

PROFESSOR STANISLAV KARAPETROVIC, PH.D. , P.ENG.

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POSITIONS (PRINCIPAL)

July 2005 - Present **Professor**
Department of Mechanical Engineering
University of Alberta
Edmonton, Alberta, Canada

July 2003 - June 2005 **Associate Professor**
Department of Mechanical Engineering
University of Alberta
Edmonton, Alberta, Canada

July 2000 - June 2003 **Assistant Professor**
Department of Mechanical Engineering
University of Alberta
Edmonton, Alberta, Canada

Sept. 1998 - June 2000 **Assistant Professor**
Department of Industrial Engineering
Dalhousie University / Daltech
Halifax, Nova Scotia, Canada

REGISTRATIONS (Current)

2000 - Present **Professional Engineer**
Association of Professional Engineers and Geoscientists of Alberta

POSITIONS (STANDARDIZATION: Selected)

- Mar. 2020 - Present **Convenor / Project Leader**
ISO/TC176/SC3/WG26 Electronic Commerce
International Organization for Standardization
- Oct. 2011 - Present **Convenor**
ISO/TC176/SC3/TF1 Customer Satisfaction Liaison Team
International Organization for Standardization
- June 2018 - Mar. 2020 **Co-Convenor**
ISO/TC176/TF4 Future Concepts in Quality Management
International Organization for Standardization
- Nov. 2015 - Nov. 2018 **Project Leader**
ISO/TC176/SC3/WG18 Customer Satisfaction
International Organization for Standardization
- Feb. 2009 - Nov. 2013 **Convenor**
ISO/TC176/TG Portfolio Management
International Organization for Standardization

POSITIONS (ADDITIONAL: Selected)

- Nov. 2015 - 2018 **Co-Editor**
The TQM Journal
Emerald Group Publishing Limited
Bingley, United Kingdom
- Sept. 2012 - June 2013 **Visiting Professor**
Department of Organizational Economy
Polytechnic University of Cartagena (UPCT)
Cartagena, Murcia, Spain
- July 2005 - June 2006 **Visiting Professor**
School of Engineering
University of Girona (UdG)
Girona, Catalonia, Spain

EDUCATION

- October 1998 **Doctor of Philosophy (Industrial Engineering)**
Department of Mechanical and Industrial Engineering
University of Manitoba
Winnipeg, Manitoba, Canada
- February 1996 **Master of Science (Industrial Engineering)**
Department of Mechanical and Industrial Engineering
University of Manitoba
Winnipeg, Manitoba, Canada
- October 1994 **Graduated Mechanical Engineer (Dipl. Ing.)**
Faculty of Mechanical Engineering
University in Belgrade
Belgrade, Serbia

RESEARCH AWARDS (Selected)

- ◆ **Best Paper Award**
Awarded for conference paper "Designing Sustainable Development Indicators: Analysis for a Case Utility" (with Searcy and McCartney) on the "Best Practices in Services and Public" sub-theme of the *10th Int. Conf. on ISO 9000 & TQM* in March 2005.
- ◆ **Best Paper Award**
Awarded for conference paper "Integration of Performance Measurement, Modeling and Management in Education" (with Grygoryev) on the "Business Excellence in Education and Public" sub-theme of the *8th Int. Conf. on ISO 9000 & TQM* in April 2003.
- ◆ **Citation of Excellence Award**
Awarded for journal paper "Self-Audit of Process Performance" (with Willborn) by the Editorial Advisory Board of *Emerald Reviews* in April 2002.
- ◆ **2001 Highly Commended Award**
Awarded for journal paper "Generic Audit of Management Systems: Fundamentals" (with Willborn) by the Editorial Board of the *Managerial Auditing Journal* in May 2001.
- ◆ **Best Paper Award**
Awarded for conference paper "Integration of Management Systems and Supporting Audits: Toward a Universal System and Standard" on the "ISO 9000 and TQM for Integrated Management" sub-theme of the *6th Int. Conf. on ISO 9000 & TQM* in April 2001.
- ◆ **1999 Highly Commended Award**
Awarded for journal paper "Integrated Audit of Management Systems" (with Willborn) by the Editorial Board of the *Int. Journal of Quality & Reliability Management* in May 1999.

