

**Dr. Sajeev Abraham George**

Professor, Operations & Supply Chain

Chairperson, PGDM Programme

S P Jain Institute of Management and Research (SPJIMR)

Munshi Nagar Dadabhai Road, Andheri (W), Mumbai 400058 India.

E-mail: [sajeev.george@spjimr.org](mailto:sajeev.george@spjimr.org)

**Educational Qualifications:**

- PhD in Industrial Engineering and Operations Research from IIT Bombay, India (2007)
- MTech in Industrial Engineering from NIT Kozhikode, Kerala India (1997)
- BTech in Mechanical Engineering from NIT Kozhikode, Kerala, India (1989)

**Title of PhD Thesis:**

Competences and Performance Measurement for Supply Chain Management.

**Areas of Research Interest:**

Major areas of research interest include Supply Chain Management, Production & Operations Management, Service Management, Empirical Research in Operations Management, Performance Measurement and Quantitative Modeling.

**Work Experience:**

- S P Jain Institute of Management & Research, Mumbai from June 2008.
- 17 years of teaching experience in Production Engineering in the University of Mumbai.

**Professional Affiliations:**

Member: Production and Operations Management Society (POMS)

Member: Decision Sciences Institute (DSI)

Life Member : Operational Research Society of India (ORSI)

Life Member: Society of Operations Management (SOM)

Life Member : Indian Society for Technical Education. (ISTE)

**Honours/Awards:**

IBM faculty award 2008

Emerald Outstanding Research Paper Award 2009

**Research Conferences Organized:**

Conference Chair: 12<sup>th</sup> Annual ISDSI Conference at SPJIMR December, 2018

Program Chair: SPJIMR- POMS India Chapter Conference, July 2016

### Major Research Publications:

- “A benchmarking study of Indian seaports”, **Journal of Global Operations and Strategic Sourcing** , Vol. 13 Issue 1, pp. 88-102, (2020) with Anurag Tumma.
- "Suntej Engineering: a struggle to stay afloat in the face of competition" , **Emerald Emerging Market Case Studies**, Vol 8. Issue 4 pp.1-16 (2018) with Latika Tejwani, Anubha Kachhawa Saini, Nikhil Pathak & Nimish Kanvinde.
- Modelling resilience of truckload transportation industry **Benchmarking: An International Journal**, Vol. 25 Issue: 7, pp.2531-2545 (2018) with Satyendra Sharma.
- Operational Efficiency and Service Delivery Performance: A Comparative Analysis of Indian Telecom Service Providers” in **Benchmarking: an International Journal** , Vol. 23, Issue 4, pp. (2016), with Siddhant Masson Rachit Jain and Narendra Mani Ganesh.
- “Productive Efficiency, Service Quality and Profitability: A Comparative Analysis of Foreign and Private Banks in India”. **International Journal of Productivity and Quality Management**, Volume 8, No.4 pp.518-536 (2016)
- “Gaps between Inventory Management Theory & Practice: A Critical Examination of Emerging Trends from the FMCG Industry” in **International Journal of Logistics Economics and Globalisation**, Vol. 5 No. 1 pp. 1-14 (2013) with Navneet Kumar and Abhay Mishra
- “An Investigative Study of Operational Performance and Service Quality of Indian Public Sector Banks”, in **International Journal of Business Performance Management** Vol. 13 No.3/4, pp. 408-425. (2012), with Prof. Nilanjan Chattopadhyay
- “Performance Benchmarking of Indian Public Sector Banks” in **Indore Management Journal** Vol.3, ORSI- SOM Special Issue, pp 105-115. (2012) with Prof. Nilanjan Chattopadhyay
- “A Performance Benchmarking Study of Indian Railway Zones” **Benchmarking: an International Journal**, Vol. 15, No. 5, pp. 599-617 (2008), with Prof. Narayan Rangaraj.
- “New Organisational Competences for Supply Chain Management: a Study in the Indian Context”, **International Journal of Value Chain Management**, Vol. 1, No. 3, pp. 205-222. (2007), with Prof. Narayan Rangaraj.

- “Manufacturing Performance Measurement Systems: A Review”, **International Journal of Manufacturing Technology and Management**, Vol. 5, Nos.5/6, pp. 398-413. (2003), with Prof. A Subash Babu and Prof. R P Mohanty.

**Paper Presented in Major Research Conferences:**

- “A Benchmarking Study of Indian Seaports” at the 49th Decision Sciences Institute (DSI) Annual Conference at Chicago, USA from November 17th to 19th, 2018.
- "A Service Quality Analysis of Indian Airline Industry," at the 11th Indian Subcontinent Decision Sciences Institute (ISDSI) International Conference, IIM Trichy, from 27th to 30th December 27, 2017.
- "Performance Analysis of Indian Ports," IIIIE POMS Conference, IIIIE Trivandrum Chapter, Trivandrum, 21st to 23rd December, 2016).
- "Productive Efficiency and Service Quality: A Study of Indian Airline Industry." at the 27th Annual Conference of Production and Operations Management Society (POMS) held at Orlando, USA from May 6 to 9, 2016.
- Operational Performance, Service Quality and Financial Performance: A Study of the Indian Airline Industry" at the 19<sup>th</sup> Annual International Conference of the Society of Operations Management held at IIM Calcutta (IIMC) from 11<sup>th</sup> to 13<sup>th</sup> December 2015.
- “Service Quality Performance: A Comparative Analysis of Domestic Airlines of India “ NITIE POMS International Conference, 19<sup>th</sup> to 21<sup>st</sup> December 2014.
- Linkages between Operational Efficiency, Service Quality and Profitability of Foreign Banks in India” at the 24<sup>th</sup> Production and Operations Management Society (POMS) Annual Conference held at Denver, USA from 3<sup>rd</sup> to 6<sup>th</sup> May 2013.
- “An Investigative Study of Productive Efficiency of Co-operative Banks of Indian States” at the 16<sup>th</sup> Annual International Conference of the Society of Operations Management held at IIT Delhi from 21<sup>st</sup> to 23<sup>rd</sup> December 2012.
- “Measurement of Supply Chain Flexibility: an Investigative Study” at the Eleventh Global Conference on Flexible Systems Management (IIMK-GLOGIFT) held at Indian Institute of Management, Kozhikode campus from 9<sup>th</sup> to 12<sup>th</sup> December 2011.
- “Performance Benchmarking and Analysis of Service Quality of Indian Public Sector Banks” at the 14<sup>th</sup> Annual International Conference of the Society of Operations Management held at NITIE Mumbai from 17-12-2010 to 19-12-2010.

- “Analysis of Service Quality: Insights from a Comparative Case Study from the Indian Context” at INFORMS Service Science Conference, held at Taipei, Taiwan from 7-7-2010 to 10-7 2010.
- “A Performance Benchmarking Study of Telecommunication Services in the Indian Context’ at the 18<sup>th</sup> Annual Frontiers in Service Conference held at Hawaii, USA from 29-10-2009 to 01-11-2009