the 4th Student Conference "Management Science and Technology", Athens, May 2007.
- [6] Kalyva, E., Gotzamani, K. (2011), "Redesigning Public Administration Processes with the use of Information Systems: A Theoretical Framework" Proceedings from the Greek Conference of Management and Economics (ESDO), pp. 329-345, 16-18 September, TEI Serres.

VI.7 PRESENTATIONS TO INTERNATIONAL CONFERENCES

WITHOUT PROCEEDINGS (With Referees)

- [1] Gotzamani K., Tsiotras G. (1997), “The Day After ISO 9000! What was the Real Benefit for my Company?”, Abstracts Proceedings of the EURO XV/INFORMS XXXIV Joint International Conference, July 1997, Barcelona, Spain.
- [2] Theodorakioglou, Y., Gotzamani, K., Tsiotras, G. (2003), “Supplier management practices and their impact on supplier and buyer performance: An empirical study in Greek manufacturing industry”, Abstracts Proceedings of the EURO/INFORMS Joint International Meeting, July 6-10, Istanbul, Turkey.
- [3] Gotzamani, K., Theodorakioglou, Y., Tsiotras, G. (2003), “A Longitudinal Study of ISO 9000 Contribution to Total Quality Management and Performance Improvement of Small-Medium Enterprises”, Abstracts Proceedings of the EURO/INFORMS Joint International Meeting, July 6-10, Istanbul, Turkey.
- [4] Gotzamani, K. (2004), “The New ISO 9000:2000 Series Of Standards: The Main Reasons For Their Revision and The Key Improvements”, Abstracts Proceedings of the EURO XX European Conference on Operational Research, July 4-7, Rhodes, Greece.
- [5] Gotzamani, K. (2005), “Total Quality Management in Education”, Plenary Speech, 5th International Conference in Language for Specific and Academic Purposes, October 1-2, Thessaloniki, Greece.
- [6] Georgiou, A., Livadarou, G., Gotzamani, K., Andronikidis, A. (2007), “Combining AHP and SERVQUAL in Measuring Financial Services Quality”, 22nd European Conference on Operational Research EURO XXII, July 8-11, Prague, Czech Republic.
- [7] Paltayan, G., Georgiou, A., Andronikidis, A., Gotzamani, K. (2009), “Introducing a modified QFD design for quality improvement in the Greek banking sector”, 23rd Euro Conference, July 5-8, Bonn.
- [8] G.N. Paltayian, A.C. Georgiou, K. Gotzamani, A. Andronikidis (2010), “An integrated AHP - ANP Quality Function Deployment framework for the competitive position improvement”, EURO XXIV, 24th European Conference on Operational Research, Lisbon.

- [9] Andronikidis, A., Gotzamani, K., Georgiou, A. C. and Kamvysi, K. (2011), “Integrating DEA framework into QFD methodology”, 9th International Conference on Data Envelopment Analysis- DEA, August 24-27, University of Macedonia, Thessaloniki, Greece.
- [10] Bernardo, M.; Simon, A.; Gotzamani, K.; Casadesus, M. (2011), “La Dimensión Geográfica de la Integración de Sistemas de Gestión”, XXI Congreso Nacional de ACEDE, CREATIVIDAD: EL FUTURO DE LA EMPRESA, ISBN: 978-84-615-3531-6, 4-6 September, Barcelona, Spain.
- [11] Kamvysi, K., Gotzamani, K., Andronikidis, A. and Georgiou, A.C. (2014), “An Integrated QFD framework linking quality management with marketing efforts”, 20th Conference of the International Federation of Operational Research Societies-IFORS “The art of Modeling”, Barcelona, Spain, July 13-18.
- [12] Georgiou, A.C., Kamvysi, K., Gotzamani, K. and Andronikidis, A. (2017), “Customers’ Requirements Data Fosters Collaboration Between Quality Management and Services Marketing”, ASMDA 2017, London, UK.
- [13] G.N. Paltayian, A.C. Georgiou, K. Gotzamani, A. Andronikidis (2017), “Combining Quality Management Tools with Quantitative Approaches to Improve E-Banking Operations”, Global Conference on Services Management (GLOSERV), Tuscany, Italy, 2017.
- [14] A.C. Georgiou, G.N. Paltayian, K. Gotzamani, A. Andronikidis (2018), “Redesigning e-Banking services: Social and Environmental Challenges towards Sustainable Development”, 29th European Conference on Operational Research, Valencia, Spain, July 2018.
- [15] Georgiou, A.C., Kamvysi, K., Gotzamani, K., and Andronikidis, A. (2018), “An appraisal of DEA contribution in the Quality Function Deployment Process in conjunction with some recent advances using Markov stochastic processes”, DEA40-International Conference on Data Envelopment Analysis, Aston University, Birmingham, UK, April 16-18.
- [16] Paltayan, G., Georgiou, A., Gotzamani, K., Andronikidis, A., Kamvysi, K. (2019) “Redesigning e-banking services: Social and Environmental Challenges towards Sustainable Development”, 30th European Conference on Operational Research (EURO), Dublin 2019.

