About the Contributors

Grace Khoury is an associate professor and the Director of MBA Program at Birzeit University in Palestine. She has over twenty years of experience as a university professor, administrator, students’ career advisor, researcher, management trainer, and consultant at private and public organizations. She holds an MBA from Suffolk University, USA, and PhD in human resource management from Bradford University, UK. Dr. Khoury is founder of Grace Consulting Services (GCS) and marketing director at Taybeh Brewing Company, a family-owned business. She serves as an academic council member and on a number of university and community committees. She obtained certificates in project management and customer relationship management. She has published a number of management case studies and research articles in several academic journals. She is co-editor of a casebook titled Rising to the Digital Challenge: Lessons from Mediterranean Enterprises (2005). She is co-author of The Palestinian Executive: Leadership under Challenging Conditions (2012).

Maria C. Khoury is the author of Orthodox Christian children’s books. She is a graduate of Hellenic College (1982), Harvard University (1985), and Boston University (1992) with a doctor of education degree. On Dec 31, 2009, she was included on the top 4 Human Rights Champions list by DC Human Rights Examiner for her volunteer work in Palestine. Her articles have been published worldwide in numerous newspapers and have been translated to various languages bringing awareness of the Christian presence in the Holy Land. She spent three years training teachers in the Latin Patriarchate Schools throughout Palestine, served as the only female principal at the Friends Boys School of Ramallah (1996), headed the project to establish the International Academy of Art-Palestine (2007), and organized Taybeh Oktoberfest, a village festival for eight years while her husband served as Mayor of Taybeh.

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Samah Abu-Assab received a Ph. D. in Economic Sciences in Marketing and Innovation Management from the Brandenburg University of Technology Cottbus (BTU), Germany. Her master’s degree in Innovation and Technology Management is from the same university (BTU). She holds a Bachelor of Engineering from Birzeit University (BZU), Palestine. Currently, she is an assistant professor of Marketing and Business Administration at Birzeit University. Her research focus is on the conjoint analysis for market research and quality function deployment for new product development, as well as on combined research methods of marketing and engineering for new products. Recently, she is focusing on the interplay between information technology and its impact on organization management and organization change in highly uncertain environments. Dr. Abu-Assab’s research was published in the Journal of Studies in Classification, Data Analysis, and Knowledge Organization. She has also published a book with Gabler-Springer.

Ala’a Abu-Dieh is a Certified Public Accountant (CPA) who has a Bachelor’s degree in accounting with distinction from Birzeit University and is enrolled as an MBA student at the same university. She is a senior auditor at El Wafa Company for Financial Consulting and Accounting Services, a correspondent firm of “MA-ZARS International.” She joined El Wafa Company upon graduation from Birzeit University. Since then, she worked on several audits and financial consulting assignments including audits of projects financed by United Nations Population Fund, USAID, European Union, and World Bank. Ms. Abu-Dieh participated in various audits of non-for-profit organizations, commercial companies, banks, and others. She also successfully participated in the development of the Financial Policies and Procedures Manual for several non-for-profit organizations.

Musa Abu-Dieh, is a Certified Public Accountant (CPA) who graduated with an MBA from Birzeit University and a Bachelor degree (BA) from the University of Jordan. He is currently the managing partner of El Wafa Company for Financial Consulting and Accounting Services, a partnership registered in Ramallah, Palestine. Previously and for 21 years, Mr. Abu-Dieh worked with one of the “Big 5” firms (Arthur Andersen) in the United Arab Emirates and Palestine. He is also a member of the American Institute of Certified Public Accountants (AICPA), a licensed auditor in the State of Palestine, and a former member of the Board of Directors of the Palestinian Association of Certified Public Accountants. In addition, he is a member of the continuing education and the ethics committees of the Palestinian Association of Certified Public Accountants and a member of the International Accounting Standards Committee of the Palestinian Association of Certified Public Accountants. Mr. Abu-Dieh has been teaching different courses in accounting and auditing at Birzeit University, Palestine.
Leila Amer is a part-time accounting instructor for over four years at the Faculty of Business and Economics at Birzeit University, Palestine. She has presented a paper, “Corporate Governance and Earnings Management: Empirical Evidence from Palestinian Listed Companies,” in a conference organized by World Business Institute, in Dubai. She has work experience in the financial administration and proposal writing of internationally European Union funded projects, such as TEM-PUS, Erasmus Mundus, and FP7. She holds an MBA and a Bachelor’s degree with a major in Accounting and minor in Marketing from Birzeit University.

