



Siham El-Kafafi

CURRICULUM VITAE

Career Summary

Capability developer: investigates and instigates opportunities of continuous improvement activities with the aim of improving capability across work areas; anticipates and insures responsiveness to stakeholders needs; develop and sustain internal and external networks with beneficial relationships for the business; effectively addresses emerging business challenges and risks while implementing change initiatives; and strives for service excellence by actively managing clients expectations, anticipations and needs within the business environment.

Adult Trainer/Educator: experienced in developing course material and advancing adult-to-adult working relationship, mentoring both novice and experienced educators to know the ropes, provide techniques and tips to survive their first year of teaching and/or any challenges they encounter. Skilled research supervision for learners conducting graduate projects, master thesis and/or PhD decertations in multidisciplinary fields.

Cultural competency: Emotional intelligence, cultural awareness, empathy and expertise in Kaupapa Māori (NZ Indigenous people cultural values) and Pasifika research methodologies.

Management & Leadership Skills: provide leadership in ethical behaviour and ensures goals, priorities and standards are met in various national and international organisations as well as private organisations. Previous work experience includes managerial positions besides being an academic.

Highly effective communicator, facilitator, trainer and people development: experienced in mentoring, training and coaching; effective communicator professionally and with diplomacy across multi-cultural groups, recognises and develops talents in people, manages both people and individual's performance effectively, experienced in wide varieties and techniques in workshop facilitation, teaching and learning with various group sizes, consistently received excellent feedback on evaluations as a result of seeking regular feedback on my performance and proactively taking appropriate actions, winner of various public speaking competitions; passionate about people development and their lifelong learning experience.

Solid researcher: with numerous publications in high-quality academic journals, book chapters, conference proceedings, international and national roles as journal reviewer and referee on academic journals, Managing Editor of various international journals, presentations at national and international conferences. Qualitative and quantitative research design and analysis experience. Development and design of industry training modules in leadership, team dynamics, quality management, business excellence, and six sigma, and managing service quality in the health sector from a business sustainability perspective.

Extensive international academic and industry experience with a flare of innovation: Egypt, Saudi Arabia, Lebanon, Cyprus, Dubai, UK, USA and New Zealand including various consultancy work on quality auditing, curriculum development, training the trainers workshops and conference management for overseas organisations.

I have over 20 years' experience teaching and incorporating literacy and numeracy in my delivery. The following are some of the Courses I taught:

- Strategic Planning and Management
- Open Innovation
- Enterprise Innovation
- Applied Innovation
- Adult Education & Learning
- Organisational Behaviour
- Industry Practicum and Research Project
- Applied Management
- Management in Organisations
- Leadership
- Manaaki Tangata – Biculturalism Maori Kaupapa (NZ Indigenous people cultural values)
- He Puawai: Certificate in Adult & Tertiary Teaching (Adult Education Department, Te Wananga o Aotearoa)
- Health Services Management various courses e.g. Managing Enterprise in Health & Social Care; Facilitating Training and Development in Health & Social Care; Health Promotion in New Zealand; Personal and Team Effectiveness in Health and Social Care; Managing Service Delivery in Health & Social Care; and Health Research Project
- Business Marketing
- Mindful Management
- Research Methods
- Human Resource Management
- Operations Management & Supply Chain Management
- Quality and Service Management
- Project Management

Enthusiastic, commitment to achieving goals, highly motivated, motivator, positive spin on things type of person who is passionate about people and how to enhance their lifelong learning experience through the utilisation of blended learning techniques utilising up-to-date technology [e.g. mobile learning, ePortfolios and incorporating social networking (wikis, blogs and online discussion forums) in the learning environment] as well as latest teaching pedagogy armed with research that feeds into my learning and development philosophy with the aim of continuous improvement.

Personal Information

Address	3 Woodcroft Way, Pukekohe, Auckland, New Zealand
Phone	+64 21 323 662 (mobile)
Email	selkafafi@gmail.com
Languages	Fluent in English and Arabic and basic French
Citizenship	New Zealand
LinkedIn	https://www.linkedin.com/in/siham-el-kafafi-8901a343/
Google Scholar	https://scholar.google.com/citations?user=qCaPab4AAAAJ
Research Gate	https://www.researchgate.net/profile/Siham_El-Kafafi
ORCHID ID	0000-0002-5480-451X
Personal Website	http://siham.elkafafi.com
Organisation	http://arrowsconsultancy.com

Academic Qualifications

Qualification	Title	Institution	Year
Ph.D.	Total Quality Management and Drinking Water Quality: The Waikato Experience	Waikato Management School, The University of Waikato, Hamilton, New Zealand	October 2004
MAdLitNumEd	Masters of Adult Literacy and Numeracy Education "Enhancing Academic Literacy through Student Peer Feedback: A Business Degree Case"	Faculty of Applied Humanities, Auckland University of Technology (AUT University), New Zealand	August 2011
M.P.A.	Masters of Public Administration with specialisation in Environmental Policies	The American University in Cairo, Egypt	February 1996
B.A. (with Honors)	English Literature with Honors	Faculty of Alsun, Ain Shams University, Cairo, Egypt	May 1982

Professional Qualifications

Title of Certification	Awarding Organisation	Year
Certificate in Tertiary Teaching	Auckland University of Technology, New Zealand	April 2008
Professional Development Program for Higher Degree Supervisors	Southern Cross University, Australia	January – March 2008
Certificate in Teaching Academic Literacy Skills to Culturally Diverse Classes	Manukau Institute of Technology	June 2007
Certificate in Quality Systems and Auditing (ISO 9001:2000 Lead Auditor Course)	IATCA and RABQSA Q798 in association with the New Zealand Organization for Quality	February - March 2006
CALT (Certificate for Adult Learning & Teaching)	Waikato Institute of Technology	May 2003
Advanced Language Awareness and Analysis, Teacher Development Series for EFL Teachers, Course 601 Advanced English Grammar	Auckland Language Centre	November 2002
Quality Assurance Certificate	New Zealand Organization for Quality (NZOQ), Palmerston North, New Zealand	2002

Distinctions, Scholarships and Awards

Name of Award	Awarded by	Basis of Award	Year
Professorship	The Global Female Civility Leadership Institute Texas Board of Education - USA	Professorship Dissertation Reviewer and Consultant	July 2021
Best Research Paper Presentation	Aspire2 International	Best Research Paper Presentation at the New Zealand Conference of Business and Technology	Nov 2019
Best Research Paper Presentation	New Zealand Institute of Studies (NZIE)	Best Research Paper presentation at the Inaugural Business, Management and Leadership Symposium 2018	Nov 2018
PBRF 2012	NZ High Tertiary Education Commission (TEC)	Performance-Based Research Fund rewards and encourages quality researchers for their research	April 2013
Beca Quality Prize	Beca Ltd and New Zealand Organisation for Quality (NZOQ)	Best Research Paper	2012

Research Excellence Award	Manukau Institute of Technology	Excellence in research over the whole Institute	2010
Scholarship for a Masters of Adult Literacy and Numeracy Education	Tertiary Education Commission (TEC)	Based on a written proposal, previous academic achievements and work experience	2009, 2010 & 2011
Award for contribution as Track/Session Chair at the 6 th International Conference, University of Sussex, Brighton, United Kingdom.	World Association for Sustainable Development (WASD)	Contributions and participation as Chair in Conference on: Managing Science and Technology for a Sustainable Future	2008
Award for contribution as Track/Session Chair (Quality Management) at the 4 th International Conference, University of Naples, Italy	World Association for Sustainable Development (WASD)	Contributions and participation as Chair in the Conference	2006
PBRF 2006	NZ Tertiary Education Commission (TEC)	Performance-Based Research Fund rewards and encourages quality researchers for their research	May 2007
ICIT Excellent Research Paper Prize	10 th ICIT Conference, Shanghai, China	Award for Excellent Research Paper	2005
Excellence in Research Award	Manukau Business School Award, Manukau Institute of Technology	Highest achievement in research in the Business School	2004
ICIT Best Paper Award	the 9 th ICIT Conference, Bangkok, Thailand	Best research paper in my theme in the conference	2004
Doctoral Scholarship	The University of Waikato, Management School	Based on excelling in previous academic achievements, marks and work experience	1999 – 2001
Scholarship	The New Zealand Federation of University Women (Waikato Branch)	Based on a written proposal, previous academic achievements and work experience	2001
Award for Best Paper Presentation	New Zealand Agricultural and Resource Economics Society	Based on a Conference Presentation at the 6 th Annual Conference held in Blenheim, New Zealand	2000
Scholarship	New Zealand Agricultural and Resource Economics Society	Based on academic achievements	2000

Employment History

Job Title	Dates	Employer	Achievements
Director / Research & Business Consultant	June 2014 – to date	Arrows Research Consultancy Ltd. Editorial & Translation Contracts for organisations and individuals Consultancy for various organisations national and international	<ul style="list-style-type: none"> • Editorial work in various fields, medical, technical and academic. • Translation for different types of documentations: medical records, medical reports, health and life insurance policies, medical instructions documents, manual instructions, research projects. • Reviewer for national and international academic journals. • Peer Review for quality assurance and quality control. • Online educational seminars national and international.

		<p>Te Wananga o Aotearoa, Adult Education Department & Social Services Department King Abdulaziz University Faculty of Applied Medical Science Jeddah, Saudi Arabia</p> <p>BS Abdur Rahman Crescent Institute of Science and Technology Chennai, India</p> <p>Giles Brooker Group India, Indonesia & Singapore</p> <p>One World Education Association NZ Global Youth Ambassador Project Advanced International Academy Australia Pty Ltd</p> <p>Aspire2 International, Faculty of Business,</p> <p>Malvern International, Singapore & UK</p>	<ul style="list-style-type: none"> • Online coaching and training educators in educational pedagogy, classroom activities and classroom management. • Teaching national and International Students, marking assessments, course moderation, training on presentation skills and research supervision • Team teaching on Noho Marae model • Plan, organize and supervise Noho, Wananga and Field Trips for students • Development of educational programs, training and workshop facilitation. • Cross-cultural training and development of material. • Workshop facilitation on various topics e.g. leadership, diversity management, personal & team effectiveness, quality management, blended learning, flipped classroom. • Staff training and development on teamwork, diversity, leadership and cultural competency. • Development of online educational programs, course material, assessments and educational videos. • International Conference Organisation and Management. • Research Consultancy and coordination. • Mentoring and training adult educators and facilitators by equipping them with techniques and tips for succeeding in their profession • Maintaining student records, progress, feedback, and end of course graduation rates using blackboard and different organizational Learning Management Systems e.g. Moodle, Canvas
Director of Research & Senior Lecturer	Jan 2015 to May 2018	ICL Education Group ICL Graduate Business School	<ul style="list-style-type: none"> • Plan and disseminate annual research plan and manage staff research achievements • Prepare and manage research budget • Mentoring novice researchers • Developing and facilitating research workshops for staff as part of their professional development • Develop research strategy and policies and procedures to fit both the Graduate Diploma in Business and the Masters of Business Informatics • Chief Editor for the ICL Journal • Planning, organising and controlling running the ICL Journal research issues to get them ready for publication • Plan and organize monthly Staff Research Seminars • Produce a quarterly research newsletter • Conduct own research and participate in conference presentations and journal publications • Produce regular research reports • Coordinate research activities in the Business School and approve research proposals in accordance with priorities

