
Mohd. Rizal Razalli, Ph.D.
Associate Professor
Operations Management
School of Technology Management and Logistics
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Academic Background

Ph.D. Universiti Sains Malaysia (USM), Penang, Operations Management, 2008
M.B.A. Universiti Utara Malaysia (UUM), Sintok, Kedah, 2000
B.Sc. Indiana University, Bloomington, IN, U.S.A., Operations Management (Psychology minor), 1998
Diploma Mara Community College, Kuantan, Pahang, Diploma in Business Administration, 1996

Computer Skills

1. Microsoft Applications: Word /Excel /PowerPoint/ Access/Front Page/Outlook 2. Macromedia: Dreamweaver 3. EndNote 4. SPSS 5. AMOS 6. SmartPLS

WORK EXPERIENCE:

Academic Experience

National

Associate Professor, Universiti Utara Malaysia (July, 2014 - Present), Sintok, Malaysia.
Senior Lecturer, Universiti Utara Malaysia (May, 2008 - 2014), Sintok, Malaysia-Kedah.
Part Time Tutor, Open University Malaysia (July, 2006 - December, 2008), Kuala Lumpur, Malaysia.
Lecturer, Universiti Utara Malaysia (February, 2000 - August, 2008), Sintok, Malaysia.

Consulting

2003: Bank Rakyat, The study of suitability of organizational structure and workforce
2002: MAMPU and Government agencies, Business Process Reengineering (BPR)

TEACHING:

Courses Taught

Courses from the Teaching Schedule: Entrepreneurship, Final Project, Management Science, Marketing Management, Operation and Technology Management, Patriotism and Volunteerism, Personal Financial Planning, Quality Management, Strategic Human Resource Management, Supply Chain Management

Courses taught, but not in the Schedule:

Supply Chain Management

Teaching-Other

Student Assign-Supervised Research (GRAD)

2012 - 7 students. Student Assign-Supervised Research (GRAD).

Student Assign-Supervised Research (UG)

2012 - 5 students. Student Assign-Supervised Research (UG).

Student Team Evaluations

2012 - 2 students. Student Team Evaluations.

INTELLECTUAL CONTRIBUTIONS:

Grid

Category	BDS	AIS	TLS	Total
Articles in Refereed Journals	13			13
Publications in Refereed Conference Proceedings	25	2		27
Books, Monographs, Compilations, Manuals, Supplements, Chapters, Cases, Readings	1			1
Presentations of Refereed Papers	5			5
Research Report, Non-Refereed	6			6
Grants - Funded (both refereed and non-refereed)	11	4		15
Grants - Pending (both refereed and non-refereed)	1	1		2
Totals	62	7		69