RESEARCH HONOURS (Selected)

- ◆ **Keynote Speaker**
20th International Conference on ISO & TQM
Buraimi, Oman, September 2016.
- ◆ **Keynote Speaker**
19th Toulon-Verona International Conference
Huelva, Spain, September 2016.
- ◆ **Keynote Speaker**
19th International Conference on ISO & TQM
Nairobi, Kenya, April 2015.
- ◆ **Keynote Speaker**
18th International Conference on ISO & TQM
Kuching, Malaysia, April 2014.
Keynote Paper: “Usage of ISO 10000 Augmentative Standards in Serbia” (with Spasojevic-Brkic)
- ◆ **Keynote Speaker**
17th International Conference on ISO & TQM
Sydney, Australia, August 2013.
Keynote Paper: “An Investigation of the Integration of Standardized Management Systems in Canada” (with Durdevic and Searcy)
- ◆ **Keynote Speaker**
16th International Conference on ISO 9000 & TQM
Vaxjo, Sweden, July 2012.
- ◆ **Keynote Speaker**
15th International Conference on ISO 9000 & TQM
Kuala Lumpur, Malaysia, July 2011.
- ◆ **Keynote Speaker**
14th International Conference on ISO 9000 & TQM
Scranton, Pennsylvania, United States of America, April 2010.
- ◆ **Keynote Speaker**
13th International Conference on ISO 9000 & TQM
Subang Jaya, Malaysia, March 2008.
- ◆ **Guest Editor**
Special Issue on Integrated Management Systems
The TQM Journal
Vol. 22, No. 6, 2010

JOURNAL PAPERS (Selected: More than 100 citations on “Google Scholar” – 1/2)

1. Simon, A., Karapetrovic, S., Casadesus, M. (2012), “Difficulties and Benefits of Integrated Management Systems”, *Industrial Management & Data Systems*, Vol. 112, No. 5, pp. 828-846
2. Simon, A., Karapetrovic, S., Casadesus, M. (2012), “Evolution of Integrated Management Systems in Spanish Firms”, *Journal of Cleaner Production*, Vol. 23, No. 1, pp. 8-19
3. Bernardo, M., Casadesus, M., Karapetrovic, S., Heras, I. (2012), "Integration of Standardized Management Systems: Does the Implementation Order Matter?", *International Journal of Operations and Production Management*, Vol. 32, No. 3, pp. 291-307
4. Bernardo, M., Casadesus, M., Karapetrovic, S., Heras, I. (2012), "Do Integration Difficulties Influence Management System Integration Levels?", *Journal of Cleaner Production*, Vol. 21, No. 1, pp. 23-33
5. Simon, A., Bernardo, M., Karapetrovic, S., Casadesus, M. (2011), “Integration of Standardized Environmental and Quality Management Systems Audits”, *Journal of Cleaner Production*, Vol. 19, No. 17-18, pp. 2057-2065
6. Bernardo, M., Casadesus, M., Karapetrovic, S., Heras, I. (2010), "An Empirical Study on the Integration of Management System Audits", *Journal of Cleaner Production*, Vol. 18, No. 5, pp. 486-495
7. Karapetrovic, S., Casadesus, M., Heras, I. (2010), "What Happened to the ISO 9000 Lustre: An Eight-Year Study", *Total Quality Management and Business Excellence*, Vol. 21, No. 3, pp. 245-267
8. Bernardo, M., Casadesus, M., Karapetrovic, S., Heras, I. (2009), "How Integrated are Environmental, Quality and Other Standardized Management Systems: An Empirical Study", *Journal of Cleaner Production*, Vol. 17, No. 8, pp. 742-750
9. Karapetrovic, S., Casadesus, M. (2009), "Implementing Environmental with Other Standardized Management Systems: Scope, Sequence, Time and Integration", *Journal of Cleaner Production*, Vol. 17, No. 5, pp. 533-540
10. Rocha, M., Searcy, C., Karapetrovic, S. (2007), “Integrating Sustainable Development Into Existing Management Systems”, *Total Quality Management and Business Excellence*, Vol. 18, No. 1-2, pp. 83-92
11. Casadesus, M., Karapetrovic, S. (2005), “An Empirical Study of the Benefits and Costs of ISO 9001: 2000 Compared to ISO 9001/2/3: 1994”, *Total Quality Management and Business Excellence*, Vol. 16, No. 1, pp. 105-120
12. Casadesus, M., Karapetrovic, S. (2005), “Has ISO 9000 Lost Some of Its Lustre: A Longitudinal Impact Study”, *International Journal of Operations and Production Management*, Vol. 25, No. 6, pp. 580-596