			<ul style="list-style-type: none"> • Complete the ICL biennial academic journal • Chair Research Committee Meeting and Organise and participate in the Research Advisory Board Meetings • Development of course material and assessments for both Graduate Diploma in International Business & Innovation and the Post Graduate Diploma in Business • Delivery of various courses in the Graduate Business School, Levels 7 & 8 (i.e. Open Innovation, Corporate Innovation, Applied Innovation, Mindful Management, Organisational Behaviour, Research Project & Practicum and Leading People and Change)
Chair of Research/ Research Leader	June 2014 – Dec 2016	Aspire2 International – previously Ntec (National Tertiary Education Consortium) Auckland, NZ	<ul style="list-style-type: none"> • Chair the Ntec Research Committee • Plan and disseminate annual research plan and manage achievements • Develop and produce research policies and procedures • Develop research related forms • Spread and maintain a research culture among staff members • Plan and organize monthly Staff Research Seminars • Produce an annual research report • Mentor research staff • Conduct own research
Program Leader for Health Services Management Program (DHSM) Business School	Feb 2016 – Dec 2016	Aspire2 International – previously Ntec (National Tertiary Education Consortium) Auckland, NZ	<ul style="list-style-type: none"> • Supervise academic staff in the DHSM program (approx.. 8-11 staff members) • Advise students on all academic matters. • Provide pastoral care, including the mentoring and guidance to students • Provide input to Ntec career counsellor on student suitability for employment opportunities when requested • Initiate programme review • Liaise with HOF/Deputy HOF and tutors to review the appropriateness of the course books, slides, and assessments for each term • Ensure all internal post-moderation of assessments is completed • Conduct and Coordinate peer reviews • Schedule meetings with lecturers across campuses (i.e. 3 campuses) to share and discuss information and developments in teaching practices • Plan and head the DHSM Program Staff meetings • Be part of recruitment panel • Brief HoF/Deputy on issues related to delivery, staff and students • Identify and provide resource list needed before the commencement of term to Programme Administrators • Collate and analyse assessment results, and send them to Programme Administrators • Conduct start of term brief to staff members
Doctoral Supervisor &	Feb 2016	University of Northampton (UoN) Program in Ntec	<ul style="list-style-type: none"> • Facilitate research workshops for the UoN top up program

Senior Lecturer	– Dec 2016	(National Tertiary Education Consortium) Auckland, NZ	<ul style="list-style-type: none"> • Developed and recorded material for the Research Methods for the Top Up Program • Supervise student research
Senior Lecturer & DBA Supervisor	2004 – 2016	Southern Cross University, Australia	<ul style="list-style-type: none"> • Enabled MBA students to develop their project management skills, conduct research projects and publish their research • DBA Student Supervision • Research project supervision and management
Senior Lecturer	2003 – 2014	Manukau Institute of Technology Faculty of Business and Information Technology	<ul style="list-style-type: none"> • Designed, developed, coordinated and delivered various business courses • Mentored colleagues in conducting research • Conducted research, national and international conference presentation and published in international journals • Research project supervision and management • Consultancy, Administration, Industry engagement
Portal Editor	2011 - 2012	Manukau Institute of Technology Faculty of Business and Information Technology	<ul style="list-style-type: none"> • Conducted Research, Publishing, Editing, Capability development • Liaison with Student Projects and Case Studies development, staff mentoring and coaching • Liaison and collaboration with Faculty staff members conducting research for portal publications
Internal Quality Auditor	2011 - 2012	NZ Steel Ltd.	<ul style="list-style-type: none"> • Internal Quality Auditing – ISO 9000, Building Teams • Document review & analysis, Interviewing staff from different departments, Report writing
Events Coordinator	2003 – 2016	New Zealand Organisation for Quality	<ul style="list-style-type: none"> • Events coordination, developing network relationships • Member of the Auckland Organizing Committee for the special events of the World Business Capability Congress held in Auckland on 5-7 December 2012 • Coordination and promulgation of special events and site visits • Coordination and facilitation of NZ Quality Day • Administration related to committee activities • Developed and delivered workshops and Presentations
Academic Staff Member	Feb 1999 – June 2003	Waikato Management School, The University of Waikato, Hamilton, New Zealand	<ul style="list-style-type: none"> • Developed and delivered courses, Conducted research for external organisations and published research • Wrote research papers and presented them in international peer reviewed conferences • Curriculum design and development, Administration • Consultancy, Reviewing Masters' Thesis
Academic Staff Member	July 2001 – June 2003	Department of Community and Continuing Education, Waikato Institute of Technology, Hamilton, New Zealand	<ul style="list-style-type: none"> • Designed, developed and delivered course in teaching English as a Second Language, Research, Curriculum design and development • Developed and delivered workshops, Administration • Mentoring, coaching & training
Academic Staff Member	April 2002 – June 2003	Language Institute, The University of Waikato, Hamilton New Zealand	<ul style="list-style-type: none"> • Designed, developed and delivered research course material and Curriculum design and development • Staff mentoring, coaching & training

Project Event Management (E-Waikato Summit)	May – July 2001	Waikato Management School, The University of Waikato, Hamilton, New Zealand	<ul style="list-style-type: none"> • Coordinated e-Waikato Conference, internal and external network development • Fund raising, capability development and client service • Administration and budgeting
---	-----------------	---	--

National Collaboration / Consultation

- Chairperson of National Tertiary Education Consortium (Ntec) Research Committee, 2014-2016
- Chairperson of Programme Advisory Committee, Auckland Institute of Studies (AIS) International Business Programme, 2014-2015
- External Moderator for Auckland Institute of Studies (AIS), International Business Programme, 2014.
- Member of the New Zealand Applied Business Education (NZABE) 2009 Peer-Review Board for the NZ Applied Business Education Conference 2009, Rotorua September 2009.
- Reviewer for the New Zealand Journal of Applied Business Research, Manukau Institute of Technology, Manukau Business School (since 2008).
- Member of the New Zealand Applied Business Education (NZABE) 2007 Peer-Review Board for the NZ Applied Business Education Conference 2007, Agents of Change, Dunedin 26 – 28 September 2007.
- Committee Member of the New Zealand Organisation for Quality (NZOQ), Northern Branch since 2003 until this date.
- Committee Member of the New Zealand Organisation for Quality (NZOQ), Waikato Branch 2001 - 2003.

International Collaboration / Consultation

- Member of the Board of Directors for the Female Civility Leadership Institute – Nov 2020
- Member of the Global Library of Female Authors – Sep 2020.
- Member of Female Civility Ambassadors – Sep 2020
- Asia Pacific Business Excellence Standard (APBEST) Award (www.apbest.org), Hong Kong (Member of Board of Examiners for the quality award)
- Member of the Award Committee for the International Society of Management Science and Engineering Management (ISMSEM) Advanced Prize for Management Science and Engineering Management (MSEM)
- Southern Cross University in Australia (MBA & DBA Program)
- Unlimited Sport Academy part of Unlimited Technology – LLC – Dubai Knowledge Village (consultancy in curriculum development for their new sports management certificates and diplomas)

Professional and Scholarly Services

Research:

- Judge for the 7th International Best Practice Competition, Session 2 – Digital/Smart Transformation – Tuesday, 27 April 2021. Hosted by Global Benchmarking and Business Excellence Research (BPIR), <http://www.coer.org.nz>
- Judge for the 7th International Best Practice Competition, Session 3 – Innovation Environment/Process Improvement – Tuesday, 27 April 2021. Hosted by Global Benchmarking and Business Excellence Research (BPIR), <http://www.coer.org.nz>
- Reviewer for Medical Science Monitor Journal – February 2021 <https://www.medscimonit.com/>
- Editorial Board Member & Reviewer for the World Journal of Women and Sustainable Development (wjwsd) – World Association for Sustainable Development. Since December 2020 www.wasd.org.uk
- Member of the Organising Committee, Country Coordinator – New Zealand for International CEO (Communication, Economics, Organization) Socil Sciences Congress held in Gostivar, Macedonia, 18 – 20 December 2020 <http://www.ceocongress.org/>

- Reviewer for the International Journal of Applied Management Theory and Research (IJAMTR) started February 2019, IGI Global eEditorial Discovery <https://www.igi-global.com>
- Reviewer for the International Board of Reviewers for In SITE 2019 Conference organized by Informing Science Institute, Theme: Diversity Towards Unity, 30 June – 4 July 2019, Jerusalem.
- Editor for the International Journal of Contemporary Management: Theory and Practice, Department of Management Studies, Sri Ramakrishna Engineering College, Coimbatore, Tamil Nadu India. <http://www.srec.ac.in/> Nov 2018
- Reviewer for The International Board of Reviewers for InSITE 2017 Conference organised by Informing Science Institute and RMIT University Vietnam on 31 July – 5 August 2017, Ho Chi Minh (Saigon), Vietnam.
- Chief Editor for ICL Journal – started January 2015 – May 2018.
- Reviewer for International Journal of Doctoral Studies (JDS), Informing Science Institute (ISI) started August 2015. <http://www.informingscience.org/> since 2015.
- Reviewer for Journal of the Study of Postsecondary and Tertiary Education (JSPTE), Informing Science Institute (ISI) started August 2015. <http://www.informingscience.org/> since 2015.
- Conference Manager for World Association for Sustainable Development (WASD) 2015. Theme: Green Behaviour: Re-thinking policy for sustainability. Mugla Sitki Kocman Universitesi, 1-3 June 2015, Istanbul, Wyndham Old City Hotel, Istanbul, Turkey.
- Managing Editor for International Journal of Food, Nutrition & Public Health (IJFNPH) started July 2014. <http://www.worldsustainable.org/index.php/journals-64649/ijfnph/4417-eb-87932928>
- Associate Editor for World Journal of Science, Technology and Sustainable Development, Emerald Group Publishing, started June 2014. <http://www.emeraldgroupublishing.com/products/journals/journals.htm?id=WJSTSD>
- Managing Editor for International Journal of Innovation and Knowledge Management in Middle East & North Africa (IJKMMENA) started May 2014. <http://www.worldsustainable.org/index.php/journals-64649/ljkmmena>
- Managing Editor for the International Journal of Sudan Journal (IJSR) started May 2014. <http://www.worldsustainable.org/index.php/journals-64649>
- PBRF 2012 - awarded the Performance-Based Research Fund on April 2013.
- Member of the Middle Eastern Knowledge Economy Research Group at Brighton Business School (MEKE) (<http://www.brighton.ac.uk/bbs/research/meke/whoware.php?Pagelid=502>) (started 2012).
- Member of the Technical Program Committee International Congress on Interdisciplinary Business and Social Science 2012 (ICIBSoS 2012).
- Appointed as a columnist for QNewz, the official magazine for the New Zealand Organisation for Quality (NZOQ) www.nzog.org.nz (started 2011).
- Reviewer for Journal of Procedia – Social and Behavioural Sciences (Elsevier) (<http://icibsos.org>) (started 2012).
- Managing Editor for World Journal of Entrepreneurship, Management and Sustainable Development (WJEMSD) Journal (<http://worldsustainable.org>). (started 2011)
- PBRF 2006 - awarded the Performance-Based Research Fund on May 2007.
- Regional Editor for World Journal of Science, Technology and Sustainable Development (WJSTSD) Journal (www.worldsustainable.org). (started 2005)
- Regional Editor for World Journal of Entrepreneurship, Management and Sustainable Development (WJEMSD) Journal (www.worldsustainable.org). (started 2005)
- Editor for World Review of Intermodal Transportation Research Journal, Inderscience Publishers (www.inderscience.com). (started 2005)
- Editor for the TQM Journal, Emeralds Group Publishing Ltd. (started 2008).
- Editor for Canadian Social Science Journal for the Canadian Academy for Oriental and Accidental Culture (ISSN 1712-8056 (PRINT) ISSN 1923-6697 (ONLINE)). (started 2011)
- Member of the Board of Examiners (BoE) for the Asia Pacific Business Excellence Standard (APBEST) Award (www.apbest.org).
- Editor for the International Journal of Management Science and Engineering Management (<http://worldacademicunion.com/journal/MSEM/>).
- Member of Organising Committee for the 9th International Conference, Sharing Knowledge Making a Difference: The Role of International Scientific Cooperation, Richard Stockton College of New Jersey, USA, 26-28 October 2011 (<http://worldsustainable.org>).
- WASD 2011 Track Chair for the following Research Tracks:1) Ecotourism & sustainable Tourism Development, 2) Public Policy and Higher Education and 3) Services Research, WASD 9th International Conference, Sharing Knowledge Making a Difference: The Role of International Scientific Cooperation,

Richard Stockton College of New Jersey, USA, 26-28 October 2011.

