



Hafez Shurrab

PhD in supply and operations management

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Gothenburg, Sweden 📍

www.researchgate.net/profile/Hafez_Shurrab 🌐

linkedin.com/in/hafezshurrab **in**

twitter.com/HafezShurrab **🐦**

Self-motivated learner, passionate teacher, diligent researcher, socially active networker, and result-oriented practitioner and team player who has genuine leadership and resilience capabilities, outstanding analytical and management skills, and broad technical knowledge. Rich experience: Work (10 years), teaching (8 years), volunteer (5 years). Industrial engineer, specialized in operations and supply chain planning and control. Interested in research or postdoctoral positions.

SKILLS

- Operations management
- Supply chain management
- Qualitative and quantitative research
- Analytical skills
- Logistics management
- Business analysis
- Operations research
- Modelling and Simulation
- Strategic planning
- Tactical planning
- Sales and operations planning
- Sales and operations execution
- Demand forecasting
- Machine learning
- Quality management
- Project management
- Product and production development
- Six sigma
- Lean manufacturing
- Knowledge and change management
- Sustainable development
- Leadership
- Team management
- Teamwork
- University teaching
- Training and development
- Coaching
- Mentoring

WORK EXPERIENCE

PhD Candidate

Chalmers University of Technology [↗](#)

09/2016 – Present

Gothenburg, Sweden

Achievements

- Tutored and assessed bachelor students (in Swedish) and master students (in English) in courses like logistics (3 years), projects in supply chain management (1 year), modelling and simulation (4 years), operations planning and control (2 years), master thesis (3 projects), and bachelor thesis (2 projects) ([Read more about this](#)).
- Actively cooperated with and providing theoretical and practical solutions to more than 50 industrial partners within 2 research projects ([Read more about this](#)) contributing to engineer-to-order products such as building and infrastructure, warehousing, aerospace, automotive, food processing, medical equipment, and industrial cranes.
- Studied the demand-supply balancing effect of tactical-level planning processes, focusing on three interfaces in complex settings: Strategic-tactical, tactical and tactical-operational; addressing processes like customer order fulfilment, sales and operations planning, and materail delivery planning on a rolling-horizon schedule in make-to-order and engineer-to-order supply chains.

Contact: Patrik Jonsson – patrik.jonsson@chalmers.se

Terminal worker

Academic Work [↗](#)

03/2019 – 07/2020

Gothenburg, Sweden

Student staffing company

Tasks

- Sorted, registered, scanned, and located inbound and outbound packages.
- Transported package containers and pallets into trucks and airplanes.
- Checked packaging quality and conformity to safety standards.

Contact: Ellen Forsgren – ellen.forsgren@academicwork.se

WORK EXPERIENCE

Business marketing consultant

DAI Global [↗](#)

09/2017 – 01/2018

Gothenburg, Sweden

Employee-owned company providing technical and management development services

Achievements

- Supported a small IT development provider based in an underdeveloped country in breaking into the Swedish market.
- Mapped major players and where Unit One services fit in the Swedish market.
- Established a customer relationship management database including comprehensive information about key Swedish actors.
- Developed marketing material in Swedish and English and participated in networking events, workshops, and meetings.

Contact: Basem Alashi – basem_alashi@dai.com

Research and development engineer

IMI Hydronic Engineering [↗](#)

03/2016 – 08/2016

Erwitte, Germany

Industry-leading provider of HVAC solutions.

Achievements

- Delivered a new innovative thermostatic valve used in HVAC systems through independently developing and designing product components using CAD software based on mechanical and electronic engineering principles and inputs.
- Applied design for manufacturing and assembly through close collaboration with the process engineering department and applied should-costing calculations.
- Searched for and negotiated suppliers and secured components required for mechanical or electronic application in E-TRV.
- Closely cooperated with the R&D manager and team members to achieve the project mile stones and the deliveries.
- Teared down one or more of the E-TRV's potential competing products near the middle of the placement.
- Delivered important mechanical input and constraints to the electronic team befor integrating electronic components.

Contact: Bernhard Henke – bernhard.henke@imi-hydronic.com

New product introduction project manager

IMI Hydronic Engineering [↗](#)

09/2015 – 02/2016

Annelund, Sweden

Industry-leading provider of HVAC solutions.

