

### Academic Personnel Short Profile / Short CV

<b>University:</b>	University of Piraeus
<b>Surname:</b>	Pantouvakis
<b>Name:</b>	Angelos
<b>Rank:</b>	Associate Professor
<b>Faculty:</b>	Maritime and Industrial Studies
<b>Department:</b>	Maritime Studies
<b>Scientific Domain: *</b>	<ul style="list-style-type: none"> <li>• Quality management</li> <li>• Service Quality</li> <li>• Management and marketing of Services</li> <li>• Performance and benchmarking</li> </ul>

*\* Field of Specialization*

### Academic qualifications (list by highest qualification)

Qualification	Year	Awarding Institution	Department	Thesis title
Doctorate (Ph.D.)	1997	University of Cambridge, U.K.	Judge Business School / Queens' College	"Developing a performance measurement framework for the retail banking sector. Links and relationships to Organisation's responsiveness, service productivity and peoples' satisfaction"
Master of Business Administration (MBA)	1987	University of Nottingham, U.K.	Nottingham Business School	—
Bachelor Degree (B.Sc.)	1985	National Technical University of Athens, Greece	Department of Civil Engineering	—

**Employment history–List by the three (3) most recent**

Period of employment		Employer	Location	Position
From	To			
2016	Today	University of Piraeus	Piraeus, Greece	Associate Professor
2009	2016	University of Piraeus	Piraeus, Greece	Assistant Professor
2006	2009	University of Ioannina	Ioannina, Greece	Assistant Professor

**Key refereed journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected–(max total 10)**

Ref. Number	Year	Title	Other authors	Journal and Publisher /Conference	Vol.	Pages
1	2018	"The human talent and its role in ISM Code effectiveness and competitiveness in the shipping industry."	Pantouvakis Angelos, Karakasnaki Maria	<i>Maritime Policy &amp; Management</i>	45(5)	649-664
2	2018	"A multiple criteria approach for airline passenger satisfaction measurement and service quality improvement."	Tsafarakis Stelios, Theodosios Kokotas, Angelos Pantouvakis	<i>Journal of Air Transport Management</i>	68	61-75
3	2018	"The role of agility and organisational learning culture in forming long lasting relations in shipping."	Pantouvakis Angelos, Karakasnaki Maria	<i>International Journal of Shipping and Transport Logistics</i>	10(2)	160-180
4	2017	"Market orientation for sustainable performance and the inverted-U moderation of firm size: Evidence from the Greek shipping industry."	Pantouvakis Angelos, Ilias Vlachos, Panagiotis D. Zervopoulos	<i>Journal of Cleaner Production</i>	165	705-720
5	2017	"Role of the human talent in total quality management–performance relationship: an investigation in the transport sector."	Pantouvakis Angelos, Karakasnaki Maria	<i>Total Quality Management &amp; Business Excellence</i>	28(9)	959-973
6	2016	"Exploring different nationality perceptions of airport service quality."	Pantouvakis Angelos, Maria Francesca Renzi	<i>Journal of air transport management</i>	52	90-98
7	2013	"The impact of ISO 9001 effectiveness on the performance of service companies."	Psomas Evangelos L., Pantouvakis Angelos,	<i>Managing Service Quality: An International Journal</i>	23(2)	149-164

			Kafetzopoulos Dimitrios P.			
8	2013	"The link between organizational learning culture and customer satisfaction." <b>Most influential article</b>	Pantouvakis Angelos, Bouranta Nancy	<i>The Learning Organization</i>	20(1)	48-64
9	2013	"The interrelationship between service features, job satisfaction and customer satisfaction." <b>Emerald Literati award winning paper</b>	Pantouvakis Angelos, Bouranta Nancy	<i>The TQM Journal</i>	25(2)	181-201
10	2010	"The relative importance of service features in explaining customer satisfaction." <b>Emerald Literati award winning paper</b>	Pantouvakis Angelos	<i>Managing Service Quality: An International Journal</i>	20(4)	366-378

\*Specify venue, geographic location etc

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	2018-2020	Human Factors in shipping	I.M.E.C.	Academic Co-ordinator
2	1997-1999	Αξιολόγηση Επενδυτικού Σχεδίου Αναζήτηση Επιχειρηματικού Κεφαλαίου	Ελληνική Βιομηχανική εταιρεία	Συντονιστής
3	1997-1999	Μελέτη Εξαγοράς Επιχειρήσεως	Ξένος μεγάλος Ξενοδοχειακός	Συντονιστής

