



## PERSONAL DATA

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## EDUCATION

- 1985** M. Eng. : **Civil and Transport Engineering**  
University: **Department of Civil Engineering/ National Technical University of Athens/ Greece (Department Ranked 25th Globally 2013, QS University Rankings)**
- 1987** **Master of Business Administration (MBA)**  
University: **University of Nottingham Nottingham business school**  
U.K.
- 1997** **Doctorate ( Ph.D.)**  
Subject: **Quality Management and marketing of the service industries**  
**UNIVERSITY OF CAMBRIDGE**  
**Judge Business School / Queens' College**  
UK  
**Thesis Title:** "Developing a performance measurement framework for the retail banking sector. Links and relationships to Organisation's responsiveness, service productivity and peoples' satisfaction"

**CURRENT ACADEMIC POSITION**

**Associate Professor in Services Marketing (Emphasis in Shipping and Transport operations)**, Department of Maritime Studies, University of Piraeus.

**MAJOR RESPONSIBILITIES**

**Develop and manage syllabus materials.** Responsible for researching the industry and the academia and for recommending and coordinating course outlines (syllabi) for the courses of the Department both at an undergraduate and postgraduate level. It includes learning standards, targets, teaching material, methods and assessments.

**Class Instruction and evaluation.** Responsible for teaching the assigned classes in accordance with learning objectives and session plan outlines specified by the Department as an active member of a learning community. He also administers evaluations of student performance based on course deliverables and submit grades for any assignments, discussion board exercises, and exams.

**Supervise Students.** He has attracted postgraduate and research students to the University having supervised more than thirty M.Sc. Theses and 4 Ph.D. dissertations that have produced results and scholarly publications and were disseminated across the University and externally (through special events e.g International Forum of Shipping Marketing etc)

**Contribution to the management** and administrative processes and committee structures of the Department and the University (e.g. Departmental Site coordinator)

**Link with the Industry.** In accordance with the University values, priorities and directions and following ethical and management standards he was responsible on contributing towards representing the Department on European Bodies or Organizations (e.g. Union for the Mediterranean, Horizon etc), Professional Bodies (Hellenic Shipbrokers Association, Institute of Chartered Shipbrokers, etc), Groups or coalitions of Interests (Institute of Customer Care Providers) or Companies, bridging thus the gap between academia and industry.

**Funds Raising.** He was responsible or he has contributed to leading major initiatives or one-off projects funded by EU (FP7, Horizon, Med etc) or Industry and attracting research or consulting income of more than 7m €

**Research.** He has developed and maintained a research profile of some 35 publications during the last 7 years keeping his scholarly activity as

up to date as possible and of a good standing that is in general acknowledged and sometimes awarded distinctions.

### SCIENTIFIC INTERESTS

- Quality management
- Service Quality
- Management and marketing of Services
- Performance and benchmarking

### PROFESSIONAL EXPERIENCE (IN BRIEF)

He spends more than **twenty years in top managerial positions** (Director/ Manager, General Director, Chairman) at the professional arena in Greece and abroad in the industry (Major Food Industries, Veterinary Pharmaceuticals), leading consulting firms (Deloitte Business Services, HAY Group), Banking (ALFA Bank (Gr)), Health Care sector (Major Greek Hospitals) and Maritime Sector.

He is at the present **Chairman** of The European Institute of Shipping and Transport, Chairman of the Hellenic Association of Maritime Economists, acting director and member of the Board in several corporations in the maritime cluster.

He has **extensive experience** on managing and consulting profit, non-for profit and governmental agencies in Service Quality and ISO/ISM issues, Business Process re-engineering, innovative methods of managing people, marketing orientation and optimal sizing etc.

Some of the **big multi million advising projects** are: Reform of the Transport Sector of Bulgaria, Railway and Tourism Sector of Romania, Railway Sector of Poland etc

Some of the **major consulting projects** are: IPO for certain companies in the Athens Stock Exchange, multi million merger of a big pharmaceutical company with Bayer, establishment of a major bakery industrial plan, multi million corporate bond for maritime companies etc

### A. PUBLICATIONS IN SCIENTIFIC JOURNALS

Journal	Publications	ABS	Google Scholar	Scopus	SSCI/ Impact Factor
International Journal of Quality and Services Sciences	3	✓	✓	✓	
International Journal of Transport and Shipping Logistics	2	✓	✓	✓	1,844
The TQM Journal	3	✓	✓	✓	
The Learning Organization	1	✓	✓	✓	
Maritime Policy and Management	4	✓	✓	✓	1,447
Journal of Service Theory and Practice (ex MSQ)	3	✓	✓	✓	0,984
American Journal of Economics and Business Administration	1		✓		
Maritime Economics and Logistics	2	✓	✓	✓	1.044
Benchmarking: An International Journal	1	✓	✓	✓	
Total Quality Management and Business Excellence	4	✓	✓	✓	1,4
Journal of Air Transport Management	1	✓	✓	✓	1,05
Αρχεία Ελληνικής Ιατρικής	1		✓	✓	
International Journal of Health Care Quality Assurance	1	✓	✓	✓	
Leadership in Health Services	1	✓	✓	✓	0,32

<b>Tourismos</b>	<b>1</b>		✓	✓	
<b>Journal of Targeting, Measurement and Analysis for Marketing</b>	<b>1</b>	✓	✓	✓	
<b>Journal of Retailing and Consumer Services</b>	<b>1</b>	✓	✓	✓	
<b>British Food Journal</b>	<b>1</b>	✓	✓	✓	<b>0,703</b>
<b>International Journal of Food Microbiology</b>	<b>1</b>	✓	✓	✓	<b>3,327</b>
<b>European Research Studies</b>	<b>2</b>		✓	✓	

## Z. REVISIONS PERFORMED FOR

- (H.1) European Journal of Marketing
- (H.2) Total Quality Management and Business Excellence Journal
- (H.3) Maritime Policy and Management
- (H.4) Managing Service Quality
- (H.5) Journal of Quality and Reliability Management
- (H.6) Journal of Strategic Marketing
- (H.7) International Journal of Quality and Services Sciences
- (H.8) International Journal of Hospitality Management
- (H.9) Benchmarking: An International Journal.
- (H.10) Spanish Journal of Psychology
- (H.11) Total Quality Management Journal
- (H.12) International Journal of Quality and Services Sciences
- (H.13) Asian Journal of Shipping and Logistics
- (H.14) Services Industries Journal