

# Curriculum Vitae



**Name:** Phan Chi Anh  
**Date of Birth:** 13/06/1970  
**Job Position:** Director, Center of Business Administration Studies  
University of Economics and Business  
Vietnam National University, Hanoi

## Qualification:

Associate Professor, 2017  
Doctor of Business and Administration (Operation Management), 2008  
Master of Engineering (Industrial Engineering), 1998  
Bachelor of Engineering (Industrial Automation), 1993

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## Research and Teaching Interests:

- Quality Management: TQM, 6 Sigma, ISO 9000, Kaizen, 5S
- Production Management: JIT, Toyota Production System, Lean Production
- Productivity Improvement
- Supply Chain Management
- Service Operations

## Working Experiences:

1. Jan. 2011 up to now:  
Employer: University of Economics and Business, Vietnam National University, Hanoi  
Position: Director of Center for Business Administration Studies
2. March. 2012 – Sept. 2014:  
Position: Vice Dean, Director of International Standard Program, Faculty of Business Administration, University of Economics and Business, Vietnam National University, Hanoi
3. Oct. 2008- Oct.2010: Visiting Researcher (JSPS Post-doctoral Fellow), Faculty of Business Administration, Yokohama National University, Japan
4. Jan. 1999 up to Apr. 2004:  
Employer: Vietnam Productivity Center (VPC), Directorate for Standard and Quality, Vietnamese Ministry of Science and Technology  
Position: Quality Management Consultant/Trainer, Head of Operation and Head of Training Divisions, Project Manager
5. Apr.1997-Apr. 1998:  
Employer: OTIS Elevator Ltd. Co  
Position: Design Designer, Sale and Technical Division
6. Oct.1993- Feb.1996:  
Employer: Alcatel Network System Vietnam (ANSV)  
Position: Production Supervisor, Head of Assembly Workshop

## **Education**

1. Apr. 2004 - Mar. 2008: PhD Program in Business System, International Graduate School of Social Sciences, Yokohama National University (YNU), Yokohama, Japan
2. Apr. 1996 - Dec.1998: Master Program in Industrial Systems Engineering, Asia Institute of Technology (AIT), Bangkok, Thailand
3. Oct. 1988 - May 1993: Bachelor Program in Industrial Automation, Hanoi University of Technology (HUT), Hanoi, Vietnam

## **Professional Qualification/Certificates**

1. Certificated Lead Auditor ISO 9000 (IRCA, 1999)
2. Certificated Lead Auditor ISO 14000 (ERA, 2000)
3. Certificated Management Consultant for Productivity Improvement (Asian Productivity Organization APO, Tokyo, Japan, October 2002)

## **Participated Training Courses**

4. Electronic Devices Assembly (France, Alcatel,10-11/1993)
5. Plants Management (France, Alcatel, 4-5/1994)
6. Quality Improvement (Japan, Asia Production Organization, 6/1999)
7. Productivity Improvement Specialist (Japan, Asia Production Organization, 7/2000)
8. SME Management (Singapore, Asia Production Organization, 8/1999)
9. Six Sigma Black belt (Japan, Asia Production Organization, 10/2002)
10. IT Application (Korea, KOIKA, 4-6/ 2001)
11. Productivity Improvement Consultant (Japan, Asia Production Organization, 10/2002)

## **Professional Activities**

- ✓ From 1999 to 2004, Managing the consulting and training activities on ISO 9000/14000 application, TQM, 5S Kaizen, continuous improvement at Sanyo, Suzuki, Yamaha, Kayaba, LG, Daewoo, Orion-Hanel, Chinhphong, Vinalines, Bảo Việt, Vinaconex, Vinakip, Eurowindows...
- ✓ From 2001 to 2004, participated in Productivity development projects hosted by Asia Production Organization: “Mismatch in Labor Market in Asia”, “Kaizen Implementation in Vietnamese industry”, và “Standards-based management systems implementation in Vietnam industry”.
- ✓ From 4/2005, participated in High Performance Manufacturing (HPM) project conducted in Japan, US, Germany, Austria, Italy, Sweden, Finland, Spain, Korea, Hongkong. Research topics are Quality management and Lean Production.
- ✓ Since 2005, presented the research papers in 30 international conferences in operations management and decision sciences in US, France, Japan, Canada, China, Taiwan, India
- ✓ Since 2012, local consultant & advisor for Ministry of Science and Technology, Ministry of Industry and Trade, Central Economics Commission (Vietnam Communist Party)