Refereed Articles

- Hassan, M., Razalli, Mohd. R., & Abdul Talib, A. N. (2014). The influence of environmental dynamism on strategic outsourcing success: a partial least squares structural equation modelling approach. *International Journal of Modelling in Operations Management*, 4 (3/4), 229-247, doi: <http://dx.doi.org/10.1504/IJMOM.2014.067382>.
- Razalli, Mohd. Rizal (2014). A framework of best practices in managing business process reengineering for Islamic banks. *Journal of Advanced Management Science*, 3 (1), 22-25.
- Razalli, Mohd. Rizal, Yusoff, R., & Mohd Roslan, M. (2013). A framework of halal certification practices for hotel industry. *Asian Social Science*, 9 (11), 316-326.
- Hassan, M. & Razalli, M. (2013). Measuring outsourcing performance: A case of Malaysia Economic Transformation Programme. *International Journal of Business and Management Science*, 6 (6), 1-16.
- Razalli, Mohd. Rizal (2013). The influence of human factors in Halal certification process on organizational performance. *World Review of Business Research*, 3 (3), 157-166.
- Ringim, K. J., Hasnan, N., Osman, N., & Razalli, Mohd. Rizal (2013). Exploring the implementation of business process reengineering in banks. *Asian Social Science*, 2 (13), 198-201.
- Ringim, K. J., Razalli, Mohd. R., & Hasnan, N. (2012). A framework of BPR factors and organizational performance of Nigerian Banks. *Asian Social Science*, 8 (4), 203-216, doi: 10.5539/ass.v8n4p203.
- Ringim, K. J., Razalli, Mohd. Rizal, & Hasnan, N. (2012). The moderating effects of IT capability on the relationship between Business Process Reengineering factors and organizational performance of banks. *Journal of Internet Banking and Commerce*, 6 (16), 5551-5567.
- Razalli, Mohd. Rizal, Yusoff, R., & Suzzaini, A. (2012). Is Halal certification green? *The Asian Journal of Technology Management*, 5 (1), 33-41.
- Razalli, Mohd. R. (2012). Critical success factors for Business Process Management for Small and Medium Banks in Nigeria. *Business and Management Review*, 2 (1), 83-91.
- Razalli, Mohd. R. (2011). Effect of Business Process Reengineering factors on organizational performance of Nigerian banks: IT capability as moderating factor. *International Journal of Business and Social Science*, 2 (13), 198-201.
- Razalli, Mohd. R. (2011). IT capability as moderator between BPR factors and organizational performance of Banks in Nigeria. *African Journal of Business Management*.
- Razalli, Mohd. R., Ringim, K., & Hasnan, N. (2011). Radical innovation in financial institution: Exploring the BRP practices and the level of its implementation in Nigerian banks. *International Journal of Business and Management Tomorrow*, 1-14.

Refereed Proceedings

Full Paper

- Razalli, Mohd. Rizal (2015). SIHAT: An assessment tool for Shariah-Compliant Hotel Operations. 5th Global Islamic Marketing Conference.
- Razalli, Mohd. Rizal (2015). A framework of best practices in managing business process reengineering for Islamic banks. 4th International Conference on Management and Service Science.
- Razalli, Mohd. Rizal (2014). People management in business process reengineering of Islamic banks. International Conference on Technology of Management (ICTOM) 2014.
- Razalli, Mohd. Rizal (2013). The role of environmental dynamism on outsourcing performance. 4th International Conference

on Education and Information Management (ICEIM - 2013).

Hassan, G. & Razalli, M. (2013). Supplier perceptions of dependencies in supplier-manufacturer relationship. International Conference on Information, Business and Education Technology.

Razalli, Mohd. Rizal (2013). Shariah Compliance Islamic Moon (SCI Moon): Introducing model for hoteliers. Seminar Hasil Penyelidikan Sektor Pengajian Tinggi ke-3.

Razalli, Mohd. Rizal (2013). Impact of service strategy on customer satisfaction of the rail management in Malaysia. SIPTIK 2013.

Razalli, Mohd. Rizal (2013). Service quality measurement towards customer satisfaction: Deutsche Post (DHL) in Asia. SIPTIK 2013.

Razalli, Mohd. Rizal (2013). An evaluation of the application of e-logistics in organizations. SIPTIK 2013.

Razalli, Mohd. Rizal (2013). Issues and challenges of intelligent transportation system to road users in Malaysia. SIPTIK 2013.

Razalli, Mohd. Rizal (2013). The effect of triple bottom line on reverse logistics among Malaysian manufacturers. SIPTIK 2013.

Razalli, Mohd. Rizal (2013). The influence of environmental and operational issues on business performance in Penang. SIPTIK 2013.

Razalli, Mohd. Rizal (2013). Quality of service and passenger perception of the taxi service in Changlun. SIPTIK 2013.

Razalli, Mohd. Rizal (2013). Shariah Compliance Islamic Moon (SCI Moon): Introducing model for hoteliers. Seminar Hasil Penyelidikan Sektor Pengajian Tinggi ke-3.

Hassan, M. & Razalli, M. (2013). Supplier perceptions of dependencies in supplier-manufacturer relationship. International Conference on Information, Business & Education Technology.

Razalli, Mohd. Rizal (2013). The level of satisfaction of bus services and traffic congestion in Sungai Petani Kedah towards sustainability. SIPTIK 2013.