JOURNAL PAPERS (Selected: More than 100 citations on “Google Scholar” - 2/2)

13. Casadesus, M., Karapetrovic, S. (2005), "The Erosion of ISO 9000 Benefits: A Temporal Study", *International Journal of Quality and Reliability Management*, Vol. 22, No. 2, pp. 120-136
14. Beckmerhagen, I.A., Berg, H.P., Karapetrovic, S., Willborn, W. (2004), "On the Effectiveness of Quality Management System Audits", *TQM Magazine*, Vol. 16, No. 1, pp. 14-25
15. Jonker, J., Karapetrovic, S. (2004), "Systems Thinking for the Integration of Management Systems", *Business Process Management Journal*, Vol. 10, No. 6, pp. 608-615
16. Karapetrovic, S., Jonker, J. (2003), "Integration of Management Systems: Searching for a Recipe and Ingredients", *Total Quality Management*, Vol. 14, No. 4, pp. 451-459
17. Beckmerhagen, I.A., Berg, H.P., Karapetrovic, S., Willborn, W. (2003), "Integration of Management Systems: Focus on Safety in the Nuclear Industry", *International Journal of Quality and Reliability Management*, Vol. 20, No. 2, pp. 210-228
18. Karapetrovic, S. (2003), "Musings on Integrated Management Systems", *Measuring Business Excellence*, Vol. 7, No. 1, pp. 4-13
19. Karapetrovic, S. (2002), "Strategies for the Integration of Management Systems and Standards", *TQM Magazine*, Vol. 14, No. 1, pp. 61-67
20. Karapetrovic, S., Willborn, W. (2001), "Audit and Self-Assessment in Quality Management: Comparison and Compatibility", *Managerial Auditing Journal*, Vol. 16, No. 6, pp. 366-377
21. Karapetrovic, S., Willborn, W. (2000), "Generic Audit of Management Systems: Fundamentals", *Managerial Auditing Journal*, Vol. 15, No. 6, pp. 279-294
22. Karapetrovic, S., Willborn, W. (2000), "Quality Assurance and Effectiveness of Audit Systems", *International Journal of Quality and Reliability Management*, Vol. 17, No. 6, pp. 679-703
23. Karapetrovic, S., Rosenbloom, E.S. (1999), "A Quality Control Approach to Consistency Paradoxes in AHP", *European Journal of Operational Research*, Vol. 119, No. 3, pp. 704-718
24. Karapetrovic, S., Willborn, W. (1998), "The Systems View for Clarification of Quality Vocabulary", *International Journal of Quality and Reliability Management*, Vol. 15, No. 1, pp. 99-120
25. Karapetrovic, S., Willborn, W. (1998), "Integration of Quality and Environmental Management Systems", *TQM Magazine*, Vol. 10, No. 3, pp. 204-213

JOURNAL PAPERS (Selected: 30 additional in “Scopus” - 1/3)