- Member of the Award Committee for the (International Society of Management Science and Engineering Management) ISMSEM Advancement Prize for MSEM (Management Science and Engineering Management) that will be announced during the Third International Conference on Management Science and Engineering Management, November 2-4, 2009, Bangkok, Thailand.
- Member of the Organising Committee for the 7th International Conference of World Association for Sustainable Development (WASD), The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development, Ahlia University, Kingdom of Bahrain, 9-11 November 2009.
- WASD 2009 Track Chair for the following Research Tracks: 1) Ecotourism & sustainable Tourism Development, 2) Public Policy and Higher Education and 3) Services Research, the 7th International Conference of World Association for Sustainable Development (WASD), The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development, Ahlia University, Kingdom of Bahrain, 9-11 November 2009.
- WASD 2008 Track Chair for the following tracks: 1) Public Policy and Higher Education; 2) Employment and HR Management; 3) Quality Management & Services Research at the 6th International Conference of World Association for Sustainable Development (WASD) that will be held at the University of Sussex, UK, 27-29 August 2008, (<http://www.worldsustainable.org/conferences/conferences.html>).
- Member of the Organising Committee for the 5th International Conference of World Association for Sustainable Development (WASD), Managing Knowledge, Technology and Development in the Era of Information Revolution, held in Griffith University, Australia, 29–31 October 2007 (<http://www.worldsustainable.org/conferences/conferences.html>).
- WASD 2007 “Quality Management” Track Chair for the 5th International Conference of World Association for Sustainable Development (WASD), Managing Knowledge, Technology and Development in the Era of Information Revolution, held in Griffith University, 29 – 31 October 2007.
- WASD 2006 “Quality Management” Track Chair for the 4th International Conference of World Association for Sustainable Development (WASD), held in University of Naples, Italy, 6-8 November 2006.
- Guest Editor for World Review of Entrepreneurship, Management and Sustainable Development (WRSEMSD) Special Issue on: "Business Excellence in New Zealand: Role of Leadership in Managing Corporate Governance and Knowledge Culture in the Global Village" Vol.5, No. 2, 2009. www.inderscience.com. ISSN (Print): 1746-0573. ISSN (Online)_ 1746-0581
- Reviewer for the International Journal of Oil, Gas and Coal Technology (IJOGCT) ISSN (online): 1753-3317 – ISSN (Print): 1753-3309 (www.inderscience.com – Int .J.of Oil, Gas and Coal Technology – IJOGCT)

Professional Appointments and Memberships

- Appointed as a Member of the Academic Advisory Board, Diploma of Applied Business, Auckland Institute of Education (NZIE), 2017.
- Elected as Chairman of Programme Advisory Committee, Auckland Institute of Studies (AIS) International Business Programme, 2014.
- Appointed as the Events Management Officer for the New Zealand Organisation for Quality (NZOQ) Northern Branch - 2013
- Appointed as a Member of the Middle Eastern Knowledge Economy Research Group at Brighton Business School (MEKE) (<http://www.brighton.ac.uk/bbs/research/meke/howeare.php?PageId=502>) 2012.
- Appointed as a Member of the Technical Program Committee International Congress on Interdisciplinary Business and Social Science 2012 (ICIBSoS 2012).
- Appointed as a Member of the Organising Committee for the WASD 10th International Conference, Change, Innovate and Lead for a Sustainable Future. Abu Dhabi, United Arab Emirates, 19-21 November 2012.
- Appointed as a Member of the Manukau Institute of Technology (MIT) Research Fund Committee in 2010 and 2011.
- Appointed as a Member of the Organising Committee for the WASD 9th International Conference, Sharing Knowledge Making a Difference: The Role of International Scientific Cooperation, Richard Stockton College of New Jersey, USA, 26-28 October 2011.
- Appointed as a Member of the Organising Committee for the New Zealand Organisation for Quality (NZOQ) “Business Intelligence Day”, IQ – Improving your Business Intelligence through Quality, held at the Novotel Ellerslie, Auckland, 9th June 2011.
- Appointed as a Member of the Organising Committee for the 8th International Conference of World Association for Sustainable Development (WASD), Towards Epistemic Sovereignty: (Re)-thinking

Development in a Changing Global Political Economy, University of West Indies, Trinidad & Tobago, 22-24 November 2010.

- Appointed as a Member of the Organising Committee for the 7th International Conference of World Association for Sustainable Development (WASD), The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development, Ahlia University, Kingdom of Bahrain, 9-11 November 2009.
- Appointed as a Member of the Organising Committee for the 5th International Conference of World Association for Sustainable Development (WASD), Managing Knowledge, Technology and Development in the Era of Information Revolution, held in Griffith University, 29 – 31 October 2007.
- Appointed as a Member of the Board of Examiners (BoE) for the Asia Pacific Business Excellence Standard (APBEST) Award (www.apbest.org) – 2005 & 2006
- MITe Speakers Toastmasters Club VP Education (2007)
- Appointed as MITe Speakers Toastmasters Club President (2005/2006)
- Appointed as Toastmasters Area Governor (Area: A7) for 2004/2005
- Sponsor of newly chartered Toastmasters Club MITe Speakers TM (June 2005)
- New Zealand Federation of University Women (Waikato Branch) - 2002
- AWA (member of the Australian Water Association) - 2001
- MNZOQ (Committee Member of the New Zealand Organisation for Quality) - 2001
- MNZARES (member of the New Zealand Agricultural and Resource Economics Society - 2001
- MNZIM (member of the New Zealand Institute of Management) - 1998

Teaching and Training

2021 – to date - Te Wananga o Aotearoa, Adult Education Department

He Puawai- Certificate in Adult Tertiary Teaching

Students: 20+ students, development of teaching material, Noho teaching, lecturers, assessments, moderation, recording and maintaining student progress and student recruitment for program.

2019 – 2021 - Te Wananga o Aotearoa, Faculty of Social Science

Manaaki Tangata - Certificate in Bi-Culturalism

Students: 20+ students, team teaching on Noho Marae, lecturers, assessments and moderation.

2018 – 2020 - Aspire2 International, Faculty of Business

Team and Personal Effectiveness in the Healthcare and Social Care (2018 – 2020)

Students: 40 students across various cohorts, lectures, assessments, presentations training and moderation.

Health Promotion in New Zealand (2018 - 2020)

Students: 82 students across various cohorts, lectures, assessments, presentations training and research supervision.

Managing Service Delivery in Health Care Sector (2019 – 2020)

Students: 56 students across various cohorts, lectures, assessments, presentations training, and moderation.

Health Research Project (2019 – 2020)

Students: 10 students, lectures, research methods training, proposal writing, presentation training, and moderation.

Business Marketing (2019)

Students: 34 students across 2 cohorts, lectures, assessments and presentations training.

2014 – 2016 - Ntec (National Tertiary Education Consortium) And EXCEL

Research in Social and Health Care in New Zealand (2015-2016)

Students: 31 students per semester, lecture assessments and research supervision.

Health Care Promotion in New Zealand (2015)

Students: 31 students per semester, lecture and assessments.

Strategic Business Planning and Management (2014 - 2015)

Students: 12 students per training session, course development, lectures and assessments.

Leadership Change and People Performance (2014 – 2015)

Students: 15 students per training session, course development, lectures and assessments.

Managing Enterprise in Health Care Sector (2014 – 2015)

Students: 55 students per semester, course development, lectures and assessments.

Managing Service Delivery in Health Care Sector (2014 – 2015)

Students: 50 students per semester, course development, lectures and assessments.

Management in Organisations (2014 – 2015)

Students: 63 students per semester, lecture and assessments.

Personal and Team Effectiveness in Health and Social Care (2014 – 2015)

Students: 4 different streams with approximately 30 students in each group, course development, lectures and assessments.

2014 – 2018 - ICL Graduate Business School**Enterprise Innovation for Master in Business Informatics (2018)**

Students: 18+ students, course & assessment development, lectures

Organisational Behaviour for Post Graduate Diploma in Business (2016 – 2018)

Students: 30+ students, course assessment development, lectures

Leading & Managing People for Post Graduate Diploma in Business (2016 – 2018)

Students: 30+ students, course assessment development, lectures

Industry Practicum and Research Project (2016 - 2018)

Students: 2+ students, course assessment development, lectures, supervising research activities

Mindful Management for Graduate Diploma in Hospitality (2016 – 2018)

Students: 8+ students, course assessment development, lectures

Open Innovation for Graduate Diploma in International Business & Innovation (2014 – 2018)

Students: 30 students per semester, course assessment development, lectures

Corporate Innovation for Graduate Diploma in International Business & Innovation (2014 – 2018)

Students: 30 students per semester, course assessment development, lectures

Applied Innovation for Graduate Diploma in International Business & Innovation (2014 – 2018)

Students: 15 students per semester, course assessment development, lectures and research supervision

Leadership for NZDB (2014)

Students: 12 students per semester, course development, lectures and assessments.

2003 – 2014 – Faculty of Business and IT, Manukau Institute of Technology**Resource Integration Management - Bachelor of Applied Management (2014)**

Students: 14, course development, lectures & assessments

Applied Management – Business Diploma & Bachelor of Applied Management (2013 - 2014)

Students: 40+, course development, lectures & assessments

Workplace Research Project – Business Degree (2011 - 2013)

Students: 5, supervise student research

Operations Management – Business Degree and Diploma (2003 – 2012)

Students: numbers fluctuate between 20-30 per semester, course development, lectures, research project supervision & assessments, incorporating blended learning and academic writing skills techniques

Human Resource Management – Business Degree (2007)

Students: 35, course development, lectures & assessments

Quality Management – Business Degree Level 700 (2010-2012)

Students: numbers fluctuate between 10-18 per semester, course development, lectures research project supervision & assessments, incorporating blended learning and academic writing skills techniques

Business Management – Business Degree (2003-2014)

Students: numbers fluctuate between 50-60 per semester, course development, lectures & assessments, incorporating blended learning and academic writing skills techniques

Leadership – Business Degree and Diploma (2004 – 2014)

Students: numbers fluctuate between 25-35 per semester, course development, lectures & assessments, incorporating blended learning

Professional Development Engineering Management – Engineering Degree (2003-2005)

Students: numbers fluctuate between 75-100 per semester, course development, lectures & assessments

Industry Training in the following areas: TQM, Promoting Quality Initiatives, Business Excellence & Sustainability, Supervisors Essentials, Time Management, HR Management, Strategic Management, Leadership, Organisational Control Processes, Team Leadership and Motivation.

Students: numbers vary between 15-25 per workshop, industry liaison, tailoring courses to industry requirements, development of workshop and training material, running the workshops, follow up and supervision of work research projects where required by industry.