Razalli, Mohd. Rizal (2012). Developing a model for Islamic Hotels: Evaluating opportunities and challenges. International Conference on Knowledge, Culture, and Society (ICKCS), 29-30 June, Jeju Island, South Korea.

Razalli, Mohd. Rizal (2012). Assessing the leanness of Government-Linked Companies and its influence on performance. International Soft Science Conference, Cambodia.

Razalli, Mohd. Rizal (2012). Is Halal certification process. International Conference on Technology and Operations Management (ICTOM 2012).

Razalli, Mohd. Rizal (2012). Aplikasi Kontrak Muaamalat dalam pengurusan hotel halal: Satu tinjauan awal. The Fifth Foundation of Islamic Finance (FIFC 2012).

Razalli, Mohd. Rizal (2012). Outsourcing performance implication of supplier-manufacturer relationships and the perceived impact of environmental dynamism in Malaysia Electrical and Electronic industry. International Conference on Business and Economics Research (ICBER).

Razalli, Mohd. Rizal (2012). Relationship orientation of supplier-manufacturer and sourcing project success: Partial Least Squares analysis. 3rd International Conference of Technology and Operations Management (ICTOM 2012), 4-6 July, Bandung, Indonesia.

Razalli, Mohd. Rizal (2011). Radical innovation in financial institution: Exploring the Business Process Reengineering (BPR) practices and the level of its implementation in Nigeria. 3rd International conference on Arab and Malaysian Global Business and Entrepreneurship held at AMGBE, Amman, Jordan. July 9-13, 2011.

Razalli, Mohd. Rizal (2011). Factors of maintenance in design stage in construction. Simposium Pengurusan Teknologi, Operasi, dan Logistik 2011 (SIPTIK), 13-14 Dec, STML, UUM, Malaysia.

Razalli, Mohd. Rizal (2011). Measuring service quality at Uni- Mart UUM. Simposium Pengurusan Teknologi, Operasi, dan Logistik 2011 (SIPTIK), 13-14 Dec, STML, UUM, Malaysia

Razalli, Mohd. Rizal (2011). Effect of TQM at Maker Recipe Sdn Bhd. Simposium Pengurusan Teknologi, Operasi, dan Logistik 2011 (SIPTIK), 13-14 Dec, STML, UUM, Malaysia

Razalli, Mohd. Rizal (2011). Assessing customer satisfaction at private clinics. Simposium Pengurusan Teknologi, Operasi, dan Logistik 2011 (SIPTIK), 13-14 Dec, STML, UUM, Malaysia.

Monograph

Razalli, Mohd. Rizal (2014). Best Practice of Outsourcing in Electrical and Electronics Companies in Malaysia.

Presentation of Refereed Papers

International

Razalli, Mohd. R. (2011). Radical innovation in financial institution: Exploring the Business Process Reengineering (BPR) practices and the level of its implementation in Nigeria. Paper presented at AMGBE, Amman, Jordan.

Local

Razalli, Mohd. R. & Mahmud Mohiyuddin, S. (2011). Effect of TQM at Maker Receipe Sdb Bhd. Symposium of Technology Management and Operations and Logistics, uum, Malaysia.

Razalli, Mohd. R. & Samingan, S. (2011). Assessing customer satisfaction at private clinics. Symposium of Technology Management and Operations and Logistics, uum, Malaysia.

Razalli, Mohd. R. & Abdul Rahman, N. (2011). Measuring service quality at Uni- Mart UUM. yposium of Technology Management and Operations and Logistics, uum, Malaysia.

Razalli, Mohd. R. & Abdullah, F. (2011). Factors of maintenance in design stage in construction. Symposium of Technology Management and Operations and Logistics, uum, Malaysia.

Grants

Funded

2014: Razalli, Mohd. Rizal Best practices of GLCs in Malaysia: An Early Warning System, Co-Principal Investigator.

2014: Razalli, Mohd. Rizal Exploring the Halal-based service operations practices for hotel, Principal Investigator.

2014: Razalli, Mohd. Rizal The relationship between key internal factors and change sense of urgency: A study on competitiveness of UUM, Co-Principal Investigator.