1. Khan, M.A.R., Karapetrovic, S., Carroll, L. (2018), "ISO 10004-Based Measurement and Integrative Augmentation in a Health Care Continuum", *International Journal for Quality Research*, Vol. 12, No. 4, pp. 1017-1030
2. Tomic, B., Spasojevic Brkic, V., Karapetrovic, S., Pokrajac, D., Milanovic, D., Babic, B., Djurdjevic, T. (2016), "Organizational Culture, Quality Improvement Tools and Methodologies, and Business Performance of a Supply Chain", *Proceedings of the Institution of Mechanical Engineers, Part B: Journal of Engineering Manufacture*, Vol. 231, No. 13, pp. 2430-2442
3. Khan, M.A.R., Karapetrovic, S. (2015), "Establishing an ISO 10001-Based Promise in Inpatients Care", *International Journal of Health Care Quality Assurance*, Vol. 28, No. 2, pp. 100-114
4. Simon, A., Petnji-Yaya, L., Karapetrovic, S., Casadesus, M. (2014), "Can Integration Difficulties Affect Innovation and Satisfaction", *Industrial Management and Data Systems*, Vol. 114, No. 2, pp. 183-202
5. Corona Suarez, G.A., Abourizk, S.M., Karapetrovic, S. (2014), "Simulation-Based Fuzzy Logic Approach to Assessing the Effect of Project Quality Management on Construction Performance", *Journal of Quality and Reliability Engineering*, Volume 2014, 18 pages
6. Simon, A., Petnji-Yaya, L., Karapetrovic, S., Casadesus, M. (2014), "An Empirical Analysis of the Integration of Internal and External Management System Audits", *Journal of Cleaner Production*, Vol. 66, No. 1, pp. 499-506
7. Simon, A., Bernardo, M., Karapetrovic, S., Casadesus, M. (2013), "Implementing Integrated Management Systems in Chemical Firms", *Total Quality Management and Business Excellence*, Vol. 24, No. 3-4, pp. 294-309
8. Castillo Rojas, S. M., Casadesus, M., Karapetrovic, S., Coromina, L., Heras, I., Martin, I. (2012), "Is Implementing Multiple Management System Standards a Hindrance to Innovation?", *Total Quality Management and Business Excellence*, Vol. 23, No. 9-10, pp. 1075-1088
9. Searcy, C., Morali, O., Karapetrovic, S., Wichuk, K., McCartney, D., McLeod, S., Fraser, D. (2012), "Challenges in Implementing a Functional ISO 14001 Environmental Management System", *International Journal of Quality and Reliability Management*, Vol. 29, No. 7, pp. 779-796
10. Casadesus, M., Karapetrovic, S., Heras, I. (2011), "Synergies in Standardized Management Systems: Some Empirical Evidence", *The TQM Journal*, Vol. 23, No. 1, pp. 73-86

JOURNAL PAPERS (Selected: 30 additional in “Scopus” - 2/3)

11. Bernardo, M., Casadesus, M., Karapetrovic, S., Heras, I. (2011), "Relationships between the Integration of Audits and Management Systems: An Empirical Study", *TQM Journal*, Vol. 23, No. 6, pp. 659-672
12. Searcy, C., McCartney, D., Karapetrovic, S. (2008), “Identifying Priorities for Action in Corporate Sustainable Development Indicator Programs”, *Business Strategy and the Environment*, Vol. 17, No. 2, pp. 137-148
13. Searcy, C., Karapetrovic, S., McCartney, D. (2008), “Application of a Systems Approach to Sustainable Development Performance Measurement”, *International Journal of Productivity and Performance Measurement*, Vol. 57, No. 2, pp. 182-197
14. Searcy, C., Karapetrovic, S., McCartney, D. (2007), “Integrating Sustainable Development Indicators with Existing Business Infrastructure”, *International Journal of Innovation and Sustainable Development*, Vol. 1, No. 4, pp. 389-411
15. Searcy, C., McCartney, D., Karapetrovic, S. (2007), “Sustainable Development Indicators for the Transmission System of an Electrical Utility”, *Corporate Social Responsibility and Environmental Management*, Vol. 14, No. 3, pp. 135-151
16. Hughes, S., Karapetrovic, S. (2006), “ISO 10002 Complaints Handling System: A Study”, *International Journal of Quality and Reliability Management*, Vol. 23, No. 9, pp. 1158-1175
17. Wilcock, A., Karapetrovic, S., Boys, K., Piche, P. (2006), "Use of ISO 9004: 2000 and Other Business Excellence Tools in Canada", *International Journal of Quality and Reliability Management*, Vol. 23, No. 7, pp. 828-846
18. Searcy, C., Karapetrovic, S., McCartney, D. (2005), "Designing Sustainable Development Indicators: Analysis for a Case Utility", *Measuring Business Excellence*, Vol. 9, No. 2, pp. 33-41
19. Grygoryev, K., Karapetrovic, S. (2005), "Tracking Classroom Teaching and Learning: An SPC Application", *Quality Engineering*, Vol. 17, No. 3, pp. 405-418
20. Boys, K., Wilcock, A., Karapetrovic, S., Aung, M. (2005), “Evolution Towards Excellence: Use of Business Excellence Programs by Canadian Organizations”, *Measuring Business Excellence*, Vol. 9, No. 4, pp. 4-15
21. Grygoryev, K., Karapetrovic, S. (2005), "An Integrated System for Educational Performance Measurement, Modeling and Management at the Classroom Level", *TQM Magazine*, Vol. 17, No. 2, pp. 121-136