Samir Baidoun is an assistant professor at Birzeit University in Palestine holding a Ph. D. in Total Quality Management from the University of Bradford and a Master’s of Business Administration from the University of Wales. His extensive experience goes beyond Palestine’s borders, having served as a Team Leader and Chief Consultant in projects throughout the UAE, EU, and Canada. Dr. Baidoun has conducted well over 9,000 hours of training spanning a variety of subjects, from Leadership Skills and Strategic Planning to TQM, Production/Operations Management, and Human Resources Management. In addition, Dr. Baidoun has served as the coordinator for Birzeit University’s Master of Business Administration program and currently serves as the Chairperson for the Business Administration and Marketing Department. Dr. Baidoun has published articles in journals such as The TQM Magazine and Total Quality Management & Business Excellence. He has also been a member of the American Society for Quality.

Mohammad Baydoun has a Bachelor’s degree in Architecture, a Master of Architecture in Urban Design, an Executive Master of Business Administration degree, and a Doctorate of Business Administration from Grenoble Ecole De Management. He is a project manager in Millennium Development International s.a.l. in Beirut, Lebanon, a lecturer at the American University of Beirut, a thesis supervisor for the Doctorate of Business Administration Program of Grenoble Ecole De Management, and a visiting research fellow at the Management Science Laboratory of Athens University of Economics and Business. Dr. Baydoun won a number of professional and academic awards, the most prominent of which are the Saraya’s Spirit to Serve Award, which is awarded to distinguished employees for their dedication and outstanding performance, and the Ghanem Al Shama’ Prize for the best graduation project. Dr. Baydoun has authored several publications on management of large-scale development projects.
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Dahouk Dawoudi earned a Msc. Degree in International Business Administration and Modern Languages from Copenhagen Business School, Denmark (2004). She served as a consultant at the Mission of Palestine to the United Nations in Geneva, where she prepared draft resolutions, background notes and statements before the United Nations economic bodies, including the United Nations Conference on Trade and Development (UNCTAD), and the Economic and Social Council (ECOSOC). She was a member of the United Nation’s Women’s Guild where she contributed to fundraising activities for disfavored children in developing countries. She worked as economic advisor to Adam Smith International under the Government Support Facility Project in Palestine, thereafter as a project coordinator at the Foreign Relations Commission. She is currently a faculty member at the Department of Business Administration and Marketing at Birzeit University, and serves as a consultant for institutional clients.

Niveen L. Eid is a business lecturer at Birzeit University, Palestine. She holds an MBA from Birzeit University, Palestine and a Masters of Science (MSc) in Organization Studies and Human Resource Management from the University of Essex, UK. She also works as a professional trainer in the Palestinian market and serves as a business consultant for institutional clients. Her research interests include talent management, organizational learning and collaboration, leadership, Corporate Social Responsibility (CSR), and entrepreneurship.

Hisham El-Hage is an associate professor in the Department of Mechanical Engineering at the Lebanese International University. He received a B.A.Sc. Honors in Civil Engineering, M.A.Sc. and Ph.D. in Mechanical Engineering from the University of Windsor, Windsor, ON, Canada. Dr. El-Hage worked in reputable for international corporations. His last industrial assignment was at Msi International, Dearborn MI, USA, development and testing for automotive applications (Ford Motor Company and Isuzu). His research interests summarize in development of analytical models for plates and shells composed of advanced materials, fatigue and dynamic analysis of advanced composite materials and analysis of vehicle structures, explosion resistant structures.
Wojdan Farraj is an instructor in the Department of Business Administration and Marketing at Birzeit University in the West Bank, Palestine with a Master’s degree in Business Administration. She has taught courses in management, communication, and organization theory. Ms. Farraj has also done work for Birzeit University’s Advancement Office for fundraising and is currently working on the establishment of the University’s Career Services Center where she will be fulfilling the position of Career Counselor. She has given training sessions to university students in job search, resume writing, and interview skills.