Achievements

- Delivered new valves used in HVAC systems through effective planning and communication of project activities by holding meetings and connecting key people together, active participation in technical and management documentation, and risk assessment together with corresponding countermeasures and backup plans.
- Developed project management methodology, tools, templates, and practices.
- Participated in product and related manufacturing process development cost estimation sessions through close collaboration with industrial and manufacturing engineering specialists.
- Collaborated with the procurement department during supplier negotiation.

Contact: Per Norlander – per.norlander@skandiaelevator.com

Manufacturing consultant

Volvo Car Group [↗](#)

01/2015 – 08/2015

Gothenburg, Sweden

Achievements

- Developed effective information system specifications to enable using, managing, and updating manufacturing design guidelines through researching Volvo and other similar contexts and identifying key relationships and correlations.
- Defined [information system specifications](#) and requirements by developing functional concepts for effective capturing and dissemination of manufacturing design guidelines within manufacturing organizations. [↗](#)
- Built a dedicated information system: Established a project plan to fulfill user requirements, customizing a website using SharePoint Designer in line with scientific data management concepts to create interactive lists of guidelines that support complex management levels, and validating system outcomes through demo sessions and cross-organizational presentations.

Contact: Erik Hollander – erik.hollander@volvocars.com

WORK EXPERIENCE

Business development consultant

SKF Group [↗](#)

09/2014 – 01/2015

Leading bearing and seal solutions provider

Gothenburg, Sweden

Achievements

- Developed effective strategies to extract innovative suppliers' knowledge during early stages of NPD projects.
- Researched SKF connectivity activities and identified key relationships and correlations influencing outside-in knowledge capture in early stages of concept development.
- Formulated an outside-in [knowledge capturing model](#) defining when to collaborate with which external parties using which strategies and taking into account which considerations. [↗](#)

Contact: Christian Appelt – christian.appelt@polestar.com

Food production worker

Academic Work [↗](#)

10/2013 – 08/2014

Student staffing company

Gothenburg

Tasks

- Supervised machine operations and handled incoming and outgoing materials.
- Performing corrective actions when error signals appeared.
- Tested quality of packages.
- Sorted, packed, and stored packed products.

Contact: Kent-Ove – kod@rakolax.com

Program manager

General Union of Youth Entities

08/2010 – 12/2011

Local non-governmental, youth development organization

Gaza, Palestine

Achievements

- Established programs and delivered results for several youth development projects.
- Researched societal needs and formulated 2 corresponding effective annual programs to deliver the highest possible benefit to target youth that require the tightest possible budget.
- Organized program activities and resource utilization and secured risk assessment and backup plans.
- Participated in recruiting, hiring and training of staff and target youth.
- Established partnerships with more than 50 organizations and initiatives.

Contact: Maher Issa – maheressa@hotmail.com

Council member (Project manager)

Mercy Corps [↗](#)

08/2008 – 09/2009

Global non-governmental, humanitarian aid organization

Gaza, Palestine

Achievements

- Contributed to effective implementation of the Global Citizen Corp program.
- Organized and managed high quality training courses (465 hrs.) for youth development.
- Recruited at least 200 new active members and formed 6 youth groups that conduct weekly development activities.
- Defined program needs and formulated corresponding projects.
- Established, planned, and managed the execution of 17 successful community service projects.
- Organized four successful graduating ceremonies for 200 participants and one large annual summit for 2000 participants.

Contact: Albana Dwonch – albanadwonch@gmail.com

General manager and owner

Hala restaurant

03/2007 – 07/2008

Mini restaurant and ice cream shop

Gaza, Palestine

Achievements

- Founded the shop from scratch.
- Managed the restaurant activities and finance.
- Improved the restaurant return on investment and sold for a profitable deal.

TEACHING EXPERIENCE

Operations planning and control

Chalmers University of Technology

01/2020 – Present

Gothenburg, Sweden

Contact: Patrik Jonsson – patrik.jonsson@chalmers.se

Modelling and simulation

Chalmers University of Technology

10/2017 – Present

Gothenburg, Sweden

Contact: Per Medbo – per.medbo@chalmers.se

Supervising bachelor thesis

Chalmers University of Technology

01/2020 – 06/2020

Gothenburg, Sweden

Tasks/Achievements

- Thesis "Towards Better Demand Forecasting Using Artificial Intelligence"