JOURNAL PAPERS (Selected: 30 additional in “Scopus” - 3/3)

22. Boys, K., Karapetrovic, S., Wilcock, A. (2004), "Is ISO 9004 a Path to Business Excellence? Opinion of Canadian Standards Experts", *International Journal of Quality and Reliability Management*, Vol. 21, No. 8, pp. 841-860
23. Dee, B., Karapetrovic, S., Webb, K. (2004), “As Easy As 10001,2,3”, *Quality Progress*, Vol. 36, No. 6, pp. 41-48
24. Beckmerhagen, I.A., Berg, H.P., Karapetrovic, S., Willborn, W. (2003), "Auditing in Support of the Integration of Management Systems: A Case from the Nuclear Industry", *Managerial Auditing Journal*, Vol. 18, No. 6, pp. 560-568
25. Ni, Z., Karapetrovic, S. (2003), "Perennial Self-Audit: Model and Applications", *Managerial Auditing Journal*, Vol. 18, No. 5, pp. 363-373
26. Karapetrovic, S., Willborn, W. (2002), "Self-Audit of Process Performance", *International Journal of Quality and Reliability Management*, Vol. 19, No. 1, pp. 24-45
27. Karapetrovic, S. (2002), "Why and How to Develop a Meaningful Quality Assurance System in Engineering Schools", *International Journal of Engineering Education*, Vol. 18, No. 3, pp. 285-294
28. Karapetrovic, S., Willborn, W. (2001), "ISO 9000 Quality Management Standards and Financial Investment Services", *Service Industries Journal*, Vol. 21, No. 2, pp. 117-136
29. Karapetrovic, S. (1999), "ISO 9000: The System Emerging from the Vicious Circle of Compliance", *TQM Magazine*, Vol. 11, No. 2, pp. 111-120
30. Karapetrovic, S., Rajamani, D. (1998), "An Approach to the Application of Statistical Quality Control Techniques in Engineering Courses", *ASEE Journal of Engineering Education*, Vol. 87, No. 3, pp. 269-275

RESEARCH GRANTS (Selected)

- ◆ "Augmentative Integration of Standardized Management Systems"
Granting Agency: **Natural Sciences & Engineering Research Council (NSERC)**
Grant Type: Discovery Grant (Sole Investigator)
Term: April 2015 - March 2022
- ◆ "Integration of Augmentative Standardized Management Systems in Companies in Murcia"
Granting Agency: **Science & Technology Agency Murcia (Seneca Foundation)**
Grant Type: Sabbatical Grant (Sole Investigator)
Term: January 2013 - June 2013

TEACHING AWARDS (Selected)

- ◆ **Faculty of Engineering Undergraduate Teaching Award**
University of Alberta
Edmonton, Alberta
Canada
May 2007

- ◆ **Industrial Engineering Students at Daltech Teaching Award**
Dalhousie University
Halifax, Nova Scotia
Canada
May 2000

TEACHING OUTLINE

- ◆ **Taught 33 undergraduate courses / sections at three universities in Canada**

- ◆ **Taught more than 30 graduate courses / sections at three universities in Canada and Spain**

- ◆ **Selected courses developed (University of Alberta):**
 - ENGM 612 Quality Assurance and Assessment Systems
 - ENGM 611 Design and Integration of Standardized Systems
 - ENGM 510 Quality Engineering and Management

- ◆ **4.7 / 5.0 median student evaluation over 59 courses / sections evaluated**

GRADUATE STUDENT SUPERVISION

Supervised or co-supervised over 50 graduate students (Ph.D., M.Sc. and M.Eng.)