**GRADUATE SCHOOL OF BUSINESS LEADERSHIP**

| **Research Focus Area** | Quality and Operations Management in Africa | | |
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| **Short description** | The research focus is specifically on quality and operations management, and in particular improving organisational efficiency, which ensures profitability and sustainability, in shaping an effective organisation. Operations Management is the hallmark of an effective organisation, which simultaneously facilitates improved performance and secures organisational success. The focus group consists of Operations, Quality and Risk Management with the ultimate purpose to improve organisational effectiveness and sustainability. | | |
| **Supervision Team** | | | |
| **Name** | **Email** | **Academic Profile** | **Capacity** |
| Dr S. Naidoo | naidoosu@unisa.ac.za | Dr Naidoo has an MBA and a DBL and worked several years in industry as a SHEQ manager. He is also presently a UNISA lecturer and specialises in Standardisation, quality and operations management. Dr Naidoo is also a SASQ SHEQ professional. | 2 DBL |
| Prof R Ramphal | ramphrr@icloud.com | Prof Roy Ramphal has qualifications in Chemical Engineering, B. Com, MBA and a Doctoral qualification in Organisational Leadership. He has been involved in operations and quality management in the sugar, aluminium, tyre and research industries. He has been involved in curriculum development in the operations management and quality disciplines and is currently a Fellow Member, Director and President of the Southern African Society of Quality, past chairman of the board of the Southern African Auditor and Training Authority, a member of the Institute of Directors SA, Senior member of the American Society for Quality and member of the Canada Institute for quality, member of APICS and Certified Ethics Officer with the Ethics Institute of South Africa. Publishing areas include shared services, quality and operations management. Also author and co-author of several books in quality and operations management. | 1 DBL |
| Dr Geoff Visser | geoff.visser@serengeti.co.za | Has been an employee of SABS for several years and has experience in the areas listed below. Geoff is also the Chairman of South African Society for Quality.   * **Standardization expert** with more than 20 years of experience working in the areas of **standards development, ISO standards, and the commercial aspects of standards implementation, quality infrastructure and policy and the strategic implementation of standards policies.** * **Key Expert in TBT and SPS**, employed under the (EU Funded) **SADC / EU Regional Economic Integration Support (REIS) programme**, dealing with several projects at the SADC regional level to **develop capacity** and **strengthen coordinating structures** identified under the TBT and SPS annexes to the SADC protocol on Trade and gaining access to competitive markets such as the European Union. Working closely with the SADC secretariat in line with SADC procedures and annual work plans in the TBT SPS area. In the Key expert role, was responsible for driving the REIS support for TBT and SPS activities and for reporting on progress made under the programme in achieving the objectives set out in the project design. In this role he has worked closely with key drivers of SPS coordinating structures and representatives of the regulatory authorities responsible for food safety, plant protection and animal health in all SADC Member States. * International Expertise in the field of **National and Regional Quality Policies** and implementation plans having developed and assisted in the development of NQPs, RQPs and strategic implementation plans at the national level (in Zambia, Malawi, Bangladesh, South Sudan) and at the regional level (ECO region). * **Experienced with several donor-funded projects in Developing Countries**, having worked with the EU-ACP programme, UNIDO, the SADC-EU REIS programme, UNDP and others, many of these projects have involved business process re-engineering of organisations responsible for the delivery of services related to the quality infrastructure. * **Familiar with the Quality Infrastructure** in most **SADC countries** and several of **developing countries** having worked closely with the leadership of the TBT and SPS coordinating structures mandated under the SPS and TBT annexes to the SADC Protocol on Trade during his tenure with the REIS Programme and during his term at the SABS.   He worked for the **South African Bureau of Standards (SABS)** for 17 years and has played an **important leadership role in the strategic development of the organization** with his last 6 years there at the executive level. He has also been **involved with standardization at the international level**, having served on the **Technical Management Board of the ISO** for two years, and more recently directly as a **Technical Expert contracted by ISO** to develop and deliver a series of training courses and workshops on issues related to stakeholder engagement in standards development and good standardization practice. | 2 DBL |
| **Reading: Subject Field** | | | |
| * *Ramphal R R (2013). Treatment of Organizations – The new focus of Quality Practitioners. Global Journal of Management and Business Studies, 3(4): 395-400.* * *Ramphal R R (2013). A literature review on shared services. African Journal of Business Management, 7(1).* * *Ramphal & Nicolaides (2014). Service quality and quality service: satisfying customers in the hospitality industry. African Journal of Hospitality, Tourism and Leisure, 3(2)* * *Ramphal R R (2015). Overview of the new ISO 9001:2015 standard and challenges ahead Proposed use of a. African Journal of Hospitality, Tourism and Leisure, 40* * *Ramphal R R (2016). A Complaints Management System for the Hospitality Industry African Journal of Hospitality, Tourism and Leisure Vol 5(2)* * *Ramphal R R (2018). Lean Six Sigma Framework for the hospitality industry. African Journal of Hospitality, Tourism and Leisure Vol 6(4)* * *Kruger D., Ramphal R.R. and Maritz (2018). Operations management. South Africa: Oxford University Press.* * *Blind K & Mangelsdorf A. (2016). Motives to standardize: Empirical evidence from Germany, Technovation: 48-49* * *Other articles on website:* [*www.sasq.org.za*](http://www.sasq.org.za) | | | |
| **Reading: Research Methodology** | | | |
| Trafford, V. & Lesham, S. 2012 *Stepping Stones to Achieving your Doctorate: Focusing on Your Viva from the Start,* Berkshire: Open University Press | | | |