2004 – 2014 – Southern Cross University, Australia

Project Management – MBA (2004 – 2012)

Students: numbers fluctuate between 15-30 per semester, lectures, research project proposals' supervision & assessments

Operations Management – MBA (2004 – 2007)

Students: numbers fluctuate between 15 – 20 per semester, lectures & assessments

1999 – 2003 – The University of Waikato, Hamilton, New Zealand

1999

Environmental Management and Economic Development – Masters Course, Waikato Management School, The University of Waikato

Students: 15, Course development, Lectures & assessment

2000, 2001, 2002, 2003

Research Methods and Skills Course – Language School, The University of Waikato

Students: numbers fluctuate between 30-40 per semester, course development, lectures & assessments

2002 & 2003

Presentation Skills – Language School, The University of Waikato

Students: numbers fluctuate between 30-40 per semester, course development, lectures & assessments

2002 & 2003

Listening Speaking and Pronunciation (LSP) - Language School, The University of Waikato

Students: numbers fluctuate between 30-40 per semester, course development, lectures & assessments

2001 – 2003 – Waikato Institute of Technology (Wintec), Hamilton, New Zealand

2001, 2002 & 2003

ESOL Teaching - Department of Community and Continuing Education, Waikato Institute of Technology (Wintec)

Students: numbers fluctuate between 30-40 per semester, course development, lectures & assessments

2001, 2002 & 2003

IETLS Test Preparation – Department of Community and Continuing Education, Waikato Institute of Technology (Wintec)

Students: numbers fluctuate between 30-40 per semester, course development, lectures & assessments

External Examiner for PhD Candidates:

- 2021 Mr. E. Muhammed Refeque**, University of Madras, Chennai, Tamil Nadu, India.
Thesis Title: Three Essays on Economics of Education.
- 2021 Mr. S. Chandhiran**, University of Madras, Chennai, Tamil Nadu, India.
Thesis Title: Socio-Economic Condition of Sugar Industry Employees in India with Special Reference to Thiruvallur District Tamil Nadu
- 2021 Mr. L. Venkatesan**, University of Madras, Chennai, Tamil Nadu, India.
Thesis Title: Performance of Regulated Markets in Thiruvallur District
- 2021 Ms. K. Gopikala**, University of Madras, Chennai, Tamil Nadu, India.
Thesis Title: Women Entrepreneurs and Economic Empowerment: A Study of Self Help Groups in Thiruvallur District of Tamil Nadu
- 2021 Mr. K. R. Raman Babu**, University of Madras, Chennai, Tamil Nadu, India.
Thesis Title: The Role of International Trade on Economic Growth in Indian Economy
- 2019 Mr. M. Ansar**, University of Madras, Chennai, Tamil Nadu, India.
Thesis Title: A Study on Investors' Perception Towards Investments in Shares at Chennai City
- 2016 Mr. Alan Samuel**, Massey University, Palmerston North, New Zealand.
Thesis Title: A Quantum Leap in Informal Benchmarking
- 2012 Mr. Musli Mohammad**, Massey University, Palmerston North, New Zealand.
Thesis Title: Development of a Guidance Model for the Selection of Organisational Improvement Initiatives

Research Supervision:

Qualification	Name	Thesis/Dissertation
Doctoral Candidate Southern Cross University, Australia	Sushil Varma	Total Quality Management (TQM) in Clinical Engineering in New Zealand Public Hospitals (commenced 2008) Awarded July 2015
Doctoral Candidate Southern Cross University, Australia	Stephen Liddle	Innovation in the Biomedical Engineering Sector in New Zealand (commenced 2010) Even though student withdrew in 2014 due to work and personal reasons and relocation outside NZ, research work was conducted and resulted in successful international publications.
MBA University of Northampton, UK	Emad Hadad	The Impact of Organisational Learning on Business Success and Sustainability in the IT Sector - 2016

MBA Southern Cross University, Australia	Student numbers varied since 2004 until 2012 between 15-30 per semester i.e. approximately an average of 225 students were supervised so far over those years.	Supervised students' Project Proposals in accordance with the principles and practices of Project Management Body of Knowledge (PAMBok) published by the Standards Committee of the Project Management Institute, USA. Project topics e.g. implementation of new HR systems, development of new IT software, commission and starting a new educational unit, development of Newsletter for an NGO, enhancement of operational processes within
Level 7 Applied Innovation Course ICL Graduate Business School	Supervised students research projects in the area of innovation since 2015 – 2017 Approximate number of research projects per semester 10 – 12 projects	Students' applied innovation projects was diversified with the aim of applying the innovation theory they learned on a real life organisation applying various aspects of business management and project management format in the process.
Level 7 Strategic Industry Research Project Aspire2 International – previously Ntec (National Tertiary Education Consortium) Auckland, NZ	Supervised students' strategic industry research projects in various areas of the management of health services and social care from 2014 – 2016 (approximate number of students (150 – 200 students) then 2018 – 2020 (approximate number of students 30 – 50 students)	Students' research in the field of health services management included the application of the following topics: leadership, teamwork, conflict management, HRM, quality management, health promotion and corporate culture.
Level 7 Applied Research in Social and Health Services Management Ntec and Aspire2 International	Supervised students research in 2015 and 2016 for 4 terms per year. Approximate number of research projects per term was between 12 – 15 projects. Supervised 12 students research in 2019 for their Research Project.	Students' research projects were in various aspects of management (e.g. teamwork, strategic management, leadership, conflict management, quality management) and its application in various health services organisations around New Zealand.
Level 7 Research Methods Course Manukau Institute of Technology (MIT)	Shona Kelway –2011 Komal Kumar - 2012	Waste Sustainability and Corporate Social Responsibility Change Management & Quality
	Raman Nagra - 2012 Vanessa Teio-Pole'o –2012 Tile Ropeti –2012	Exploring the relationship between training and development and staff retention OSH- Developing health and safety procedures or compliance Process improvement within a manufacturing environment., lean manufacturing and continuous improvement practices and theory

Course Design and Writing

- Designing, developing and delivering an online training program for Chinese English Teachers entitled

“Promoting Collaborative Learning in the Classroom” hosted by One World Education NZ for the Global Youth Ambassador Project funded by The Republic of China(July 2020).

- Designing, developing and writing course material for a new online Diploma in Business Management Levels 3, 4, 5 & 7 following QUALIFI Ltd. UK and academic Awarding Qualification (2019 – 2020).
- Designing, developing and writing a new degree paper Level 7 on Managing Service Delivery in Health Care Sector for a Post Graduate Diploma in Health Services Management (2014)
- Designing, developing and writing a new degree paper Level 7 on Managing Enterprise in Health Care Sector for a Post Graduate Diploma in Health Services Management (2014)
- Designing, developing and writing a new degree paper Level 7 on Resource Integration Management (first delivered on Feb 2014)
- Designing, developing and writing a new degree paper Level 7 on Quality Management (first delivered on July 2010)
- Designing, developing and writing a module on Leadership, teamwork, empowerment and organisational culture for industry training – Tyco New Zealand (delivered on August 2008).
- Designing, developing and writing a module on Six Sigma and Business Excellence for industry training – Tyco New Zealand (delivered on August 2008).
- Strategic Management, Organisational Control Processes, Quality Management Strategy and its implications on the customer, Plantation Business Challenge Workbook, program supported by Manukau City Council, Pacific Business Trust, Manukau Institute of Technology and AUT University, 25 – 29 September 2006 and 24 – 28 September 2007.
- Designing, developing and writing a module on Business Excellence for industry training [delivered 3 years (2004, 2005, 2006) in a row for the same organisation – Tyco New Zealand].
- Designing, developing and writing a unit standard for industry training on “Quality Management” Promote the Participation of Management and Staff in Quality Initiatives”
- Designing, developing and writing a unit standard for industry training on “Fundamental Concepts and Principles of quality and its management”
- Teams and Leadership, Plantation Business Challenge Workbook, program supported by Manukau City Council, Pacific Business Trust, Manukau Institute of Technology and AUT University, 26 – 30 September 2005.

Publications

Books

El-Kafafi, S. (2020). *Fundamental Concepts and Principles on Quality Management: Total Quality Management and Performance*. Pretoria, South Africa: FLAB Publishing. ISBN-13: 979-8686074156. https://www.amazon.com/dp/B08J22FB6H?ref_=pe_3052080_397514860

Hameed, S.; El-Kafafi, S. & Waretini-Karena, R. (2019). *Handbook of Research on Indigenous Knowledge and Bi-Culturalism in Global Context*. USA: IGI Global Publishers. DOI: 10.4018/978-1-5225-6061-6. <https://www.igi-global.com/book/handbook-research-indigenous-knowledge-culturalism/195955>

Refereed Book Chapters

El-Kafafi, S. (31 December, 2020). In Karadal, H.; EFE, M. E.; Abubakar, A.M. & Karadal, K.; *How Emotional Intelligence Curtails Occupational Stress: The Case of Tertiary Educators*. International CEO (Communication, Economics, Organization) Social Sciences Congress eBook. Gostivar, Macedonia: Dilkur Akademi, pp. 24-37. (ISBN: 978-605-06656-4-2)

Jamal, A.; Sankaran, A.; Hameed, S.; El-Kafafi, S. & Sultana, Y. (2020). *Effect and Impact of the Coronavirus Pandemic (COVID-19) on Tourism Industry in India: A Review*. Coronavirus: The Management of Pandemic and the Impact on Agenda 2030. The World Association for Sustainable Development (WASD) Outlook 2020. (www.wasd.org.uk)

El-Kafafi, S. (2020). *Impact of COVID19 Epidemic on the future of work: How to provide sustainable development of employment opportunities in New Zealand*. The Management of Pandemic and the Impact of on Agenda 2030. The World Association for Sustainable Development (WASD) Outlook 2020. (www.wasd.org.uk)

- El-Kafafi, S. (September, 2020). *The Role of Entrepreneurial Leadership in Higher Education in Recovering from COVID19*. EMI International Entrepreneurship and Social Sciences Congress eBook. Gostivar, Macedonia: Dilkur Akademi. (ISBN: 978-605-06656-0-4)
- El-Kafafi, S. (2018). *Impact of Corporate Entrepreneurship on Organizational Culture*, In Allam Ahmed (E.) 2018. Public private partnership for the implementation of the 2030 Agenda for Sustainable Development (pp. 223-234) The World Association for Sustainable Development (WASD) & Greenleaf Publishing: UK (ISBN 978-1-907106-46-0). (www.wasd.org.uk)
- El-Kafafi, S. & Chai, J. (2016). *Open Innovation in Practice – Google versus Microsoft*. In Allam Ahmed (E.) 2016. Sudan Knowledge. World Association for Sustainable Development. The critical Role of Diaspora in International Scientific Cooperation with the Country of Origin (pp. 89-100). World Association for Sustainable Development (WASD) & Greenleaf Publishing: UK (ISBN 978-1-907106-38-5). (www.wasd.org.uk)
- El-Kafafi, S. (2016). *Impact of Teamwork Skills on Students' Creativity: A Case of Classroom Educational Programme*. In Allam Ahmed (E.) 2016. World Sustainable Development Outlook 2016. Europe at a Cross Roads and the Impact of Globalization (pp. 311-328). World Association for Sustainable Development (WASD): UK (ISBN 978-1-907106-37-8). (www.wasd.org.uk)
- El-Kafafi, S. & Pinto, D. (2015). *Applying Gamification in an Educational Website: An Open Innovation Case*. In Allam Ahmed (E.) 2015. World Sustainable Development Outlook 2015. Green Behaviour: Re-thinking policy for sustainability (pp. 205-215). World Association for Sustainable Development (WASD): UK (ISBN 978-1-907106-35-4). (www.worldsustainable.org)
- El-Kafafi, S. & Liddle, S. (2009). *Business Innovation and Sustainability Dichotomy*. In Allam Ahmed (Ed.) 2009. World Sustainable Development Outlook 2009. The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development (pp 75-81). World Association for Sustainable Development (WASD): UK (ISBN 978-1-907106-05-7). (www.worldsustainable.org)
- El-Kafafi, S. & Sushil Varma (2009). *Service Quality in the Healthcare Sector*. In Allam Ahmed (Ed.) 2009. World Sustainable Development Outlook 2009. The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development (pp 245-253). World Association for Sustainable Development (WASD): UK (ISBN 978-1-907106-05-7). (www.worldsustainable.org)
- El-Kafafi, S. & Samujh, R.H. (2009). *Adult Education and its Implications for Small Business Success*. In Allam Ahmed (Ed.) 2009. World Sustainable Development Outlook 2009. The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development (pp 295-303). World Association for Sustainable Development (WASD): UK (ISBN 978-1-907106-05-7). (www.worldsustainable.org)
- El-Kafafi, S. (2009). Building a Sustainable Mindset. In Laboy, E.; Schaffner, F.; Abdelhadi, A. & Goosen, M. (Eds.). Environmental Management, Sustainable Development & Human Health. Taylor & Francis Publishers: UK. (pp 207-216) [ISBN 978-0-415-46963-0 (hbk)] [ISBN 978-0-203-88125-5 (e-book)].
- El-Kafafi, S. (October 2007) *Do education reforms result in quality education?*. In Allam Ahmed (Ed), 2007. World Sustainable Development Outlook 2007: Knowledge Management and Sustainable Development in the 21st Century (pp 32-43). Greenleaf Publishing: UK (ISBN 978-1-906093-02-0) (<http://www.greenleaf-publishing.com/productdetail.kmod?productid=2498>).
- El-Kafafi, S. (October 2007) *Genetic engineering perception in New Zealand: Is it the way of the future?* In Allam Ahmed (Ed), 2007. World Sustainable Development Outlook 2007: Knowledge Management and Sustainable Development in the 21st Century (pp 200-209). Greenleaf Publishing: UK (ISBN 978-1-906093-02-0) (<http://www.greenleaf-publishing.com/productdetail.kmod?productid=2498>).
- El-Kafafi, S. (2007) *Management Practice: planning*. In Gill L. and Pio E. (Eds), (2007). Organisations and Management: Theory and Applications (pp107-124). Pearson Education New Zealand: Auckland, New Zealand. (ISBN 10: 1 877371 40 8)
- El-Kafafi, S. (2007) *Management Practice: control*. In Gill L. and Pio E. (Eds), (2007). Organisations and