## **Awards**

1. “Award of Excellence”, Yokohama National University, Japan, March 2008
2. “Emerging Economies Young Researcher Award”, Production and Operations Management Society (POMS), The United States, May 2008

## **Academic Society Memberships**

1. Production and Operation Management Society (POMS), The United States
2. Decision Sciences Institute (DSI), The United States
3. Japan Operation Management and Strategy Association (JOMSA), Japan

### Research papers in ISI/Scopus international journals

1. **Phan Chi Anh**, Nguyen Thu Ha, Nguyen Bach Khoa, Lê Thị Tu Anh, Matsui Yoshiki (2019), “Relationship between customer collaboration in supply chain management and operational performance of manufacturing companies”, *International Journal of Productivity and Quality Management*, Vol.29, No.3, pp. 372-396.
2. **Phan Chi Anh**, Nguyen Anh Hao, Trieu Dinh Phuong, Nguyen Thu Ha, Yoshiki Matsui (2019) “Impact of supply chain quality management practices on operational performance: empirical evidence from manufacturing companies in Vietnam”, *Supply Chain Management: An International Journal*, Vol.24, No.6, pp.855-871.
3. **Phan Chi Anh**, Nguyen Thu Ha, Nguyen Anh Hao, Yoshiki Matsui (2019) Effect of Total Quality Management Practices and JIT Production Practices on Flexibility Performance: Empirical Evidence from International Manufacturing Plants. *Sustainability*, Vol.11, pp. 2071-1050.
4. Hoang Trong Hoa, Nguyen Thu Ha, **Phan Chi Anh**, Phan Huy Duong, Le Thai Phong “Continuous Improvement: An Empirical Review in Vietnam”, *Economics Bulletin*, Vol. 39, No.2, pp.1202-1214.
5. Nguyen Anh Hao, Nguyen Hoang, Nguyen Thu Ha, **Phan Chi Anh**, Yoshiki Matsui (2019) “Empirical study on the role of collaboration in new product development in manufacturing companies”, *International Journal for Quality Research*, Vol. 12, No.2. pp. 363-384.
6. Nguyen Ngoc Anh, Trieu Dinh Phuong, **Phan Chi Anh**, Matsui Yoshiki (2019) “The relationship between human resource management practices and manufacturing flexibility: empirical evidence from manufacturing companies in Vietnam”, *International Journal of Productivity and Quality Management*, Vol.26, No.4, pp. 394-416.
7. Nguyen Hue Minh, **Phan Chi Anh**, Yoshiki Matsui (2018) “Supply chain management in developing countries: empirical evidence from Vietnamese manufacturing companies”, *International Journal of Productivity and Quality Management*, Vol. 24, No. 4, pp.566–584.
8. Nguyen Thu Ha, Nguyen Hoang, Nguyen Duc Nhan, **Phan Chi Anh** (2018) “Determinants for Customer Satisfaction and Customer Loyalty in Vietnamese Life Insurance setting”, *Sustainability*, Vol. 10, No. 4, pp.1151.
9. Nguyen Hue Minh, **Phan Chi Anh**, Yoshiki Matsui (2018) “Contribution of Quality Management Practices to Sustainability Performance of Vietnamese Firms”, *Sustainability*, Vol. 10, No.2, pp.375.
10. Nguyen Anh Hao, Nguyen Hoang, Nguyen Thu Ha, **Phan Chi Anh**, Yoshiki Matsui (2018) “Empirical study on the role of collaboration in new product development in manufacturing companies”, *International Journal for Quality Research*, Vol. 12, No. 2, pp.363-384.
11. **Phan Chi Anh**, Nham Phong Tuan, Hoang Trong Hoa (2017) “Relationship between manufacturing strategy and firm performance: the empirical study of Vietnamese manufacturing plants”, *Economic Annals-XXI*, Vol. 166, No. 7/8, pp41-45.
12. Ayman Bahjat Abdallah, **Phan Chi Anh**, Yoshiki Matsui (2016) “Investigating the Effects of Managerial and Technological Innovations on Operational Performance and Customer Satisfaction of Manufacturing Companies”, *International Journal of Business Innovation and Research*, Vol. 10, No. 2/3, pp. 153-183.
13. **Phan Chi Anh**, Minh Hue Nguyen, Hoa Vu Mai Luong, Yoshiki Matsui (2016), “ISO 9000 implementation and performance: empirical evidence from Vietnamese companies”, *International Journal of Productivity and Quality Management*, Vol. 18, No. 1, pp. 53-77.
14. **Phan Chi Anh**, Nham Phong Tuan (2015) “Impact of service quality on customer satisfaction of automated teller machine service: case study of a private commercial joint stock bank in Vietnam,” *Business: Theory and Practice*, Vol.16, No.3, pp 280-289.
15. Jing Zeng, **Phan Chi Anh**, Yoshiki Matsui (2015) “The impact of hard and soft quality management on