Contact: Erik Bohlin – erik.bohlin@chalmers.se

Supervising master thesis

Chalmers University of Technology

09/2019 – 01/2020

Gothenburg, Sweden

Achievements

- Thesis "Context-based Configuration of an Sales & Operations Planning Process A Case Study of ASSA ABLOY Pedestrian Door Solutions"

Contact: Patrik Jonsson – patrik.jonsson@chalmers.se

Supervising master thesis

Chalmers University of Technology

01/2019 – 06/2019

Gothenburg, Sweden

Achievements

- Thesis: "Understanding the Requirements of Forecast in Demand Driven Material Requirements Planning"

Contact: Mats Johansson – mats.johansson@chalmers.se

Projects in supply chain management

Chalmers University of Technology

09/2016 – 01/2017

Gothenburg, Sweden

Contact: Jens Laage-Hellman – jens.laage-hellman@chalmers.se

Logistics

Chalmers University of Technology

09/2016 – 11/2018

Gothenburg, Sweden

Contact: Peter Olsson – olsson@chalmers.se

Small projects, entrepreneurship, leadership skills, success skills

Injaz Palestine

09/2010 – 12/2011

Gaza, Palestine

Contact: Mahmoud Alghefari – mghefari@injaz-pal.org

Project management, training of trainers, human resource planning and strategies, leadership

Eadad center for training and development

09/2009 – 09/2010

Gaza, Palestine

Contact: Rami Alkishawi – eadad_center@hotmail.com

Global issues, sustainable development, time management, event management, project management, community service management, blogging, advocacy

Mercy Corps

09/2008 – 09/2009

Gaza, Palestine

Contact: Albana Dwonch – albanadwonch@gmail.com

VOLUNTEER EXPERIENCE

Ambassador

edSeed

02/2018 – Present

Fundraiser for covering educational costs of distinct youngsters in refugee camps

Contact: Rama Chakaki – rama@vip.fund

Gothenburg, Sweden

President

IPMA Young Crew - Sweden

08/2013 – 05/2014

A platform for knowledge exchange between young project management professionals and students up to the age of 35

Gothenburg, Sweden

Achievements

- Revived the Sweden chapter and organized a series of workshops, competitions, and training events.

Contact: Daniel Collado-Ruiz – daniel@collado-ruiz.es

VOLUNTEER EXPERIENCE

Founder and President

Ihsan Campaign [↗](#)

07/2011 – 12/2011

Network of volunteers organizing humanitarian relief and social development activities and events.

Gaza, Palestine

Achievements

- Started and developed the campaign until it became self driving. It continued and grew over years.

Trainer

Injaz Palestine [↗](#)

09/2010 – 12/2011

Global NGO that delivers experiential learning programs within work readiness, financial literacy, and entrepreneurship to schools.

Gaza, Palestine

Achievements

- Taught business management courses about for 100+ 13-15 year-old students over 4semesters; 2-hour class 3 times a week.

Contact: Mahmoud Alghefari – mghefari@injaz-pal.org

Public relations communications manager

Organization

05/2010 – 09/2010

A center providing training and development programs to private companies and public agencies

Gaza, Palestine

Achievements

- Planned and organized 12 promotional activities, provided +300-hr management and leadership training, and contributed to content development.

Contact: Rami Alkishawi – eadad_center@hotmail.com

EDUCATION

PhD: Supply and operations management

Chalmers University of Technology [↗](#)

09/2016 – Present

Gothenburg, Sweden

Licentiate: Supply & operations manage.

Chalmers University of Technology [↗](#)

09/2016 – 06/2019

Gothenburg, Sweden

MSc: International project management

Chalmers University of Technology [↗](#)

09/2013 – 09/2016

Gothenburg, Sweden

MSc: Business information systems

Linneaus University [↗](#)

09/2013 – Present

Växjö, Sweden

MSc: Industrial engineering & management

Karlstad University [↗](#)

08/2012 – 06/2015

Karlstad, Sweden

BSc: Industrial engineering

Islamic University - Gaza [↗](#)

09/2005 – 01/2012

Gaza, Palestine

COMPUTER LITRACY

Statistical

SPSS, Autostat, JMP, Amos, Mplus

Computational

MATLAB, Wolfram Mathematica

MS Office

Word, Excel, Powerpoint, Project, Visio, InfoPath Designer, SharePoint Designer, Access, Outlook

