

## **Prof. Jens Jörn Dahlgaard, Prof. Jens Jörn Dahlgaard**

### **Dziedzina naukowa**

Total Quality Management and Business Excellence:

- Strategic Quality Management/ Leadership/ Policy Deployment
- Organisational Development and organisational Change
- Innovation/ New Product Development
- Lean Philosophy, Lean Production and Six Sigma Quality
- Quality Costing/ Quality Economics
- Implementation of Change programs
- Employee Involvement and empowerment
- Statistical Quality Control
- Suggestion Systems
- Quality Audit/ Self-Assessment
- Focused Self-Assessment

### **Posiadane tytuły i pełnione funkcje**

#### **Prof. Jens Jörn Dahlgaard**

- 1967: BA, The Aarhus School of Business, Denmark
- 1970: MSc., The Aarhus School of Business, Denmark
- 1981: Dr. Merc. (Post Doctoral degree), The Aarhus School of Business, Denmark
- 1969-1970: Systems Engineer, IBM, Aarhus, Denmark
- 1970: Associate Professor, Department of Information Science, The Aarhus School of Business, Aarhus University, Denmark
- 1986: Chair & Full Professor, Business Economics, Auditing, The Aarhus School of Business, Aarhus University, Denmark
- 1992: Chair & Full Professor, Business Economics, Quality Management, The Aarhus School of Business, Aarhus University, Denmark
- 2000- Chair & Full Professor, Division of Quality Technology and Management, Department of Management & Engineering, Linköping University, Sweden
- 2006- Invited Distinguished Visiting Professor, Tsukuba University, Japan
- 2009- Invited Distinguished Visiting Professor, Yuan Ze University, Taiwan

#### **Prof. Su Mi Dahlgaard Park**

- Docent (post doctoral degree) in Business Administration, School of Management and Economics, Linköpings University, Sweden.
- Dr. Phil. (5 years PhD programme) in Business Administration, School of Management and Economics. Linköping University, Sweden
- Econ. Lic. (2 and half years PhD programme) in Business Administration, School of Management and Economics. Linköping University, Sweden.
- B.A., & Msc, (Cand. Mag) in Area Studies. Aarhus University, Denmark.
- B.A. in Political Science & Diplomacy. Yonsei University, Seoul, Korea.
- Currently full professor, Institute for Service Management , Lund University, Sweden
- Distinguished Visiting Professor, Yuan Ze University, Taiwan (2009- )
- Distinguished Visiting Professor, Graduate School of Management, Tsukuba University, Japan (2007- )

- Research Director, Lunds University, Institute for Service Management (2006-2009)
- Ass., Asc., and Senior Associate Professor (Adjunt, Lektor and Docent) Linköping University, Dept. of Business Administration. (2000-2005)
- Researcher, Linköping University, Dept. of Business Administration (1997-2000)
- Lecturer, researcher and associate professor, Aarhus University, Denmark (1985-2000)
- Chief consultant for employee education & training, Bosch, Denmark (1992-1995)
- Lecturer, DIEU (Danish Engineers Post Graduate Education) Leadership, employee education & training (1992-2000)
- Lecturer, Copenhagen University, Denmark, East Asian Study (1985-1987)

## **Członkostwa oraz nagrody**

### **Prof. Jens Jörn Dahlgaard**

1. Nominated and awarded "Top 100 Educators in the world" by the International Biographical Centre, Cambridge, England, 2009
2. Lancaster Award for world wide contribution within research field of quality, American Society for Quality, 2005
3. Nominated as "an Outstanding Intellectual of the 21st Century", and is included in the world's who's who list of 500 most outstanding intellectuals in the world by International who's who Biographical Centre, Cambridge, England. 2002
4. Member of the editorial board of: *The International Journal of Total Quality Management and Business Excellence*: **Editor - since 1 October 2010**, *International Journal of Quality and Reliability Management*, *Int. Journal of Measuring Business Excellence*, *Journal of The Indian Association for Productivity, Quality & Reliability*, *The Asian Journal on Quality*, *The TQM Journal*, *The International Journal of Quality and Service Sciences*
5. One of the founding members of the European Master Programme in Total Quality Management. (EMP.TQM), Member of the Academic Board and the Executive Committee of European Masters Program in TQM and the past chairman of the Academic Board
6. Member of the jury for the European thesis award in Total Quality Management
7. Co-founder and chairman of the International QMOD Conferences since 1997. The QMOD (Quality Management and Organisational Development) conference has been organised in cooperation with local universities and ministries as well as other organisations, in China (1997), Slovenia (1999), Denmark (2000), Sweden (2001), Korea (2002), France (2003) Mexico (2004), Italy (2005), England (2006), Sweden (2007), Sweden (2008), Italy (2009)

### **Prof. Su Mi Dahlgaard Park**

1. Listed in Marquis Who's Who in the World
2. Listed in Worlds Who's Who of Women, International Biographical Centre, Cambridge
3. Received IBC's Award of International Professional of the Year for 2010, International Biographical Centre, Cambridge
4. Received the International President's Award for Iconic Achievement, IBC, Cambridge
5. Received The Decree of Excellence, IBC, Cambridge
6. Received Award for 2000 most outstanding intellectuals in 21<sup>st</sup> century, IBC.