- quality and innovation performance: An empirical study”, *International Journal of Production Economics*, Vol. 162, pp. 216-226.
16. Ayman Bahjat Abdallah, **Phan Chi Anh**, and Yoshiki Matsui (2015) “Investigating the effects of managerial and technological innovations on operational performance and customer satisfaction of manufacturing companies”, *International Journal of Business Innovation and Research*, Vol. 8, No.4, pp. 133 – 151.
  17. Jing Zeng, **Phan Chi Anh**, Yoshiki Matsui (2013) “Supply Chain Quality Management Practices and Performance: An Empirical Study”, *Operations Management Research*, Vol. 6, No. ½, pp. 19-31.
  18. Jing Zeng, **Phan Chi Anh**, Yoshiki Matsui (2013) “Shop-floor Communication and Process Management for Quality Performance: An Empirical Analysis of Quality Management”, *Management Research Review*, Vol. 36, No. 5, pp. 454-477.
  19. **Phan Chi Anh**, Ayman Bahjat Abdallah, and Yoshiki Matsui (2011) “Quality Management Practices and Competitive Performance: Empirical Evidence from Japanese Manufacturing Companies”, *International Journal of Production Economics*, Vol.133, No.2, pp. 518-529.
  20. **Phan Chi Anh** and Yoshiki Matsui (2011) “Relationship between Quality Management Information and Operational Performance: International Perspectives”, *Management Research Review*, Vol. 34, No.4, pp. 519-540.
  21. **Phan Chi Anh** and Yoshiki Matsui (2010) “Comparative Study on the Relationship between Just-in-Time Production Practices and Operational Performance in Manufacturing Plants”, *Operations Management Research*, Vol.3, Nos.3/4, pp.184-198.
  22. **Phan Chi Anh** and Yoshiki Matsui (2010) “Contribution of Quality Management and Just-In-Time Production Practices to Manufacturing Performance”, *International Journal of Productivity and Quality Management*, Vol.6, No.1, pp. 23-47.
  23. **Phan Chi Anh** and Yoshiki Matsui (2009) “Effect of Quality Management on Competitive Performance–International Perspective”, *International Journal of Productivity and Quality Management*, Vol. 4, No. 2, pp.153-177.

#### **Books**

1. Phan Chí Anh (2015), “Lean Production – International Experiences”, *VNU Publishing House* (in Vietnamese language).
2. Phan Chí Anh (2014), “Service Quality in Vietnam”, *VNU Publishing House* (in Vietnamese language).
3. Phan Chí Anh (2014), “Impacts of quality management practices on competitive performance in manufacturing companies – Experience from the United States, Japan, Germany, Italy and Korea”, *VNU Publishing House*
4. Nguyen Hong Son, Phan Chi Anh (2013), “Productivity and Quality Study: Quality Management in Vietnamese Enterprises”, 291 pages, *VNU Publishing House* (in Vietnamese language).
5. Phan Chi Anh (2008), Edited, “5S Implementation – Foundation for Productivity Improvement”, 151 pages, *Labor Publisher* (in Vietnamese language).
6. Phan Chi Anh (2003), Edited, “6 Sigma – New Management Approach”, 112 pages, *Science and Technology Publisher* (in Vietnamese language).
7. Phan Chi Anh (2003), “Mismatch in Labour Market- The Case of Vietnam”, In *Mismatch in Labor Market: Asian Experience*. Edited by Hiromitsu Muta, pp. 422-443. Asian Productivity Organization, ISBN: 92-833-2349-1.

#### **Reference**

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