Management: Theory and Applications (pp125-148). Pearson Education New Zealand: Auckland, New Zealand. (ISBN 10: 1 877371 40 8)

EI-Kafafi, S. (2006) *Operational Excellence Strategies: Behind the scenes of a manufacturing engineering corporation in New Zealand*. In Allam Ahmed (Ed), (2006). World Sustainable Development Outlook 2006: Global and Local Resources in Achieving Sustainable Development (pp185-196). Inderscience Publishers: Geneva, Switzerland. (ISBN 0-907776-29-9) (www.worldsustainable.org)

EI-Kafafi, S. & Iremonger, C. (2006) *ICT: A Tool for Transformation on The Road to a New Zealand Knowledge Society*. In Allam Ahmed (Ed), (2006). World Sustainable Development Outlook 2006: Global and Local Resources in Achieving Sustainable Development (242-253). Inderscience Publishers: Geneva, Switzerland. (ISBN 0-907776-29-9) (www.worldsustainable.org)

Refereed Journal Articles

EI-Kafafi, S. (2019). The Role of Peer Feedback in Augmenting Academic Literacies. *New Zealand Journal of Business and Technology (NZJB&T)*, Vol. 1 - ISSN 2624-4349 <https://aspire2international.ac.nz/wp-content/uploads/2019/12/4-The-Role-of-Peer-Feedback-in-Augmenting-Academic-Literacies-Siham-El-Kafafi.pdf>

EI-Kafafi, S. & Chai, J. (2 October 2016). Application of open innovation strategies in world renowned organisations. *International Journal of Innovation and Knowledge Management in Middle East and North Africa (IJKMMENA)*, Vol 5, No. 2.

EI-Kafafi, S. & Guler, O. (April 2016). Innovation in Higher Education Institutes through the Adoption of Academic Entrepreneurship. *ICL Journal*, Vol. 3, Issue 1, pp.8-29.

EI-Kafafi, S. (2012). Assessment: The Road to Quality Learning. *World Journal of Science, Technology and Sustainable Development*. Vol. 9 No. 2, pp.99-107.

EI-Kafafi, S. (2011). Why is it hard to engage students? Investigating epistemological theories underlying teaching and learning mathematic. *World Journal of Entrepreneurship, Management and Sustainable Development*. Vol. 8, No.1, pp. 41-53.

EI-Kafafi, S. and Liddle, S. (2010a). Innovation Sustainable Practices: Are they Commercially Viable? *World Journal of Entrepreneurship, Management and Sustainable Development*. Vol. 6, No.1 / 2, pp. 19-28.

EI-Kafafi, S. and Samujh, R.H. (2010b). Tool Box for Managers: Lessons from New Zealand Small Businesses. *World Journal of Entrepreneurship, Management and Sustainable Development*. Vol. 6, No.1 / 2, pp. 77-87.

EI-Kafafi, S. (2009a). Editorial for Special Issue. *World Review of Entrepreneurship, Management and Sustainable Development Journal*. Vol. 5 No. 2, pp. 117-119.

EI-Kafafi, S. (2009b). Business Excellence and Governance: The Drive for Integration. *World Review of Entrepreneurship, Management and Sustainable Development Journal*. Vol. 5 No. 2, pp. 120-131.

EI-Kafafi, S. and L. Warren (2009). Sustainable Futures and Maori Business Education. *World Review of Entrepreneurship, Management and Sustainable Development Journal*. Vol. 5 No. 2, pp. 166-181.

EI-Kafafi, S. (September 2006). Building bridges between organisational change and quality management in New Zealand. *International Journal of Management Science and Engineering Management*. Vol. 1, No.1, pp. 53-62. (<http://www.worldacademicunion.com/journal/MSEM/>)

EI-Kafafi, S. (2006). TQM Models and Their Effectiveness in New Zealand Water Utilities Service. *TQM Magazine*. Vol.18, no.5. pp 440-454. (ISSN 0954-478X) (www.emeraldinsight.com)

EI-Kafafi, S. (June, 2005). Quality in water supply management: the Waikato experience. *Australian Journal of Business and Social Inquiry*. Vol. 3, no.2. (http://www.academicglobalpublications.com/ajbsi/past_issues.htm)

El-Kafafi, S. (April, 2005). Clean Green New Zealand. Editorial for *World Review of Science, Technology and Sustainable Development (WRSTSD)*.

Non-Refereed Journal Articles

El-Kafafi, S. (November/December 2015). Conscious Change Leadership. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 14 & 18. (www.nzoq.org.nz)

El-Kafafi, S. (September 2015). Transforming Innovation to Creative Quality. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 7-8. (www.nzoq.org.nz)

El-Kafafi, S. (July 2015). Innovation and Quality: The road to competitive advantage. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 11. (www.nzoq.org.nz)

El-Kafafi, S. (May 2015). MBWA and Gemba Walking: Two sides of the same coin. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 15. (www.nzoq.org.nz)

El-Kafafi, S. (March 2015). Leading during Challenging Times. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 16-18. (www.nzoq.org.nz)

El-Kafafi, S. (November/December 2014). Leading with heart and mind. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 16-17. (www.nzoq.org.nz)

El-Kafafi, S. (September 2014). Importance of internal communications. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 12. (www.nzoq.org.nz)

El-Kafafi, S. (June 2014). Do deadlines kill innovation? *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 13. (www.nzoq.org.nz)

El-Kafafi, S. (May 2014). GenY leadership attributes. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 14. (www.nzoq.org.nz)

El-Kafafi, S. (March 2014). What is your style of Leadership? *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 13. (www.nzoq.org.nz)

El-Kafafi, S. (November/December 2013) Online Learners have Better Outcomes. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 10-12. (www.nzoq.org.nz)

El-Kafafi, S. (November/December 2013) Can we learn from the Pharaohs? *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 15-16. (www.nzoq.org.nz)

El-Kafafi, S. (September 2013) Leadership and Management: The Same Side of the Coin? *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 13-14. (www.nzoq.org.nz)

El-Kafafi, S. (July 2013) Leadership of Change. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 10-11. (www.nzoq.org.nz)

El-Kafafi, S. (May 2013) Evading Leadership Pitfalls. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 13. (www.nzoq.org.nz)

El-Kafafi, S. (March 2013). Effective Leadership for A Diverse Workforce. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 12-13. (www.nzoq.org.nz)

El-Kafafi, S. (December 2012). Quick Response to Customer Service. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 18. (www.nzoq.org.nz)

El-Kafafi, S. (July 2012). Transformational Leadership and CSR. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 13. (www.nzoq.org.nz)

El-Kafafi, S. (May 2012). Building Teams for CSR Implementation. *QNewz*, Palmerston North, New Zealand

Organisation for Quality, p 12 &14. (www.nzoq.org.nz)

El-Kafafi, S. (March 2012). Corporate Social Responsibility. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 12 &15. (www.nzoq.org.nz)

El-Kafafi, S. (December 2011). Ten Essential Leadership Skills. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 15. (www.nzoq.org.nz)

El-Kafafi, S. (July 2011). Quality Leadership Practices. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 11. (www.nzoq.org.nz)

El-Kafafi, S. (May 2011). Social Leadership on the rise. *QNewz*, Palmerston North, New Zealand Organisation for Quality, p 13. (www.nzoq.org.nz)

El-Kafafi, S. (March 2011). NZ Leadership: Ensuring Peak Performance. *QNewz*, Palmerston North, New Zealand Organisation for Quality, pp 6-9. (www.nzoq.org.nz)

El-Kafafi, S. (June, 2006). On Parallel Planes: The benefits of merging corporate governance and TQM thinking. *New Zealand Management*. pp 70-71.

Refereed Conference Publications and Presentations

El-Kafafi, S. (2021). *Effect of COVID19 Pandemic on Higher Education in New Zealand*. International CEO Social Sciences Congress, 19 – 22 August 2021, held in Georgian National University, Georgia, www.ceocongress.org

El-Kafafi, S. (2021). *Turning Traditional Education on Its Head: The Flipped Classroom*. EDULEARN21, the 13th Annual International Conference on Education and New Learning Technologies, held in Palma de Mallorca (Spain) on the 5 - 7 July, 2021 <https://iated.org/edulearn/>

El-Kafafi, S. (2020). *How Emotional Intelligence Curtails Occupational Stress: The Case of Tertiary Educators*. International Communication Economics Organisation (CEO) Social Science Congress, held in Gorazde University, Bosnia and Herzegovina, 18 – 20 December 2020. www.ceocongress.org

Karamalla-Gaiballa, N. & El-Kafafi, S. (2020). *The Impact of Conflicts on Natural Resources: The Case of Sudanese Darfur Region*. International CEO Social Sciences Congress, 18 – 20 December 2020, held in Gorazde University in Bosnia and Herzegovina, (www.ceocongress.org).

El-Kafafi, S. (2020). *Impact of COVID19 on Achieving the SDG Goal 5: Women's Economic Empowerment*, The 3rd NZIE Business Management and Leadership Symposium 2020. Theme: Global uncertainties on well-being, sustainability, business and education, 21 October 2020 Auckland, New Zealand.

Jamal, A.; Sankaran, A.; Hameed, S.; El-Kafafi, S. & Sultana, Y. (2020). *Effect and Impact of the Coronavirus Pandemic (COVID-19) on Tourism Industry in India: A Review*, The 18th International Conference of the World Association for Sustainable Development (WASD), The Management of Pandemic and the Impact of on Agenda 2030, London, UK, 20-21 July 2020. <https://www.youtube.com/watch?v=qnjoOK7JaSM>

El-Kafafi, S. (2020). *Impact of COVID19 Epidemic on the future of work: How to provide sustainable development of employment opportunities in New Zealand*, The 18th International Conference of the World Association for Sustainable Development (WASD), The Management of Pandemic and the Impact of on Agenda 2030, London, UK, 20-21 July 2020. <https://www.youtube.com/watch?v=Tkdpyz7dWzM&t=2s>

El-Kafafi, S. (2020). *Socio-Economic Impact of COVID19 Pandemic on Women Cross Cultures*. eConference Presentation on Socio-Economic Impact of COVID19 on Informal Female Traders by Fondation Lance d'Afrique Burundi, Burundi, 28 May 2020.