7. Received IBC's 21<sup>st</sup> Century Award for Achievement, International Biographical Centre, Cambridge
8. Nominated as honorary member, Uzbekistan Society of Managers, Tashkent, Uzbekistan, Apr. (2008)
9. Her paper, Lean Production, Six Sigma Quality, TQM and Company Culture – a Critical Review, co-authored with J.J. Dahlgaard. *The TQM Magazine The Int. Review of Org. Improvement*, Vol. 18 (3): 263-281 became the most downloaded research article worldwide published in the journal in 2007
10. Received outstanding paper award, Emerald Journals (2007)
11. Nominated and elected Academician, International Academy for Quality (2006)
12. Chief Editor, *Quality and Service Science*, Associate Editor for *The Asian Journal on Quality*, Member of the international editorial board for *The Journal of Management History*, Member of the international editorial board for *The Chinese Management Studies*, Member of the international editorial board for *Euro Asian Journal of Management*, Member of the international editorial board for *Journal of Hospitality and Tourism Technology*, Member of the international editorial board for *Journal of Cross Cultural Management*
13. Conference co-chair, 13<sup>th</sup> QMOD/ICQSS, 30, Aug.-1. Sep, Cottbus, Germany (2010), Member of the Organizing Committee, Int. Conference on Management and Organization, Slovenian Academy of Management, 11-12/June, Kranju, Slovenia (2010), Member of the Scientific Committee, 4<sup>th</sup> MEQA Conference, Dubai, Marts (2010), Member of the Int. Organising Committee, ISMOT 09, 23-25/October, Hangzhou, China, Zhejiang Univ. (2009), Conference co-chair, 12<sup>th</sup> QMOD/ICQSS27-29/Aug. Verona, Italy (2009), Member of the Scientific Committee, Naples Forum on Service, 16-19/June, Capri. Italy (2009), Chair of the Best Paper Selection Committee, 2<sup>nd</sup> MEQA Conference, Dubai 7-10/Apri (2008)

## **Przykładowe publikacje**

### **Prof. Jens Jörn Dahlgaard**

1. "The Quality Journey - a journey without an end" (with Kai Kristensen & Gopal Kanji), Productivity Press, India, September, 1995.
2. "Total Quality in Education" (with Kai Kristensen & Gopal Kanji), Advances in TQM, Carfax, 1995.
3. "Milliken Denmark A/S - Leadership, Participation and Quality Costing" (with Kai Kristensen). A Case study published in the European Way of Excellence case study project, sponsored and published by the EU Commission, DG III, and European Foundation for Quality Management, Brussels, 1996 (Each case has a separate ISBN number).
4. "ISS - International Service System A/S - The Winning Hand -" (with K. Kristensen). A Case study published in the European Way of Excellence case study project, sponsored and published by the EU Commission, DG III, and European Foundation for Quality Management, Brussels, 1996 (Each case has a separate ISBN number).
5. "Achieving Business Excellence - Successful Leadership Styles" (in co-operation with PA Consulting Group, London) 1997.
6. "Fundamentals of TQM" (with K. Kristensen and Gopal Kanji), Chapman & Hall, London, 1998, Nelson & Thornes, 2002.