2014: Razalli, Mohd. Rizal Re-modelling R&D in Malaysia: Implications for follow up research and after decision evaluation, Co-Principal Investigator.

2014: Razalli, Mohd. Rizal Exploring the implementation of BPR and IT capability in Islamic Banks in Malaysia: Effects on the performacce, Co-Principal Investigator.

2014: Razalli, Mohd. Rizal The effect of quality management behavior on quality perception of UUM staff: The mediator role of organizational culture and job satisfaction, Principal Investigator.

2014: Razalli, Mohd. Rizal Outsourcing success: Electrical and Electronic companies in Malaysia, Principal Investigator.

2014: Razalli, Mohd. Rizal Kajian Transformasi Jabatan Alam Sekitar Malaysia: Fasa 2.

2013: Razalli, Mohd. Rizal Towards Halal-based service operations practices: A case study of EDC-UUM, Principal Investigator.

2013: Razalli, Mohd. Rizal Effect of Business Process Reengineering factors on organizational performance of Nigerian banks: The role of IT Capability as a moderator, Principal Investigator.

2013: Razalli, Mohd. Rizal Assessment of the management effectiveness: The case of Pulau Tioman Marine Park, Pahang, Co-Principal Investigator.

2013: Razalli, Mohd. Rizal Kajian Transformasi Jabatan Alam Sekitar Malaysia: Fasa 1.

2012: Mohamed Udin, Z., Yusoff, R. Z. , Mohtar, S., Ahmad, F., Razalli, M. R., Abdu IAziz Othman, Jafni Azhan Ibrahim, Rajoo Ramanchandram, Shahmir Sivaraj Abdullah, Jeffrey Azhar Talib and Mohamad Ghozali Hassan Assessment On Management Effectiveness Of Pulau Payar Marine Park: Case study, Co-Principal Investigator, JTLM.

2012: Razalli, Mohd. R., Abdul Talib, A. N. , & Hassan, M. G., Construction A Model Of Sourcing Project Success Towards Economic Transformation Programmes (Etp): The Case Of Supplier-Manufacturer In Malaysia, Universiti.

2011: Razalli, Mohd. Rizal Assesment on Management Effectiveness of Pulau Payar Marine Park, Co-Principal Investigator.

Pending

2014: Razalli, Mohd. Rizal Assessment of the management effectiveness: The case of Pulau Tinggi Marine Park, Johor.

2014: Razalli, Mohd. Rizal A survey of Customer Satisfaction in Pulau Payar Marine Park.

Research Reports

2011: Razalli, Mohd. R., Exploring the Halal-based service operations practices for hotel in Malaysia., submitted to -.

2011: Razalli, Mohd. R., Towards Halal-based service operations practices: A case study of EDC-UUM., submitted to -.

2011: Razalli, Mohd. R., The relationship between key internal factors and change sense of urgency: A case study of competitiveness of UUM., submitted to -.

2011: Razalli, Mohd. R., Best practices of GLCs in Malaysia: An establishment of Early Warning Systems., submitted to -.

2011: Razalli, Mohd. R., Construction of model of sourcing success toward Economic Transformation Programme: The case of supplier-manufacturer in Malaysia., submitted to -.

2011: Razalli, Mohd. R., Assessment on the management effectiveness of Pulau Payar Marine Park., submitted to -.

SERVICE:

Service to the University

Department Assignments

Member:

2012: International Conference of Technology & Operations Management Committee members
2012: Research and Publication committee
2012: Task Force for Perbadanan Nasional Berhad Chair
2011: Internal ISO auditor
2011: Principal Researcher of IMBRE
2011: Business and Management Discourse committee
2011-2012: Research Fellow CUIIC
2011-2012: MBA Coordinator
2009-2010 – 2011-2012: Committee member: COPPA documentation
2010: Committee member of AQA COB (Accreditation and Quality Assurance)
2010: Member of postgraduate MQA documentation committee
2009: Committee member: Postgraduate Study Development
2009: Principal of Petronas Residential Hall
2008: Track and field – Long jump and running for Staff Games
2008: Volleyball player for Cenderawasih team for Staff Games
2008: Internal reviewer for Technology Management program
2008: UUM-PRIBUMI INVESTMENT CAMP – Committee member
2008: Trainer MQF documents for POM & MOT
2008: Editor for Journal of Technology & Operations Management