El-Kafafi, S. (2020). *The Role of eLearning on Education Sustainability: Post COVID19 Pandemic Status*, Video Conference on Post Pandemic World Order Series hosted by Mugla Sitki Kocman University, Turkey, 4 May 2020. Presentation Accessed on <https://www.youtube.com/watch?v=nhtJJE80KbU&t=5s>

- El-Kafafi, S. (2019). *Peer Feedback and Academic Literacies*, New Zealand Conference of Business and Technology, Theme: Technological Disruption and Innovation, Hosted by Aspire2 International, Auckland, New Zealand, 6-7 November 2019.
- El-Kafafi, S. (2018). *How to Utilise your Emotional Intelligence to Minimise Stress at the Workplace and Stay on Top of Things*, New Zealand Institute of Studies (NZIE) Inaugural Business, Management and Leadership Symposium 2018, Auckland, New Zealand, 29th November 2018.
- El-Kafafi, S. (2018). *Women in Supply Chain – Leading the Change*, 2018 International Conference for Sustainable Supply and Value Chain Innovations – International Perspective organised and co-hosted by Giles Brooker Group and Department of Business Administration, PSGR Krishnammal College for Women, Coimbatore, Tamil Nadu, India, 14-15 September 2018. <http://www.psgrk.ac.in/>
- El-Kafafi, S. (2018). *Impact of Corporate Entrepreneurship on Organizational Culture*, The 16th International Conference of the World Association for Sustainable Development (WASD) co-organised and hosted by the United Nations Joint Inspection Unit (JIU), Geneva, Palais de Nations, 10 – 12 April 2018. <https://www.youtube.com/watch?v=htrXRIX0Ya4&t=5044s>
- El-Kafafi, S. (2018). *Women Role in Social Entrepreneurship*, Middle Eastern Knowledge Economy Institute A(MEKEI) Conference on Role of women in peace and development, University of Eastern London, London, UK, 8 March 2018. Presentation can be accessed via YouTube link <https://youtu.be/bMsUmwqzVsg> <http://www.mekei.org/women/>
- El-Kafafi, S. (2018). *Education for Innovation and Workplace Skills for Employability*, 12th Annual International Technology, Education and Development (INTED 2018) Conference, Valencia, 5 – 7 March 2018.
- El-Kafafi, S. (2018). *Internships for Higher Education: Tools for Success*, 12th Annual International Technology, Education and Development (INTED 2018) Conference, Valencia, 5 – 7 March 2018.
- El-Kafafi, S. (2018). *Enhancing Academic Literacy through Peer Feedback: A Business Degree Course*, 39th College of Liberal Arts and Social Sciences (CLASS) Annual Research Conference, The University of Guam, 9 March 2018.
- El-Kafafi, S. & Guler, O. (2017). *Project Based Learning: Enhancing Students' Learning Experience*, Tertiary Education Research in New Zealand (TERNZ) Conference 2017, Massey University, 29 November – 1 December 2017, Palmerston North, New Zealand. <http://www.herdsa.org.nz/ternz/2017/proceedings.html>
- El-Kafafi, S. (2017). *Conflict Management Styles in Diverse Workplace: A Case Study in Auckland New Zealand*. 38th CLASS Annual Research Conference in Science & Art: Convergence in Oceania, University of Guam, Guam, 10-12 July 2017. <http://www.uog.edu/schools-and-colleges/college-of-liberal-arts-and-social-sciences/class-research-conference/class>
- El-Kafafi, S. & Guler, O. (2016). *Value of Internships for Business Students*, Tertiary Education Research in New Zealand (TERNZ) Conference 2016, The University of Otago, 30 November – 2 December 2016, Dunedin, New Zealand.
- El-Kafafi, S. & Chai, J. (2016). *Open Innovation in Practice – Google versus Microsoft*. 3rd Diaspora International Conference 2016 of Sudan Knowledge. The critical Role of Diaspora in International Scientific Cooperation with the Country of Origin. University Square Stratford, London, UK, 25-26 July 2016. <https://www.youtube.com/watch?v=294NygLd2l&t=456s> <http://www.sudanknowledge.org/london-2016/>
- El-Kafafi, S. (2016). *Impact of Teamwork Skills on Students' Creativity: A Case of Classroom Educational Programme*. The 14th International Conference of the World Association for Sustainable Development (WASD). Europe at a Cross Roads and the Impact of Globalization. Canary Warf, London, UK, 20-22 July 2016. <https://www.youtube.com/watch?v=8b6xUgYtdc4&t=399s> <http://www.wasd.org.uk/london-2016/>
- El-Kafafi, S. (2016). *The Role of Corporate Entrepreneurship and Organisational Culture on Organisational Performance*. *Australian Organisation for Quality – Qualcon 2016 Conference, 3 – 5 July 2016, Sydney*,

Australia.

- El-Kafafi, S. (2015). *Teaching Post-Graduate Students Teamwork Skills: Evaluating A Classroom Educational Program*, Tertiary Education Research in New Zealand (TERNZ) Conference 2015, Auckland University of Technology (AUT), 25-27 November 2015, Auckland, New Zealand.
- El-Kafafi, S. & Guler, O. (2015). *Academic Entrepreneurship and Related Performance Measurement Systems in Higher Education Institutes*. 9th Annual New Zealand Management Accounting (NZMAC) Conference, Lincoln University, Christchurch, New Zealand, 19-21 November 2015.
- El-Kafafi, S. & Pinto, D. (2015). *Applying Gamification in an Educational Website: An Open Innovation Case*. The 13th International Conference of the World Association for Sustainable Development (WASD). Green Behavior: Re:Thinking Policy for Sustainability. Mugla Sitki Kocman University, Istanbul, Turkey, 1-3 June 2015. https://www.youtube.com/watch?v=Y9YI3H5v_3Y&t=97s (<http://www.worldsustainable.org/index.php/wasd-2015>)
- El-Kafafi, S. & Guler, O. (2014). *How Effective is Business Ethics in Business Schools?* 8th International Technology, Education and Development Conference (INTED 2014) at Valencia, Spain, 10 – 12 March 2014. (<http://iated.org>)
- El-Kafafi, S. & Guler, O. (2013). *Ethical Challenges Confronting the NZICA Members*. 7th Annual New Zealand Management Accounting Conference. NZICA and the Department of Accountancy and Finance at Otago University. Queenstown, New Zealand, 4-5 November 2013. (<http://nzica.com/News/Archive/2013/June/NZMAC-call-for-papers.aspx>)
- El-Kafafi, S. (2012) *Perils of Using Technology for Adult Literacy Education*. World Business Capability Congress. Driving Excellence, Innovation, Productivity, Export Growth. University of Auckland Business School. Auckland, New Zealand, 5-7 December 2012. (<http://www.worldbusinesscapabilitycongress.com/>)
- El-Kafafi, S. & Varma, S. (2012). *Achieving Customer Satisfaction in New Zealand Healthcare*. World Business Capability Congress. Driving Excellence, Innovation, Productivity, Export Growth. University of Auckland Business School. Auckland, New Zealand, 5-7 December 2012. (<http://www.worldbusinesscapabilitycongress.com/>)
- El-Kafafi, S. (2011). *Assessment as a tool of learning. Does one size fit all?* The 9th International Conference of the World Association for Sustainable Development (WASD). Sharing Knowledge Making a Difference: The Role of International Scientific Cooperation. Richard Stockton College of New Jersey, USA, 26-28 October 2011. (<http://worldsustainable.org>)
- El-Kafafi, S. & Sushil Varma (2011). *Sustainable reliability in biomedical engineering*. The 15th International Conference on ISO & TQM (15 - ICIT). Sustainable Development through Innovation. Universiti Tenaga Nasional (UNITEN), Malaysia, 26-28 July 2011. (www.apbest.org)
- El-Kafafi, S. & Sushil Varma (2009). *Service Quality in the Healthcare Sector*. The 7th International Conference of the World Association for Sustainable Development (WASD). The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development, Ahlia University, Kingdom of Bahrain, 9-11 November 2009.
- El-Kafafi, S. & Liddle, S. (2009). *Business Innovation and Sustainability Dichotomy*. The 7th International Conference of the World Association for Sustainable Development (WASD). The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development, Ahlia University, Kingdom of Bahrain, 9-11 November 2009.
- El-Kafafi, S. & Samujh, R.H. (2009). *Adult Education and its Implications on the workplace: Lessons for Small Business Managers*. The 7th International Conference of the World Association for Sustainable Development (WASD). The Impact of the Global Financial Crisis on the Environment, Energy, and Sustainable Development, Ahlia University, Kingdom of Bahrain, 9-11 November 2009.
- El-Kafafi, S. (2008). *Conserving Natural Resources: The Rise of Ecotourism*. The 6th International Conference

- of the World Association for Sustainable Development (WASD). Managing Science and Technology for a Sustainable Future, University of Sussex, Brighton, United Kingdom, 27-29 August 2008.
- EI-Kafafi, S. (2007a). *Do Education Reforms result in Quality Education?* The 5th International Conference of the World Association for Sustainable Development (WASD), Managing Knowledge, Technology and Development in the Era of Information Revolution, Griffith University, Brisbane, Australia, 29 – 31 October 2007, Paper No. 1, pp 3-15, (ISBN - Print - 0-9551771-3-8), (ISBN ebook – 0-9551771-2-X CD).
- EI-Kafafi, S. (2007b). *“Genetic Engineering Perception in New Zealand: Is it the Way of the Future?”* The 5th International Conference of the World Association for Sustainable Development (WASD), Managing Knowledge, Technology and Development in the Era of Information Revolution, Griffith University, Brisbane, Australia, 29 – 31 October 2007, Paper No. 20, pp 213-223, (ISBN - Print - 0-9551771-3-8), (ISBN ebook – 0-9551771-2-X CD).
- EI-Kafafi, S. (2006a). *Corporate Governance and Business Excellence: Two faces of the same coin.* The 11th International Conference on ISO 9000 & TQM (11th-ICIT), China & Hang Seng School of Commerce (HSSC), Hong Kong, 10-12 April 2006, Paper No.1, pp1-9, (ISBN 962-86107-9-1-11).
- EI-Kafafi, S. (2006b). *Operational Excellence Strategies: Behind the scenes of a manufacturing engineering corporation in New Zealand.* The Fourth International Conference of the World Association for Sustainable Development (WASD), Global and Local Resources in Achieving Sustainable Development. University of Naples, Italy, 6-8 November 2006.
- EI-Kafafi, S. (2006c). Women and Scientific Careers in New Zealand. Gender, Science and Development: What are the issues for the next ten years? UN Commission on Science and Technology for Development (UNCSTD) Roundtable Discussion. The Fourth International Conference of the World Association for Sustainable Development (WASD), Global and Local Resources in Achieving Sustainable Development. University of Naples, Italy, 6-8 November 2006.
- EI-Kafafi, S. & Iremonger, C. (2006). *ICT: A Tool for Transformation on The Road to a New Zealand Knowledge Society.* The Fourth International Conference of the World Association for Sustainable Development (WASD), Global and Local Resources in Achieving Sustainable Development. University of Naples, Italy, 6-8 November 2006.
- EI-Kafafi, S. & Warren, L. (2005). In search of triumph – a case study of Maori business education. A paper presented at the *Tertiary Education Management (TEM) Conference, “Tertiary Education: Surviving or Thriving – Forging the Way in a New Landscape.”*, Perth, Western Australia, 27-30 September 2005.
- EI-Kafafi, S. (2005). *The linkage between TQM implementation and organisational strategy: The case study of a New Zealand manufacturing organisation.* The 10th International Conference on ISO 9000 & TQM (10th-ICIT), Shanghai Association for Quality (SAQ), China, Shanghai Academy of Quality Management (SAQM), China & Hang Seng School of Commerce (HSSC), Hong Kong, Shanghai, China, 28-30 March 2005 Paper No. 86 pp. 197-198.
- EI-Kafafi, S. (2004a). *The Relationship between TQM and Change in a Territorial Local Authority of New Zealand.* The New Zealand Organisation for Quality Annual Conference, Auckland, New Zealand, 2-4 June 2004.
- EI-Kafafi, S. (2004b). *TQM Models and their effectiveness: A New Zealand water utilities perspective.* A paper presented at the 9th International Conference on ISO 9000 & TQM (9-ICIT), Foundation for TQM Promotion in Thailand (FTQM) & Hang Seng School of Commerce (HSSC), HKSAR, Bangkok, Thailand, 5-7 April 2004, Paper no. 8.6 pp. 545-554, (ISBN 962-86107-9-1).
- EI-Kafafi, S.; Scrimgeour, F. and Stannard, N. (2003). *Building Sustainable Business.* A paper presented at the (ESR) Engineers for Social Responsibility 17th National Conference: Building a Sustainable Future. Hamilton, New Zealand, 29 March 2003.
- EI-Kafafi, S. (2002a). ISO 9000 Application and Future in the Water Utilities in New Zealand. *Proceedings of the New Zealand Organisation for Quality 24th Annual Conference “Live the Day the Quality Way”*, Nelson, New Zealand, 29-31 May 2002.
- EI-Kafafi, S. (2002b). TQM Models: Does it Affect Performance in Water Utilities? *Proceedings of Hawaii*

International Conference on Business, College of Business Administration and College of Tropical Agriculture and Human Resources at the University of Hawaii at Manoa, Honolulu, Hawaii, 18 – 22 June 2002.