			όμιλος	
4	1997-1999	Ικανοποίηση πελατών, marketingplan, αξιολόγηση επικινδυνότητας χορηγήσεων	Ιονική Τράπεζα	Συντονιστής
5	1997-1999	Ανασχεδιασμός διαδικασιών, ποιότητα και ικανοποίηση για τον πολίτη	Υπουργεία Προεδρίας, Γεωργίας, Εργασίας, Υγείας, Μεταφορών	Συντονιστής κοινοπραξίας
6	1995-1997	Πιστοποίηση κατά ISO, επιχειρησιακό σχέδιο λειτουργίας, αξιολόγηση επενδύσεων	ΑΛΚΥΩΝ, CARDICO, ΣΙΑΜΙΔΗΣ, ΚΟΛΟΣΣΟΣ, GOODY'S, ΚΑΘΗΜΕΡΙΝΗ, ΠΛΑΣΤΙΚΑ ΚΡΗΤΗΣ	Μέλος ομάδων εργασίας
7	1995-1997	Μέτρηση ικανοποίησης χρηστών, μέτρηση παραγωγικότητας, αποτελεσματικότητας, ποιότητας υπηρεσιών	Ελληνικά Ταχυδρομεία, Δημόσιες Οικονομικές Υπηρεσίες, Τράπεζες	Γενικός Υπεύθυνος έρευνας
8	1995-1996	Ολοκληρωμένο σύστημα διαχείρισης πληροφοριών	ΓΓΔΕ/ ΥΠΕΧΩΔΕ	Συντονιστής κοινοπραξίας
9	1995-1996	Οργανόγραμμα, ανάλυση και περιγραφή θέσεων εργασίας, σύστημα κινήτρων	Δημοσία Επιχείρηση Πετρελαίου (ΔΕΠ/ΕΚΥ)	Συντονιστής έργου
10	1993-1994	Έλεγχος και αξιολόγηση υποπρογραμμάτων, μέτρων και έργων του Π.Ε.Π. Ανατολικής Μακεδονίας Θράκης	Υπουργείο Εθνικής Οικονομίας	Συντονιστής κοινοπραξίας
11	1992-1994	Αξιολόγηση τουριστικών εγκαταστάσεων χώρας, Εθνικό σχέδιο παρέμβασης, πρόγραμμα βελτίωσης της ποιότητας των παρεχομένων υπηρεσιών, εξεύρεση πόρων από διεθνείς οργανισμούς, χρηματοοικονομική παρακολούθηση έργων	Υπουργείο Τουρισμού/ E.B.R.D.	Υπεύθυνος Έργου

12	1992-1994	Πρόγραμμα εκσυγχρονισμού, στρατηγικού επανακαθορισμού αγορών και ανασχεδιασμού διαδικασιών, ανάπτυξη δικτύου πώλησης, αξιολόγηση εναλλακτικών σεναρίων	ROMGAS/ Ε.Ο.Κ.	Υπεύθυνος για Έλεγχο ποιότητας τελικού προϊόντος
13	1991-1994	Πρόγραμμα εκσυγχρονισμού, ιδιωτικοποίησης, ανασχεδιασμού δομών και διαδικασιών και επικοινωνιακής υποστήριξης, αξιολόγησης εναλλακτικών σχεδίων και επενδύσεων, στελέχωσης προσωπικού.	Υπουργείο Μεταφορών της Βουλγαρίας/ Ε.Ο.Κ.	Γενικός Συντονιστής Κοινοπραξίας- Έργου
14	1990-1993	Πρόγραμμα εκσυγχρονισμού, στρατηγικού σχεδιασμού, ιδιωτικοποίησης, ανασχεδιασμού δομών και διαδικασιών και επικοινωνιακής υποστήριξης, αξιολόγησης εναλλακτικών σχεδίων και επενδύσεων.	Υπουργείο Μεταφορών της Πολωνίας/ Ε.Ο.Κ.	Γενικός Υπεύθυνος Έργου
15	1985-1988	Επίβλεψη & επιθεώρηση μεγάλων Τεχνικών έργων (οικοδομικά, τεχνικά συγκοινωνιακών)	Υπουργείο Δημοσίων Έργων	Επιβλέπων Μηχανικός

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

<b>Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent</b>				
<b>Ref. Number</b>	<b>Period</b>	<b>Organization</b>	<b>Title of Position or Service</b>	<b>Key Activities</b>
1	2001-2004	ΓΕΝΙΚΟ ΚΡΑΤΙΚΟ ΝΙΚΑΙΑΣ,	ΔΙΟΙΚΗΤΗΣ/ Governor	
2	6/2003-6/2012	ΚΑΡΑΜΟΛΕΓΚΟΣ Α.Ε. (Χρηματιστήριο Αξιών Αθηνών)	Vice-chairman of the Board of Directors	Product development, sales network, stock market management.
3	1996-2001	ΕΛΛΗΝΙΚΟ ΚΕΝΤΡΟ ΠΑΡΑΓΩΓΙΚΟΤΗΤΑΣ,	DIRECTOR GENERAL	Organization and corporate reorganization consultant, improving the image and corporate image of the Group.
4	9/2000-5/2006	ΒΕΤΕΡΙΝ Α.Ε (Χρηματιστήριο Αξιών Αθηνών)	Vice-chairman of the Management Board.	Efficiency indicators, Development of an optimal sales network.
5	2/1997-6/2000	Γ.Π.Ν.Α. "Ο	Member of the Management	Development of evaluation systems,

		ΕΥΑΓΓΕΛΙΣΜΟΣ”	Board.	Patient Satisfaction Indicators, Renovation of clinics.
6	2016-Today	Journal of Service Theory and Practice	Member of the Editorial Board.	Evaluation and reviewing the submitted articles.
7	2010-today	(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	Ad hoc reviews for these journals	Evaluation and reviewing the submitted articles.

**Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10)**

Ref. Number	Date	Title	Awarded by:
1	2018	<u>Among the most downloaded articles.</u> “A multiple criteria approach for airline passenger satisfaction measurement and service quality improvement.”	Air Transport Management Journal
2	2016	<u>Invited Reviewer</u> of the National Assessment of Italian National Research (ANVUR– CINECA)	
3	2016	<u>Best Paper Award.</u> “Exploring the Role of Human Talent in the Total Quality Management – Performance Relationship”.	19 QMOD Conference
4	2014	<u>Among the Best submissions.</u> “Market Orientation and Service Quality: Opponents or Colleagues?”	16 QMOD Conference
5	2014	<u>Highly Commended Paper Award winner.</u> “The interrelationship between service features, job satisfaction and customer satisfaction: Evidence from the transport sector”, The TQM Journal, 25, issue 2.	EMERALD LITERATI
6	2013	<u>Recognized as “among the most influential recent articles” and “fantastic contribution” published</u> “The link between organizational learning culture and customer satisfaction: Confirming relationship and exploring moderating effect”.	The Learning Organization Journal
7	2013	<u>Recognized as “among the most influential recent articles”</u> “The impact of ISO 9001 effectiveness on the performance of service companies.”	Managing Service Quality Journal
8	2013	<u>Among the most frequently downloaded articles.</u> “The impact of internal service quality and learning organization on clinical leaders’ job satisfaction in hospital care services”.	Leadership in Health Services
9	2011	<u>Among the Best submissions award to IAME 2011</u> “The role of corporate agility and perceived price on the service quality – customer satisfaction link. Some preliminary evidence from the port industry”	IAME 2011 Conference
10	2010	<u>Highly Commended Paper Award winner</u> “The Relative Importance of Service Features in Explaining Customer Satisfaction: A Comparison of Measurement Models”	Managing Service Quality ,EMERALD LITERATI

**Other Achievements. List the five (5) more recent and other five (5) selected.  
(max total 10)**

Ref. Number	Date	Title	Key Activities:
1	9/2018	<b>Chairman</b> of the Department of Maritime Studies of University of Piraeus.	<ol style="list-style-type: none"> <li>1. Leadership and Management</li> <li>2. Responsibility for Teaching and Students</li> <li>3. Responsibility for Research</li> <li>4. Knowledge Transfer</li> <li>5. People Management</li> <li>6. Financial Management</li> <li>7. Quality Assurance</li> <li>8. Development of Academic/Research Standing</li> <li>9. Person Specification for Head of Department</li> </ol>
2	–	<b>Chairman</b> of the Hellenic Association of Maritime Economists.	–
3	–	<b>Chairman</b> of The European Institute of Shipping and Transport.	–
4	2019	<b>Invited speaker</b> in 22nd Qmod Conference in Krakow.	To supplement the theoretical knowledge of attendants-participants on their functional domain (topic of lecture) by sharing industry-oriented ideas and practices that help them gain a broader perspective and develop practical insights.
5	2017	<b>Invited speaker</b> , 30 CEO's breakfast main speech on "Customer Journey and Customer	To supplement the theoretical knowledge of the 30 CEO's on their functional domain (topic of



		Experience”, Athens Sofitel.	lecture) by sharing industry-oriented ideas and practices that help them gain a broader perspective and develop practical insights.
6	2015	<b>Welcome note speaker</b> , Econ-Ship 2015, June 23, Chios Island.	To supplement the theoretical knowledge of attendants-participants on their functional domain (topic of lecture) by sharing industry-oriented ideas and practices that help them gain a broader perspective and develop practical insights.
7	2015	<b>Invited Speaker</b> , European Maritime Day 2015, Piraeus, Education and Training for the Maritime Sector.	To supplement the theoretical knowledge of attendants-participants on their functional domain (topic of lecture) by sharing industry-oriented ideas and practices that help them gain a broader perspective and develop practical insights.
8	2015	<b>Session Chair</b> , Academy of Marketing Science® World Marketing Congress, Bari, 14-18 July.	<ul style="list-style-type: none"> <li>• Review the submitted articles for the session</li> <li>• Introduce the session topic</li> <li>• Introduce the speakers</li> <li>• Maintain the program schedule.</li> </ul>
9	2014	<b>Invited Speaker</b> “Roma Tre University”.	–
10	2014	<b>Invited Contributor</b> , “Encyclopedia of Services”, SAGE Publications.	–