

Academic Personnel Short Profile / Short CV

University:	University of Nicosia
Surname:	Tsiotras
Name:	George
Rank/Position:	Academic Associate
Faculty:	Medical School
Department:	Primary Care and Population Health
Scientific Domain: *	Operations Management/Total Quality Management

** Field of Specialization*

**Academic qualifications
(list by highest qualification)**

Qualification	Year	Awarding Institution	Department	Thesis title (Optional Entry)
Ph.D. Operations Research	1986	State University of New York at Stony Brook, New York, U.S.A.	Department of Applied Mathematics & Statistics	"Exact and Approximate Analysis of Queuing Network Models with Blocking"
M.Sc. Operations Research	1983	Columbia University, New York, U.S.A.	Department of Industrial Engineering and Operations Research	N/A
B.A Mathematics	1980	Aristotle University of Thessaloniki	Department of Mathematics	N/A
Executive Training	1986-1992	Bell Laboratories	N/A	N/A

Employment history in Academic Institutions/Research Centers–List by the three (3) most recent

Period of employment		Employer	Location	Position
From	To			
1992	today	University of Macedonia	Thessaloniki	Professor
2004	2009	Greek Government	Thessaloniki	Secretary General of the Region of Central Macedonia

1986	1992	AT&T Bell Laboratories	USA	Director of Research Group
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Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected—(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher / Conference	Vol.	Pages
1	2018	Quality costing and quality management maturity in Greece: An exploratory multi-dimensional data analysis	O. Moschidis, E. Chatzipetrou, G.	International Journal of Productivity and Performance Management	. 67	171-191
2	2019	Greek gynecology healthcare professionals towards Quality Management Systems”	Dinas K, Vavoulidis E, Pratilas G, Basonidis, A, Liberis A, Zepiridis L, Sotiriadis A, Papaevangelidou D, Stathopoulou A, Leimoni E, Pantazis K, Tziomalos K, Aletras V	International Journal of Health Care Quality Assurance	doi.org /10.1108/IJHCQ-A-05-2017-0083	164-175
3	2018	Analysis of Determinant Factors of Conflict in Greek Hospitals	Polyzou M	International Journal of Caring Sciences,.	11, Issue 2.	935-946
4	2017	Benchmarking towards excellence in higher education	Tassopoulou	Benchmarking: An International Journal	24	617-634
5	2017	“Multiple perspectives on integrated management systems and corporate sustainability performance”	Gianni M., K. Gotzamani, G	Journal of Cleaner Production, Elsevier	168	1297-1311
6	2015	“Critical success factors examined in ISO 9001:2008-certified Greek companies using multidimensional statistics”,	Ismyrlis, V., O. Moschidis	International Journal of Quality & Reliability Management	32, Issue 2	114-131
7	2014	Strategies for Business Excellence under an economic crisis	Afthonidis E.,	The TQM Journal	26 Iss 6	610-624

8	2002	"The True Motives Behind ISO 9000 Certification. Their Effect on the Overall Certification Benefits and the Long Term Contribution towards TQM	Gotzamani K.,	International Journal of Quality and Reliability Management	19, No. 2	151-169
9	2002	An Empirical Study of the ISO Standards Contribution Towards Total Quality Management",	Gotzamani K	International Journal of Operations and Production Management	21, No 10	1326 - 1342
10	1996	ISO 9000 as an Entry Key to TQM: The Case of the Greek Industry" International Journal of Quality and Reliability Management	Gotzamani K.,	International Journal of Quality and Reliability Management	13, Number 14	64-76

Exhibitions (where applicable).List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	N/A	N/A	N/A	N/A	N/A
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3					
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*Specify venue, geographic location etc

**Research Projects. List the five (5) more recent and other five (5) selected
(max total 10)**

Ref. Number	Date	Title	Funded by	Project Role*
1	2012-2013	Implementing Common Assessment Framework – The case of Greece: A Challenge for Benchlearning	Research Committee of the University of Macedonia	Scientific Leader
2	2011	Technical Support for the project “Entrepreneurial Diversity-ENTREDI-INTERREG IVC”, under the auspices of the Research Committee of the University of Macedonia.	Intereg	Scientific Leader
3	2010	Study of the Municipality of Katerini: “The application of Common Assessment Framework (CAF) at the Municipality of Katerini”, under the auspices of the Research Committee of the University of Macedonia	Municipality of Katerini	Scientific Leader
4	2010	Study of the Municipality of Panorama: “The application of Common Assessment Framework (CAF) at the Municipality of Panorama”, under the auspices of: the Research Committee of the University of Macedonia	Municipality of Panorama	Scientific Leader
5	2002	‘Feasibility study for the academic constitution of an International University in Thessaloniki’, in cooperation with the Aristotle University of Thessaloniki	Ministry of Macedonia & Thrace	Scientific Leader
6	2000-2001	Study for the improvement process of the collection of garbage at the Municipality of Thessaloniki and the development of the decision making process	Municipality of Thessaloniki	Scientific Leader
7	1996-1997	“The Future of the Greek Industry”, Study: “Education and Industrial Competiveness”,	Ministry of Development	Scientific Leader