El-Kafafi, S. (2002c). Streaming Ahead: A TQM Approach to Water Utilities Management. *Proceedings of the 6th Annual Student Research Conference*, The University of Waikato Management School, Hamilton, New Zealand, 21 October 2002.

El-Kafafi, S. & Scrimgeour F. (2002a) ISO 9000 Theory and Practice: Documenting a Quality System in a Water Facility in the Waikato Region of New Zealand. *Proceedings of the 7th International Conference on ISO 9000 & TQM (7th ICIT)*, Centre for Management Quality Research (CMQR) at RMIT University, Melbourne, Australia, 2-4 April 2002, Paper No. 2.16, pp. 192-199, (ISBN 962-86107-6-7).

El-Kafafi, S. and F. Scrimgeour (2002b). The TBL/TQM Dichotomy. *Proceedings of Hawaii International Conference on Business*, College of Business Administration and College of Tropical Agriculture and Human Resources at the University of Hawaii at Manoa, Honolulu, Hawaii, 18 – 22 June 2002.

El-Kafafi, S. (2001a). TQM: An Optimum Model for Water Utilities Management? *Proceedings of the Conference of the Australian National University MODSIM 2001 International Congress on Modelling and Simulation*, Canberra, Australia, 10-13 December 2001, pp. 251-256.

El-Kafafi, S. (2001b). Use of Mixed Methods in Assessing the Role Played by TQM in Water Utilities in New Zealand. *Proceedings of the Conference of the University of Malaya Centre for Continuing Education Qualitative Research Convention 2001: Navigating Challenges*, Kuala Lumpur, Malaysia, 24-26 October 2001, www.geocities.com/efmr2001.

El-Kafafi, S. (2001c). Total Quality Management Model and Drinking Water Quality: The Waikato Experience. *Proceedings of the Conference of the Australian Water Association 19th Federal Convention*, Canberra, Australia, 1-5 April 2001, paper 032, p.78, www.19fc.awa.asn.au.

El-Kafafi, S. (2000a). The Quality Management Models and Drinking Water Quality: A Case Study of Hamilton City Council. *Proceedings of the Conference 7th National New Zealand Postgraduate Conference: Evolving & Revolving*, University of Otago, Dunedin, New Zealand 29 November – 1 December 2000, pp.32-53.

El-Kafafi, S. (2000b). The Contribution of Total Quality Management to Water Utilities: Some New Zealand Experience. *Proceedings of the International Conference Fresh Perspectives of the New Zealand Meteorological, Hydrological & Lemnological Societies*, University of Canterbury, Christchurch, New Zealand, 21 – 24 November 2000.

El-Kafafi, S. (2000c). Review of Quality Management literature and its relevance to Water Utilities management in New Zealand. *Proceedings of the 6th Annual Conference of the New Zealand Agricultural and Resource Economics Society*, Blenheim, New Zealand, June-July 2000, pp.68-82.

El-Kafafi, S. & Scrimgeour, F. (1999). Environmental Management and Water Quality in the Waikato Region of New Zealand. *Proceedings of the 6th Conference of the International Water and Resource Economics Consortium*, Hawaii, U.S.A., July 1999.

Conference Presentations / Guest Speaker

El-Kafafi, S. (2021). *Education Sustainability: Post Pandemic Decade*. Keynote Speaker at Multidisciplinary Three-Minute Conference (TMC) held on 19th June 2021, organized by GIAP Journals, India. Theme: New World Order in Post Pandemic Decade 2021 - 2031 <https://giapjournals.com/ijthr/tmc01>

El-Kafafi, S. (2021). *The Power of Emotional Intelligence: A non-clinical perspective of homeopathy*. International Forum for Promoting Homeopathy (IFPH), The Successful 200th Day Celebration of IFPH on Zoom. Theme: One World, One Health: Win with Homeopathy. 20 March 2021.

El-Kafafi, S. (2020). *Post COVID19 Era – New Normal of Work life Trends*. International Communication Economics Organisation (CEO) Social Science Congress, held in Gorazde University, Bosnia and Herzegovina, 18 – 20 December 2020. www.ceocongress.org

El-Kafafi, S. (2020). *Maori Health Models and Career Opportunities in the New Zealand Health Sector*. Eastern Institute of Technology (EIT) 2020 Presentation Series from Industry Representatives, 1 December 2020.

El-Kafafi, S. (2020). *Qualitative vs Quantitative: Reaching a Happy Medium*. Second International Online Seminar on Research Design and Methodology: Incorporating Qualitative and Mixed Methodology Approaches, 29th September – 1 October 2020. Giles Brooker Group, India. <https://gbacademy.in/research-centre/gbrc-research-team/>

El-Kafafi, S. (2020). *Mixed Methods PhD and Differences in Ethical Approval for Qualitative and Quantitative Research*. Second International Online Seminar on Research Design and Methodology: Incorporating Qualitative and Mixed Methodology Approaches, 29th September – 1 October 2020. Giles Brooker Group, India. <https://gbacademy.in/research-centre/gbrc-research-team/>

El-Kafafi, S. (2020). *Overview of Qualitative and Mixed Methods in Research*. Guest Speaker at International Online Seminar, 19 September 2020. Giles Brooker Group, India. <https://gbacademy.in/research-centre/gbrc-research-team/>

El-Kafafi, S. (2020). *Interrelationship between Academic and Industry Research and Cultural and Ethical Issues Encountered*. Guest Speaker at the International Online Seminar, Developing Research Collaboration Nationally and Internationally, 19 – 20 August 2020. Giles Brooker Group, India. <https://gbacademy.in/research-centre/gbrc-research-team/>

El-Kafafi, S. (2020). *Academic Entrepreneurship and Entrepreneurial Leadership in Higher Education*. Guest Speaker at the 5th International EMI Entrepreneurship & Communication Social Sciences Congress 29 – 30 June 2020, Gostivar, Turkey. <http://www.emissc.org/en>

El-Kafafi, S. (2020). *COVID19 – Unforeseen Impacts*. Guest Speaker at E-conference of FONDATION Lance d'Afrique Burundi. Theme: Socio-economic impact of COVID-19 on informal female traders, June 2020, Burundi. <https://florencenisabwe.com/2020/06/09/impact-of-covid-19-on-women-involved-in-icbt/>

El-Kafafi, S. (2020). *Impact of COVID19 on the Future of Work: The New Face of Workforce*. EMI Congress Interviews and Talks, 30 May 2020. Presentation can be accessed on <https://www.youtube.com/watch?v=c5ISglz8JHU&t=325s>

El-Kafafi, S.; McQuaid, R. & Overbosch, W. (2020). *The future of work in post COVID 19*. Global Minds Debate Series, Coronavirus and Agenda 2030, World Association for Sustainable Development (WASD), 20 May 2020.

El-Kafafi, S (2020). *Impact of COVID19 on Education Future*, YouTube presentation: Vision Matters with Dr Dababrata Chowdhury on Vision for Future Education and Business, 12 May 2020. Presentation can be accessed on https://www.youtube.com/watch?v=cej_Mxly46o&t=214s

El-Kafafi, S. (2018). *Enhancing Students Workplace Skills: The Case of an Innovation Program*. Keynote Speaker at the 2nd International EMI Entrepreneurship and Social Sciences Congress organized by the Cyprus Social Sciences University, Nisantasi University, Osmaniye Korkut Ata University, Nevşehir Hacı Bektaş Veli University, Dilkur Academy and Gulshir Municipality held at Cappadocia, Turkey from 9-11 November 2018. www.emissc.org

El-Kafafi, S. (2018). *Women in Supply Chain: Leading the Change*. Guest Speaker at the 2018 International Conference for Sustainable Supply and Value Chain Innovations – International Perspective organised and co-hosted by Giles Brooker Group and Department of Business Administration, PSGR Krishnammal College for Women, Coimbatore, Tamil Nadu, India, 14-15 September 2018. <http://www.psgrkc.ac.in/>

El-Kafafi, S. (2006). *Women and Scientific Careers in New Zealand*. Gender, Science and Development: What are the issues for the next ten years? UN Commission on Science and Technology for Development (UNCSTD) Roundtable Discussion. The Fourth International Conference of the World Association for Sustainable Development (WASD), Global and Local Resources in Achieving Sustainable Development. University of Naples, Italy, 6-8 November 2006.

Research in Progress

Editor for the book entitled “**Promoting Diversity, Equity and Inclusion for Women after COVID19 Pandemic**” for IGI Global Publishers.

Contributing with a chapter in the book entitled “**Human Resource Management in Universities: Pitfalls and Prospects**” in the process of review.

Reports for Public Agencies

El-Kafafi, S.; Fu, M.; Hagger, D.; Nair, S.; Paton, N. and Santha, B. (2019). *Domestic Violence against Ethnic Women: Literature Review*. A Research commissioned by Shakti. <http://www.communityresearch.org.nz/wp-content/uploads/formidable/8/April-2019-Domestic-Violence-Against-Ethnic-Women-Literature-Review.pdf>

El-Kafafi, S. and Scrimgeour, F (2002). *Allocation and Use of Water in the Waikato Region*. A Report for Environment Waikato. Hamilton: New Zealand.

El-Kafafi, S. (2001). *Quality assurance, process analysis, and problem solving: A case study of a water treatment plant*. A paper presented to New Zealand Organisation for Quality. Palmerston North: New Zealand.

El-Kafafi, S. and Scrimgeour, F (2001a). *An Assessment of Triple Bottom Line Reporting By Local Government in New Zealand*. A Report written for Audit New Zealand Research Group. Hamilton: New Zealand.

El-Kafafi, S. and Scrimgeour, F. (2001b). *The value of willows in New Zealand: An economic valuation*. A Report prepared for HortResearch. Hamilton: New Zealand.

El-Kafafi, S. and Scrimgeour, F. (2001c). *Triple Bottom Line Reporting*. A Report written for Audit New Zealand Research Group. Hamilton: New Zealand.

Video Podcasts

El-Kafafi, S. (Producer). (2016). *Introduction and Nature of MBA Business Research*. [video podcast]. New Zealand: Ntec and University of Northampton.

El-Kafafi, S. (Producer). (2016). *Formulating and Clarifying the Research Topic*. [video podcast]. New Zealand: Ntec and University of Northampton.

El-Kafafi, S. (Producer). (2016). *Critically Reviewing the Literature – Part 1*. [video podcast]. New Zealand: Ntec and University of Northampton.

El-Kafafi, S. (Producer). (2016). *Critically Reviewing the Literature – Part 2*. [video podcast]. New Zealand: Ntec and University of Northampton.

El-Kafafi, S. (Producer). (2016). *Understanding Research Philosophies and Approaches*. [video podcast]. New Zealand: Ntec and University of Northampton.

El-Kafafi, S. (Producer). (2016). *Negotiating Access and Research Ethics*. [video podcast]. New Zealand: Ntec and University of Northampton.