College Assignments

Other Institutional Service Activities:

2009-2010: Coordinator: Coordinator for Management Science - 2009
2008-2009: Paper Reviewer: Paper reviewer for National HRM Conference (2008)
2008-2009: Examiner: Proposal Examiner - Mohamad Faizal Ahmad Zaidi (2008)
2008-2009: Examiner: Proposal examiner - Nurul Azita Salleh (2008)
2007-2008: Paper Reviewer: Paper reviewer for journal of Technology Management (2007)
2007-2008: Panel: Panel Postgraduate Colloquium (2007)

Chair:

2008-2009: Chairman: Chairman for pre-viva session - Low Chong Shyang (2008)

Member:

2008 – 2009: Coordinator (Course: Management Science)
2008: Persatu (Representative for COB)

University Assignments

Other Institutional Service Activities:

2012: Examiner: 2. Examiner for PhD (2012) a. Bassim Abdul Majeed Samander
2012: Examiner: 1. Examiner for DBA (2012) a. Nik Nor Hasimah Nik Ismail
2009: Proposal examiner for PhD student: a. Gerilyanshah Basrindu
2008: Chairman for pre-viva session for a master student: a. Low Chong Shyang
2008: Proposal examiner for staff of College of Business: a. Nurul Azita Salleh b. Mohamad Faizal Ahmad Zaidi
2008-2009: Persatu: Representative for COB - 2008

Service to the Profession

Reviewer - Article / Manuscript

2007: Asian Academy of Management Conference.

2005: International Conference on Operations and Supply Chain Management.

Reviewer - Book / Textbook

2011: Reviewer for staff's research.

Reviewer: Ad Hoc Reviewer for a Journal

2009: Panel reviewer for International Postgraduate Business Journal.

Reviewer: Book / Textbook

2007: Panel for the 6th FPT postgraduate colloquium.

Reviewer: Conference Paper

2008: Paper reviewer for the 4th National HRM Conference.

Faculty Development

Other Professional Development

2011: Redesigning the MBA, -, Singapore. Participant

2010: Structural Equation Modeling, -, Unknown.

2010: Toward High Impact Journals, -, Unknown.

2009: Professional talk on: Lessons learned in Project Management, -, Unknown. Participant

2008: Bengkel Pengurusan Jurnal, Sintok, Malaysia-Kedah.

Professional Seminars / Workshops

2011: Halal Internal Auditing Workshop, -, Unknown.

2011: ISO 9001 Internal Auditor Workshop, -, Unknown.

2011: Knowledge Transfer Programme Workshop, -, Unknown.

2011: Research Report Workshop, -, Unknown.

2009: Structural Equation Modeling Workshop, Sintok, Malaysia-Kedah.

2009: Seminar on Managing International students: Issues and challenges, -, Unknown. Participant

2009: Structural Equation Modeling Workshop, -, Unknown.

2008: "Cream Research Fund 2008/2009" Workshop, -, Unknown.

Technology-Related Training

2011: Introduction to SAP-ERP with Global Bike Inc. V2.0, -, Unknown.

Honors & Awards

Honor

2008: , award (JPA/UUM). SLAB

2003: , Performance evaluation UUM. "Cemerlang" (Excellence)

2001: , Performance evaluation UUM. "Terpuji" (Honor)

1998: , Indiana University. Honor List

1996: , Mara Scholarship. Dean's List

1996: , Mara Community College. Dean's List

References

Dr. Norlena Hasnan, College of
Business, UUM email:
norlena@uum.edu.my

Dr. Nor Hasni Osman, College of
Business, UUM email:
has1218@uum.edu.my

Dr. Siti Norezam Othman email:
norezam@uum.edu.my

Last updated by member on 09-Mar-15 (05:38 PM)