8	1996-1997	“Project ADAPT, Sub- Project I “Study in Regions that have been harmed from the Industrial Changes”. Under the auspices of: Research Committee of the University of Macedonia	ADAPT	Scientific Leader
9	1995-1998	“Quality Management in Software Development”: Singular of Northern Greece, under the auspices of: Research Committee of University of Macedonia, 1995-1998	General Secretariat of Research & Technology	Scientific Leader
10	1998-2000.	Project EPEAEK “TELEMATHOS - Distance Learning”, under the auspices of the 2nd CSF – Research Committee of the University of Macedonia	2nd CSF	Scientific Member

**Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2018-today	Alumil	Member of the Board of Directors	N/A
2	2016-2018	Alufon	Member of the Board of Directors	N/A
3	2015-2016, 2018-today	Zeologic	Member of the Board of Directors	N/A
4	2014-2015	KPI-KPI	Member of the Board of Directors	N/A
5	1995-today	Alumil, Hellas Can, Akritas, Eldoor, Mevgal, Singular, Zeologic, etc	Consultant	Consulting in the areas of Operations Management/ Quality Assurance and Business Excellence

**Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected.
(max total 10)(Optional Entry)**

Ref. Number	Date	Title	Awarded by:
1	2009	First National Quality Award for Public Services to the Region of Central Macedonia	Ministry of Public Administration
2	2006	Award from the FDI Magazine (Financial Times Group) recognizing the Region of Central Macedonia as the 'Region of the Future in Southern Europe – Period 2006-2007'	Financial Times
3	2006	First Award of Entrepreneurial Leadership for the 'Innovation Ideas	Ministry of Development
4	2004	Quality Award as the 'Editor with the most important publication in the field of quality' for the book 'Quality Improvement	ECO-Q Magazine/President of the Greek Parliament
5	2003	Award of the Cross of Battalion of Honour of the Polish Republic	Polish Republic
6	1994	Award (metal) from EFQM (European Foundation for Quality Management) in the scientific competition of European Quality Award for Theses on TQM 1994, as advisor of the Ph.D thesis "Total Quality Management in the Greek Banking System	EFQM
7	1989,1990	Quality Awards	AT&T Bell Laboratories
8	1991	Award for the planning and implementation of the Real Time Network Routing	AT&T Bell Laboratories
9	1976-1979	Scholarships	Institute of Government Scholarships (IKY)
10	1982-1984	Scholarship	Columbia University, New York, U.S.A.

**Other Achievements. List the five (5) more recent and other five (5) selected.
(max total 10)(Optional Entry)**

Ref. Number	Date	Title	Key Activities:
1	2000-2004	Rector of the University of Macedonia	Responsible for the whole university
2	1997- 2000	Vice Rector of Academic Affairs and Personnel, University of Macedonia	Responsible for Academic Affairs, Personnel and Research
3	2004 – 2009	Secretary General of the Region of Central Macedonia	Member of the Greek Government responsible for the Region of Central Macedonia
4	2004 –2009	President of the Management Board of the Regional Development Fund of Central Macedonia	Responsible for Regional Development Fund of Central Macedonia
5	2007–2009	President of Administrative Council of the Regional Focal Point for Innovation of Central Macedonia	Responsible for Regional Focal Point for Innovation of Central Macedonia
6	2008–2009	Chairman of the Balkan and Black Sea Committee of Peripheral Maritime Regions (CPMR) of Europe	Responsible for Balkan and Black Sea Committee of Peripheral Maritime Regions (CPMR) of Europe
7	1994 -1998, 2013-2015	Head of the Department of Business Administration , University of Macedonia	Responsible for all the activities of the Department of Business Administration , University of Macedonia
8	1998-2002	Director of MBA, University of Macedonia	Responsible for all activities of MBA
9	2014-2018	Director of Public Administration Graduate Program, University of Macedonia	Responsible for all activities of Public Administration Graduate Program, University of Macedonia
10	2000-today	Director of Business Excellence Lab, University of Macedonia	Responsible for all the research activities in Business Excellence Lab, University of Macedonia