

## Curriculum Vitae

<b>Surname:</b>	Wurjaningrum
<b>First Name:</b>	Febriana
<b>Date of Birth:</b>	4 – 2 - 1971
<b>Academic Qualification:</b>	Assoc. Professor
<b>Venia Legendi (qualification to teach):</b>	Operations and Supply Chain Management Operations Strategy Quality Management
<b>Further Qualifications:</b>	NA

<b>At the Higher Education Institution since:</b>	1990
<b>Level of Employment:</b>	Assoc. Professor
<b>Teaching Focus:</b>	Operations and Supply Chain Management, Operations Strategy, Project Management, Innovation Management, Quality Management
<b>Interdisciplinary Aspects:</b>	Introduction to Business, Introduction to Management, Quantitative Management, Business Communication, Entrepreneurship
<b>Activities in the Areas:</b>	
- <b>Further Education</b>	NA
- <b>Research</b>	Operations and Supply Chain Management, Operations Strategy, Quality Management
- <b>Consultancy</b>	Matter related to : <ol style="list-style-type: none"> <li>1. Operations Management</li> <li>2. Operations Strategy</li> <li>3. Quality Management</li> </ol>
<b>How are personal research activities reflected in teaching activities?</b>	<p>Personal research activities reflected in my teaching activities as explains as follow:</p> <ol style="list-style-type: none"> <li>1. All of my research topics are directly related with subject that I teach in undergraduate and post graduate degree programme</li> <li>2. Topic of my researches enriches the material given in class.</li> <li>3. Case studies on my researches become one of the topic discussion in class.</li> </ol> <p>Research :</p> <ol style="list-style-type: none"> <li>1. Triple A Supply Chain Strategy of East Java SMEs in Developing Competitive Advantage with Qualitative Comparative Analysis Approach during the COVID-19 Pandemic (2021)</li> <li>2. Strategic Reconciliation of Universitas Airlangga to World Class University (2020)</li> <li>3. Critical Assessment from the Perspective of the Academic Community on the Development of Higher Education For Sustainable Development Concept at Faculty of Economics and Business, Universitas Airlangga (2018)</li> <li>4. Priority of Quality of Education Services with Higher Education For Sustainability Development Dimension at Universitas Airlangga (2017)</li> <li>5. The Design of Quality Improvement at Secretarial and Office Management Program with Higher Education Performance Instruments, Matrix of Importance Performance Analysis and Fishbone Diagram (2015)</li> <li>6. Designing Service Quality Improvement with Quality Function Deployment Method and Service Blueprint (2015)</li> </ol>



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	<ol style="list-style-type: none"> <li>7. Design improvement of quality of education services at the Bachelor Degree in Management Science, aculty of Economics and Business, Universitas Airlangga with Dimensions of HEDPERF, Matrix of Importance Performance Analysis and Cause and Effects Diagram (2015)</li> <li>8. Analysis of Quality of Educational Services at Diploma Program and Its Proposed Improvements with Servqual Dimensions, Matrix of Importance Performance Analysis and Fishbone Diagram (2014)</li> <li>9. Analysis of Project Management Asset Relationships and Project Management Performance Outcomes with VRIO Framework Approach (2014)</li> <li>10. Impact of Corporate - Supplier Relationships on Corporate Competitiveness (2014)</li> <li>11. Reverse Logistics Capabilities : The Antecedent analysis of Cost Savings (2013-2014)</li> <li>12. Design improvement of product and service quality of small and medium enterprises (SMEs) with integration of Quality Function Deployment methods and Analytic Network Process (2013)</li> </ol>
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<b>Work experience:</b>	
- <b>General</b>	Lecturer and Researcher (Assoc. Professor at Faculty of Economics and Business, Universitas Airlangga)
- <b>Activities as an Expert:</b>	Consultant on <ol style="list-style-type: none"> <li>1. Operations Management</li> <li>2. Quality Management</li> <li>3. Operations Strategy</li> <li>4. Entrepreneurship</li> </ol>
<b>Publications:</b>	<ol style="list-style-type: none"> <li>1. Design Of Batik Product Quality Improvement By Applying Quality Function Deployment Model (European Journal of Management, Babes Bolyai University, Cluj-Napoca, Romania 10-1, ISSN : 1555-4015, June 2010)</li> <li>2. Operations Strategy as a Strategic Reconciliation towards a World Class University (Indian Journal of Public Health Research and Development Vol. 10-1, ISSN : 0976-5506, December 2019)</li> <li>3. Service Blueprint and Quality Function Deployment in Designing Service Quality Improvement in Hospital (International Journal of Innovation, Creativity and Change, Vol. 9-8, ISSN : 2201-1315, December 2019)</li> <li>4. Critical Assessment towards the Higher Education for Sustainable Development : An Evidence in Indonesia (International Journal of Innovation, Creativity and Change, Volume 11, Issue 11, 2020)</li> <li>5. Correlation of actor bonds, activity links, and resources ties on enterprises competitiveness (Opción Año 36, Especial No.27(2020): 471-487 ISSN 1012-1587/ ISSNe: 2477-9385)</li> </ol>
<b>Memberships:</b>	Forum Manajemen Indonesia (FMI)
<b>International experience in:</b>	
- <b>Corporate Management</b>	NA
- <b>Academic Activities</b>	NA
- <b>Personal Background/ Experience</b>	<b>Personal Data</b> Name : Dr. Febriana Wurjaningrum, SE., MT. Sex : Female Place/Date of Birth : Surabaya, 4 February 1971 Email : febriana.w@feb.unair.ac.id <b>Education</b> <ol style="list-style-type: none"> <li>1. Bachelor Degree in Management Science, Universitas Airlangga</li> </ol>



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	<p>Surabaya (1990)</p> <ol style="list-style-type: none"><li>2. Master Degree of Engineering in Operations Management Science, Institut Teknologi Sepuluh Nopember Surabaya (2001)</li><li>3. Doctoral Degree in Management Science, Universitas Brawijaya Malang (2015)</li></ol> <p><b>Awards :</b> -</p> <p><b>Work Experiences</b></p> <ol style="list-style-type: none"><li>1. Lecturer and Researcher (Assoc. Professor at Faculty of Economics and Business, Universitas Airlangga)</li><li>2. Consultant</li></ol>
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<b>Other:</b>	NA
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