Modelling and simulation

LINDO, Arena, Automod, Simul8

Office

SAP ERP, Primavera Enterprise Project Portfolio, ProjectPlace

Product and production development

Process Simulate, Solid works, Mastercam, Catia, AutoCAD, Creo Parametric, TeamCenter, AviX4

Multimedia

Ulead VS, 3D Max, Photoshop, Premier, Aftereffect, Illustrator

Programming languages

C++, Java, Python, Visual Basic, HTML

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

Swedish

Full Professional Proficiency

German

Elementary Proficiency

Turkish

Elementary Proficiency

PUBLICATIONS

Journal article

A Tactical Demand-Supply Planning Framework to manage Complexity in Engineer-to-Order Environments: Insights from an in-depth case study

Authors

Hafez Shurrab, Patrik Jonsson, Mats Johansson

Accepted on September 2020 but not published yet

Production Planning & Control

Journal article

Knowledge management mechanisms within sales and operations planning in engineer-to-order environments

Author

Hafez Shurrab

Under review

International Journal of Production Economics

Journal article

Exploring factors causing and amplifying material delivery schedule instability: Insights from three automotive case studies

Authors

Hafez Shurrab, Patrik Jonsson

Under review

International Journal of Operations and Production Management

Journal article

Explaining factors causing and amplifying material delivery schedule instability

Authors

Patrik Jonsson, Hafez Shurrab

Under review

International Journal of Production Research

Conference paper

Exploring factors causing and amplifying delivery schedule instability: An OEM perspective from the automotive industry

Authors

Hafez Shurrab, Patrik Jonsson

September 17, 2020

NOFOMA Conference 2020

Conference paper

Sales and operations planning under uncertain demand for medium-term engineering capacity in engineer-to-order environments

Authors

Hafez Shurrab, Patrik Jonsson

February 26, 2020

21st International Working Seminar on Production Economics

Licentiate thesis

Tactical planning in engineer-to-order environments



Author

Hafez Shurrab

June 10, 2019

Chalmers University of Technology

Journal article

Managing complexity through integrative tactical planning in engineer-to-order environments: Insights from four case studies

Authors

Hafez Shurrab, Patrik Jonsson, Mats Johansson

Accepted on May 2020 but not published yet

Production Planning & Control

Journal article

Determinants for sales and operations planning in an engineer-to-order context: Insights from four industrial cases

Authors

Hafez Shurrab, Patrik Jonsson

Under review

International Journal of Production Economics

Journal article

Exploring instability metrics of material schedules: Insights from the automotive industry

Authors

Hafez Shurrab, Patrik Jonsson

Under review

International Journal of Production Research

Journal article

Sales and operations execution: Exploring process configurations and knowledge management mechanisms

Authors

Joakim Andersson, Patrik Jonsson, Hafez Shurrab

Under review

International Journal of Physical Distribution & Logistics Management

Conference paper

Sales and operations execution: An explorative study on potential effects

Author(s)

Joakim Andersson, Patrik Jonsson, Hafez Shurrab

September 17, 2020

NOFOMA Conference 2020

Conference paper

Managing the dynamic needs of engineering resources through sales and operations planning

Authors

Hafez Shurrab, Patrik Jonsson, Mats Johansson

June 19, 2019

26th EurOMA Conference

Conference paper

Cross-functional integration in the order fulfillment process: Exploring mechanisms in engineer-to-order environments

Authors

Hafez Shurrab, Patrik Jonsson, Mats Johansson

June 13, 2018

NOFOMA Conference 2018

PUBLICATIONS

Conference paper

Exploring contextual variables of tactical planning within the construction industry

Authors

Anna Fredriksson, Micael Thunberg, Hafez Shurrab, Joan Torres

July 3, 2017

24th EurOMA Conference

Conference paper

Towards a balanced supply and demand within construction contracting

Authors

Hafez Shurrab, Patrik Jonsson, Mats Johansson

July 3, 2017

24th EurOMA Conference

Master thesis

Managing external knowledge in the fuzzy front-end of new product development from an open innovation perspective [↗](#)

Authors

Hafez Shurrab, Zheng Lian Hong

May 15, 2016

Chalmers University of Technology

Master thesis

Information system for managing design guidelines for manufacturing: A case study at Volvo Car Group

Author

Hafez Shurrab

June 5, 2015

Karlstad University