VII. OTHER SCIENTIFIC WORK

Reviewer of Scientific Journals:

- Journal of Operations Management
- Supply Chain Management: An International Journal
- International Journal of Operations & Production Management
- International Journal of Quality & Reliability Management
- International Journal of Productivity and Performance Management
- European Journal of Operational Research
- Service Quality Management
- International Journal of Manpower
- Industrial Management and Data Systems – IMDS
- Managerial Auditing Journal
- The TQM Magazine
- Operations Management Journal
- Business Process Management Journal.
- Journal of Cleaner Production
- International Journal of Services Technology and Management (IJSTM)
- Journal of Modelling in Management
- Int. J. of Modelling in Operations Management

Member of Scientific Committees: Hellenic Operational Research Society (HELORS), Greek Quality Forum, Greek Union of Administrative and Financial Sciences

Participation in many Academic Evaluation Committees: for the evaluation and appointment of academic staff in the University of Patras, University of Ioannina, the University of Western Greece, the University of Athens, the University of Piraeus, the Aristotle University of Thessaloniki and the International University.

Participation in many PhD Evaluation Committees (University of

Macedonia, Department of Business Administration, University of Macedonia, Department of Informatics, Aristotle University, Department of Mechanical Engineering, Western Greece University, Department of Business Administration of Agricultural Products, Aristotle University, Department of Informatics)

Organization and Hosting of European Workshop: "Sharing Best Practices Among European Universities", the EFQM Education Community of Practice (ECOP), under the project: "Pythagoras - Support of Research Teams of University Macedonia" - Subproject "Exploring Best Practices: Developing Database from Best Practices of Administrative and Organizational Functions of Greek Universities", February 23-24, 2006.

Member of Conference Scientific Committee: 4th National Conference of Directors of Education, Drama (ET.E.A.D.) with the general theme "Organization and Management in Education", December 9-10, 2011, Drama.

Member of Business Events Organizing Committees:

- «Success Stories - Role Models», Greek Company of Business Administration (EEDE), Division of Women Managers and Entrepreneurs (TOGME).
- “Business Challenges”, MBA Program, University of Macedonia.

Supervision of PhD Theses

- [1] «Quality Management in Electronic Commerce», I. Tzavlopoulos
- [2] «Integration of Management Systems Standards – Their Contribution towards Business Excellence and Sustainability», M. Gianni
- [3] «Sustainable Supply Chain Management», Th. Mastos
- [4] Quality and Innovation Management in Tourism.V. Gkana

Member of PhD Advisory Committees

- [1] «Determination and Evaluation of Factors Impacting the Implementation of Quality Systems and Food Security in Greek Enterprises», D. Kafetzopoulos, Supervisor Prof. C. Fotopoulos.
- [2] «Improving Quality and Human Resources for Obtaining Competitive Advantage», X. Dimatati, Supervisor Ass. Prof. F. Vouzas.
- [3] «Similarities and Differences Between Logistics Providers and Logistics Departments within Enterprises», T. Katsoyanni, Supervisor Ass. Prof. F. Vouzas.

- [4] «The role of Information Systems within the Supply Chain», E. Papadopoulou, Supervisor Prof. V. Manthou
- [5] «Reverse Supply Chain – Flexible Information Systems», P. Panousopoulou, Supervisor, Prof. V. Manthou.
- [6] «Development of an integrated methodological framework for measuring companies' effectiveness and efficiency, with the use of quantitative methods», K. Kamvysi, Supervisor Prof. A. Georgiou.
- [7] «Choosing Strategic Expansion Alternatives within the Greek Banking Sector with the Use of the QFD Methodology”, G. Paltayan, Supervisor Prof. A. Georgiou .
- [8] «Managing Business Risks», Z. Maditinos, Supervisor Ass. Prof. C. Vassiliadis
- [9] «Investigating the Relationship between Benchmarking and Total Quality Management in ISO 9000 Certified Companies”, M. Koemzi, Supervisor Prof. G. Tsiotras.
- [10] «Multivariate Statistical Analysis and Quality Management», V. Ismirlis, Supervisor O. Moschidis.
- [11] «Implementing New Public Management Reforms in Greece: Benchmarking for Best practices in the Public sector», E. Kessopoulou, Supervisor Prof. G. Tsiotras.
- [12] «Quality improvement Models in Public Administration», A. Korea, Supervisor Prof. G. Tsiotras.
- [13] «Total Quality Management, Corporate Social Responsibility and Environmental Management Systems», A. Karagiorgou, Supervisor Ass. Prof. F. Vouzas.
- [14] «Implementing Statistical Quality Control Techniques in the Evaluation of Education”, S. Sivena, Supervisor I. Nikolaidis.

VIII. REFERENCES TO MY WORK

Recognition in International Research Evaluation Systems

- **Google Scholar**

Citations to my research work in the Google Scholar database, as of 12/1/2023, appear in **5,610 articles** (*h-index* = 35).

Gotzamani Katerina – Google Scholar Profile

- **Scopus**

Citations to my research work in the “Scopus” bibliographic database, as of 12/1/2023, appear in **2450 articles** (*h-index* = 27), in which I did not participate as an author.

Gotzamani, Katerina D. – Author details – Scopus Preview