El-Kafafi, S. (Producer). (2016). *Collecting Primary Data Using Questionnaires*. [video podcast]. New Zealand: Ntec and University of Northampton.

Workshops

El-Kafafi, S. (February 2021). *Mauri Ora: Concept, Perception and Application towards Mauri Ora*. Whairoa Marae, hosted by Te Wananga o Aotearoa, 27 February 2021, Auckland, New Zealand.

- El-Kafafi, S. (15 February 2021). *Flipped Classrooms – An Applied Learning Approach*. BS Abdur Rahman Crescent Institute of Science and Technology, Online AICTE – AQIS sponsored Six Days Short Term Training Programme (STTP) on “Be the Change – Teaching Learning Process” the complete transformation SLOT 2, 15 - 20 February 2021, Chennai, India.
- El-Kafafi, S. (February 2021). *Pukengatanga – Essential Skills for Social Services*. Whairoa Marae, hosted by Te Wananga o Aotearoa, 13 February 2021, Auckland, New Zealand.
- El-Kafafi, S. (January 2021). *Taukumekume: How to Recognise Conflict & Manage it*. Whairoa Marae, hosted by Te Wananga o Aotearoa, 23 January 2021, Auckland, New Zealand.
- El-Kafafi, S. (2020). *Teamwork & Collaborative Learning*. BS Abdur Rahman Crescent Institute of Science and Technology, Online AICTE – AQIS sponsored Six Days Short Term Training Programme (STTP) on “Be the Change – Teaching Learning Process” the complete transformation, 7 – 12 December 2020, Chennai, India.
- El-Kafafi, S. (2020). *Organisational Culture & Its Impact on Whanu, Hapu & Iwi: Providing Manaaki Tangata & Ahurutanga*. Whairo Marae, hosted by Te Wananga o Aotearoa, 5 December 2020, Auckland, New Zealand.
- El-Kafafi, S. (2020). *Promoting Collaborative Learning*. One World Education NZ, Online Training Chinese Teachers Program, July 2020, Auckland, New Zealand.
- El-Kafafi, S. (2020). *The Role of Formative Assessment on Learning*. One World Education NZ, Online Training Chinese Teachers Program, July 2020, Auckland, New Zealand.
- El-Kafafi, S. (2020). *Teamwork and Leadership*. One World Education NZ, Online Training Chinese Teachers Program, July 2020, Auckland, New Zealand.
- El-Kafafi, S. (2020). *Communication Skills and Presentations*. One World Education NZ, Online Training Chinese Teachers Program, July 2020, Auckland, New Zealand.
- El-Kafafi, S. (2020). *Business Ethics and Code of Conduct*. Te Wananga o Aotearoa, 18 January 2020, Auckland, New Zealand.
- El-Kafafi, S. (2019). *Importance of Cultural Diversity*. Te Wananga o Aotearoa, 19 September 2019, Auckland, New Zealand.
- El-Kafafi, S. (2017). *Applied Research Methods*. Regent International Education Group, Thursday, 21 April 2017, Auckland, New Zealand.
- El-Kafafi, S. & Samujh, H. (2017). *Research Topics Don't Come From Thin Air*. ICL Education Group, March 2017, Auckland, New Zealand.
- El-Kafafi, S. (2016). *The Role of Technology in Education*. Zayed College for Girls, Friday, 18 November 2016, Auckland, New Zealand.
- El-Kafafi, S. (2015). *Innovation: The New Face of Quality*. New Zealand Organisation for Quality (NZOQ) Northern Branch Workshop, Genesis Energy, Greenlane, Tuesday, 28 July 2015, Auckland, New Zealand
- El-Kafafi, S. (2015). *Becoming a Change Leader*. New Zealand Organisation for Quality (NZOQ) Central Branch World Quality Day (WQD), Caccia Birtch House, Palmerston North, Wednesday, 22 July 2015, Palmerston North, New Zealand
- El-Kafafi, S. (2015). *Innovation: The New Face of Quality*. New Zealand Organisation for Quality (NZOQ) Northern Branch World Quality Day, Novotel Ellerslie, Greenlane, Thursday, 18 June 2015, Auckland, New Zealand
- El-Kafafi, S. (2014). *How Leadership Values Drive Leadership Style during Challenging Times*. New Zealand Organisation for Quality (NZOQ) Northern Branch World Quality Day, Novotel Ellerslie, Greenlane, Thursday, 13 November 2014, Auckland, New Zealand.
- El-Kafafi, S. (2014). *Technology: A bliss or threat to education?* National Education Technology Consortium (Ntec), Auckland, Ntec Research Seminar Series, 2 December 2014, Auckland, New Zealand.

- El-Kafafi, S. (2010). *New Zealand Leadership: Inspiration to Peek Performance*. New Zealand Organisation for Quality (NZOQ) World Quality Day, Novotel Ellerslie, Greenlane, Thursday, 11 November 2010, Auckland, New Zealand
- El-Kafafi, S. (2009). *Adult Education and Entrepreneurial Activities in the Workplace*. Research Seminar Series at the Manukau Institute of Technology at the Faculty of Business, 12 October, 2009, Auckland, New Zealand.
- El-Kafafi, S. (2008). *Innovative Leadership: Getting Below the Surface*. New Zealand Quality Day 2008. Annual New Zealand Organisation for Quality (NAOQ) event. Theme: Initiate, Innovate & Integrate, 10 June 2008, Auckland, New Zealand.
- El-Kafafi, S. (2008). *Ecotourism and sustainability*. Research Seminar Series at the Manukau Institute of Technology at the Faculty of Business, 5 June, 2008, Auckland, New Zealand.
- El-Kafafi, S. (2007). *Genetic Engineering Risks and Benefits: New Zealand Perception*. Research Seminar Series at the Manukau Business School, 11 October 2007, Auckland, New Zealand.
- El-Kafafi, S. (2007). *40+ females in New Zealand: A Psychographic Profile for Marketing Trends and Consumer Behaviour*. Manukau Business School Marketing Department. 28 February 2007, Auckland, New Zealand.
- El-Kafafi, S. (2006). *Strategic Management, Organisational Control Processes, Quality Management Strategy and its implications on the customer*. Workshop at Manukau Business School for Plantation Business Challenge Program, 25 September 2006, Auckland, New Zealand.
- El-Kafafi, S. (2006). *Time Management*. One day workshop at Manukau Business School for Industries. 20 September 2006.
- El-Kafafi, S. (2006). *Business Excellence and Corporate Governance*. Research Seminar Series at the Manukau Business School, 14 September 2006.
- El-Kafafi, S. (2006). *Work with Words*. Workshop at Papatōetoe High School. 31 May 2006, Auckland New Zealand.
- El-Kafafi, S. (2005). *Teams and Leadership*. Workshop at Manukau Business School for Plantation Business Challenge Program, 26 September 2005, Auckland, New Zealand.
- El-Kafafi, S. (2005). *Audience Learning Style Theories*. Workshop at College of Business, Massey University, on 5 May 2005, Auckland: New Zealand.
- El-Kafafi, S. (2005). *Quality Management: Promote the participation of management and staff in quality initiatives*. 2 day workshops for Auckland International Airport, April, May 2005, Auckland, New Zealand.
- El-Kafafi, S. (2005). *Explain fundamental concepts and principles of quality and its management*. 2 day workshop for Auckland International Airport, March 2005, Auckland: New Zealand.
- El-Kafafi, S. (2004). *Business Excellence*. 2 day workshop for Tyco Flow Control, 28-29 July 2004, Hamilton: New Zealand.
- El-Kafafi, S. (2003). *The Relationship between TQM and Change*. Research Seminar Series at the Manukau Business School, 22 October 2003.
- El-Kafafi, S. (2003). *The role of feedback in enhancing cooperative learning in the classroom*. Workshop presented at the Teacher Training Day. 5 April 2003 at Auckland Language Center, Auckland: New Zealand.
- El-Kafafi, S. (2002). *Influences on Personal Reflection*. Workshop presented at Teacher Training Day. 21 September 2002 at Auckland Language Center. Auckland: New Zealand.

Research Seminars

- El-Kafafi, S. (2017). *Role of Corporate Entrepreneurship on Organisational Performance*. ICL Education Group, 8 February 2017, Auckland, New Zealand.
- El-Kafafi, S. (2016). *Academic Entrepreneurship in Higher Education Institutes*. ICL Education Group, 17 February 2016, Auckland, New Zealand.
- El-Kafafi, S. (2016). *Open Innovation in Practice*. National Tertiary Education Consortium, October 2016, Auckland, New Zealand.

- El-Kafafi, S. (2015). *Gamification: An Open Innovation Case Study*. National Tertiary Education Consortium, August 2015, Auckland, New Zealand.
- El-Kafafi, S. (2015). *Applying Gamification in Education*. ICL Education Group, March 2015, Auckland, New Zealand.
- El-Kafafi, S. (2014). *Engaging Staff in Research Culture*, National Tertiary Education Consortium, September 2014, Auckland, New Zealand.

Guest Speaker

- Guest Speaker at the International Communication Economics Organisation (CEO) Social Science Congress, held in Gorazde University, Bosnia and Herzegovina, 18 – 20 December 2020. www.ceocongress.org
- Guest Speaker at Easter Institute of Technology (EIT) 2020 Presentation Series from Industry Representatives, 30 November – 9 December 2020.
- Guest Speaker at the 2020 5th International EMI Entrepreneurship & Communication Social Sciences Congress, Gostivar, Turkey from 29 – 30 June 2020. <http://www.emissc.org/en>
- Guest Speaker at the E-conference of FONDATION Lance d’Afrique Burundi. Theme: Socio-economic impact of COVID-19 on informal female traders, June 2020, Burundi. <https://florenzenisabwe.com/2020/06/09/impact-of-covid-19-on-women-involved-in-icbt/>
- Keynote Speaker at the 2018 2nd International EMI Entrepreneurship and Social Sciences Congress held at Cappadocia, Turkey from 9-11 November 2018. www.emissc.org This can be viewed at <https://translate.google.com/translate?hl=en&sl=tr&u=http://www.emissc.org/&prev=search>
- Guest Speaker at the 2018 International Conference for Sustainable Supply and Value Chain Innovations – International Perspective organised and co-hosted by Giles Brooker Group and Department of Business Administration, PSGR Krishnammal College for Women, Coimbatore, Tamil Nadu, India, 14-15 September 2018. <http://www.psgrc.ac.in/> <http://www.psgrcw.ac.in/international-conference-on-sustainable-supply-and-value-chain-innovations-international-perspectives-by-bba-sep-2018/>
- Guest Speaker at the Cardiac Club, Pukekohe Branch on Mindful Management, 11 August 2017. Speech Title: Learn to be Happier.
- Guest Speaker at the Cardiac Club, Pukekohe Branch on Leadership, 18 October 2013. Speech Title: Leadership in Ancient Egypt.
- Guest Speaker at MIT, Highbrook Center Seminar on Employment Law for SMEs, February 2012. Speech Title: Human Resource Management for the Sustainable Business.
- Guest Speaker at MIT Research Methods in Professional Accounting, 16 May 2008. Speech Title: Presentation Skills & Applied Research Methods.
- Guest Speaker at MIT Marae for Pakuranga Intermediate School, 25 July 2007. Speech Title: “Education: A Life Long Journey.”
- Guest Speaker at the MIT Business School Marketing Department, February 2007.
- Guest Speaker at The 11th International Conference on ISO 9000 & TQM (11th-ICIT), China & Hang Seng School of Commerce (HSSC), Hong Kong, 10-12 April 2006.
- Guest Speaker at the New Zealand Organisation for Quality (NZOQ), 3 April 2006. Quality Assurance Certificate Delivery and Celebration. Speech Title: “The Challenge of the Big Fish i.e. Tertiary Education.”
- Guest Speaker at Papatoetoe High School, Auckland, New Zealand, 31 May 2006.
- Guest Speaker at Massey University, Department of Management and International Business, 5 May 2005.

Referees

Provided upon request.