

Dr. Sajeev Abraham George

Professor & Head Operations Area
S P Jain Institute of Management and Research (SPJIMR)
Munshi Nagar Dadabhai Road, Andheri (W), Mumbai 400058 India.
E-mail: 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:

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

Current Designation:

Professor and Area Head: Operations and Manufacturing

Professional Affiliations:

Life Member : Operational Research Society of India (ORSI)
Life Member: Society of Operations Management (SOM)
Life Member : Indian Society for Technical Education. (ISTE)
Member: Institute for Operations Research and the Management Sciences (INFORMS)
Member: Production and Operations Management Society (POMS)

Honours/Awards:

IBM faculty award 2008
Emerald Outstanding Research Paper Award 2009

Major Research Publications:

- "Operational efficiency and service delivery performance: A comparative analysis of Indian telecom service providers" in **Benchmarking: an International Journal**, Vol. 23 No.4 pp. 893-915 (2016) with Siddhant Masson, Rachit Jain & Narendra Ganesh.
- "Productive Efficiency, Service Quality and Profitability: A Comparative Analysis of Foreign and Private Banks in India" in **International Journal of Productivity and Quality Management**, (2016) Vol.18 No.14 pp. 518-536.
- "Gaps between Inventory Management Theory & Practice: A Critical Examination of Emerging Trends from the FMCG Industry" in **International Journal of Logistics Economics and Globalisation**, (2013) Vol. 5 No. 1 pp. 1-14 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", in **International Journal of Value Chain Management**, Vol. 1, No. 3, pp. 205-222. (2007), with Prof. Narayan Rangaraj.
- "Manufacturing Performance Measurement Systems: A Review", in **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:

- "Productive Efficiency and Service Quality: A Study of the Indian Airline Industry" at the 26th Production and Operations Management Society (POMS) Annual Conference at Orlando, USA from 6th to 9th May 2016.
- "Operational performance, service quality and financial performance: A Study of the Indian Airline Industry" at the 19th Annual International Conference of the

Society of Operations Management held at IIM Calcutta (IIMC), 11th to 13th December 2015.

- “Service Quality Performance: A Comparative Analysis of Domestic Airlines of India “ NITIE POMS International Conference, 19th to 21st December 2014.
- “Linkages between Operational Efficiency, Service Quality and Profitability of Foreign Banks in India” at the 24th Production and Operations Management Society (POMS) Annual Conference held at Denver, USA from 3rd to 6th May 2013.
- “An Investigative Study of Productive Efficiency of Co-operative Banks of Indian States” at the 16th Annual International Conference of the Society of Operations Management held at IIT Delhi from 21st to 23rd 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 9th to 12th December 2011.
- “Performance Benchmarking and Analysis of Service Quality of Indian Public Sector Banks” at the 14th 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 18th Annual Frontiers in Service Conference held at Hawaii, USA from 29-10-2009 to 01-11-2009