7. "Lean Production, Six Sigma Quality, and TQM" (with Su Mi Dahlgaard Park & Hans Bajarío), *The Best on Quality*, Vol.12, Quality Press c/o American Society for Quality, USA, 2001.
8. "TQM Measurements - A Metrology for Improvement and Change" (with Su Mi Dahlgaard Park), in *IAQ Perspectives on Quality, Competitiveness and Sustained Development*, ASQ Quality Press, 2003
9. "The Human Dimension – A Critical Success Factor in Quality Management" (with Su Mi Dahlgaard Park), in *IAQ Perspectives on Quality, Competitiveness and Sustained Development*, ASQ Quality Press, 2003
10. "Management Control Theories and The European Excellence Model" (with Su Mi Dahlgaard Park), in *The Best of Quality*, vol. 14, ASQ Quality Press 2003
11. "A Route to Understand and Improve Quality – how Post Denmark achieved Total Involvement in Quality" (with Lars Nilsson), in *The Best of Quality*, vol. 14, ASQ Quality Press
12. "The Human Dimension: Critical to Sustainable Quality", chapter 4 in: *Quality into the 21st Century – perspectives on Quality and Competitiveness for Sustained Performance* (eds.: Tito Conti, Yoshio Kondo and Gregory Watson), International Academy for Quality, ASQ Quality Press, Milwaukee, Wisconsin, US, 2003
13. "In Search of Excellence – Past, Present and Future", in H. Schnauber:(ed.) *Kreativ Und Konsequent*, Chap.6., (with Su Mi Dahlgaard Park). Carl Hanser Verlag, pp. 57-84, Berlin, 2006.
14. "Measurement - Metrology of Improvement and Change", chapter 5 in: Tito Conti, Yoshio Kondo & Gregory H. Watson (eds.), *Quality Tools and Methods for the New Century*, GOAL QPC, US, 2006.
15. "The Added-Value Metric – A Complementary Performance Measure for Six Sigma and Lean Production" (with Setijono, Djoko) , *Asian Journal of Quality*, Vol. 9, no. 1, 2007
16. "Selecting Improvement Projects that Add Value to Customers" (with Setijono, Djoko), *Asian Journal of Quality*, Vol. 9, no. 1, 2007
17. "Measuring Lean Initiatives in Health Care Services" (with Kolberg, B.), *The International Journal of Productivity and Performance Management*, Vol. 56, no. 1, 2007.
18. "ECSI Customer Satisfaction Modelling and Analysis – a Case Study" (with Ciavolino, E.), *Total Quality Management and Business Excellence*, Vol. 18, no. 5, July, 2007.
19. "In Search of Excellence – Past, Present and Future" (with Dahlgaard Park, Su Mi), *Journal of Management History*, Vol. 13, no. 4, 2007
20. "Simultaneous Equation Model based on Generalized Maximum Entropy for studying the effect of the Management's Factors on the Enterprise Performances" (with Ciavolini, E.), *Journal of Applied Statistics*, June 2, 2009

### **Prof. Su Mi Dahlgaard Park**

1. (2010) Co-editor, Special Issue, Selected Best papers from the ICQSS (International Conference of Quality and Service Sciences), *The TQM Journal*, Vol. 23 (forthcoming)
2. (2009) Editor, Attaining sustainability – from organisational excellence to sustainable excellence for people, planet and profitability, *The TQM Journal*, Vol. 21 (2)

3. (2009) Editor for special issue, Measuring and Diagnosing Excellence in Services, *Measuring Business Excellence*, Vol. 13 (1)
4. (2009) Decoding the code of Excellence, *Int. Journal of Quality and Service Science*, Vol. 1 (1) :5-28
5. (2009) Towards a Human Oriented Metrology for Improvement and Change, *Measuring Business Excellence*, Special Issue on Measuring and diagnosing Excellence in Services, Dahlgaard Park, S. M. (ed.) Vol. 13 (1) : 3-22
6. (2009) Kansei Engineering Methods, with S. Schutte, E. Ayas. J.J. Dahlgaard in Gatchalian, M. & Brannan, G.D. (eds.) *Sensory Quality Measurement*, Philippines: Quality Partners Company (ISBN 978-971-691-921-9)
7. (2009) Lean-Kaizen Public Service: an Emperical Approach in Spanish Local Government, Manuel F. Suarez Barraza, Tricia Smith, Su Mi Dahlgaard-Park, *The TQM Journal*, Vol. 21 (2): 143-167
8. (2008) Co-editor, Attaining Sustainability, Proceedings of the 11th QMOD conference, 20-22, Aug. Linköping Univ. E-Press
9. (2008) Reviewing The European Excellence Model from a Management Control View, *The TQM Journal – The Int. Review of Org. Improvement*, Vol. 20 (2): 98-119 (ISSN 1754-2731)
10. (2008) A Strategy for Building Sustainable Innovation Excellence- A Danish Study, in K. Zink (ed.) *Corporate Sustainability as a Challenge for Comprehensive Management*, with J.J. Dahlgaard, Springer verlag, P. 77-94 (ISBN 978-3-7908-2045-4; ISSN 1431-1941)
11. (2008) Editorial, Special Issue, *The TQM Journal – The Int. Review of Org. Improvement*, Vol. 20 (2): 93-97 (ISSN 1754-2731)
12. (2008) Kansei/Affective engineering design: a methodology for profound affection and attractive quality creation, with JJ Dahlgaard, S, Scutte, E. Ayas, *The TQM Journal – The Int. Review of Org. Improvement*, Vol. 20 (4): 299-311 (ISSN 1754-2731).
13. (2007) Editorial, Our dreams of excellence - learning from the past and architecturing the future, *Int. Journal of Management History*, Vol. 13 (4): 301-306 (ISSN 1751-1348)