Ali Hage-Diab is an assistant professor and research leader in the Department of Biomedical Engineering at the Lebanese International University, Beirut, Lebanon. He is also an adjunct research professor at Wayne State University, Detroit, Michigan, USA. He received his BSc degree in Biomedical Engineering (1998) from Boston University, Massachusetts, USA. He received a Masters and Ph. D. degree in Biomedical Engineering in 1990 and 1995, respectively, from Marquette University, Milwaukee, Wisconsin, USA. He has over 20 years experience in automotive safety research and development. Between 1995 and 2000, he worked as Research Scientist for General Motors Safety Research Laboratories, Warren, Michigan. Between 2000 and 2004, he worked as a Senior Research Engineer for First Technology Safety Systems, Plymouth, Michigan. He was the Head of the Research and Development Department for Safety Technology and Research Systems, Dearborn, Michigan (2004-2011).

Amin Haj-Ali is the Dean of the School of Engineering at the Lebanese International University. Dr. Haj-Ali received a B.E. degree in Computer and Communications Engineering in 1993, an M.S. degree in Electronics and Computer Control Systems in 1994, and a Ph.D. in Electrical Engineering (Systems and Soft Computing) and Computer Science (Minor) in 2002. Dr. Haj-Ali earned a Masters in IT Project Management from George Washington University, Washington, DC, USA. Since 1996, Dr. Haj-Ali has worked in many related engineering fields in both Lebanese and international corporations. His last industrial assignment was at Daimler Chrysler Corporation Scientific Labs and Proving Grounds, Auburn Hills, Michigan, USA, where he has registered a patent. Before joining LIU, Dr. Haj-Ali was the chair of the Department of Software Engineering at ALHOSN University Abu Dhabi, UAE.
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Mohammad Hammoud is an Assistant Professor in the Department of Mechanical Engineering at the Lebanese International University. He received an Engineer’s diploma in Mechanical Engineering from the Lebanese University, Beirut, Lebanon (2005), Master of Research degree in Materials from the National School of Arts and Careers (ENSAM) Paris, France (2006), and a Ph.D. in Solid Mechanics and Materials from the National School of Bridges and Roads (ENPC), Paris, France (2009). Dr. Hammoud supervised numerous academic projects, participated in many conferences, workshops and taught courses in the fields of solid mechanics, vibrations, structures, reduction of models, discrete and continuum modeling, and educational development and assessment in engineering fields.

Khaled Hjouj is an accomplished entrepreneurial executive and thought leader in the IT Strategy and Transformation Practice. He offers seasoned experience in developing and implementing IT Strategies and Enterprise Governance in diverse environments. Mr. Hjouj has delivered value to his clients with a focus on the financial services sector, public service, and telecom. He is an experienced advisor in analyzing existing operations and implementing the strategies, governance, and technology to improve organizational performance. As a leading executive in the IT Strategy and Transformation practice. He is experienced with strategic, bold, value-creating approaches to IT, bringing boardroom-relevant criteria to IT investments and helping high-performance businesses “think bigger” about IT’s ability to improve operating results, by partnering with the business as a strategic advisor. Mr. Hjouj holds an Executive MBA and a BA (Electronics Engineering) in addition to internationally recognized certifications in IT Strategy & Governance including CISA, CGEIT, ITIL V3 Expert, CobiT, ValIT, and ISO 20000.

Bassam Hussein is currently the acting Chair of the Industrial Engineering Department and an assistant professor in the School of Engineering at the Lebanese International University. He holds a B. Eng. in Computer Engineering, an MBA in Management, and a Ph. D. in Engineering Management. Dr. Hussein has worked for many international telecommunication corporations and educational institutions. He led multi-million dollar software development projects and rolled-out many products that are still widely in use by hundreds of millions of users across the globe. Dr. Hussein supervised many academic projects, participated in numerous conferences, symposiums and workshops; and taught courses in the fields of software engineering, operating systems, engineering ethics, project management and organizational behavior. He has many publications with a number of reputable journals and publishing houses.
**Keith Jackson** holds a Ph. D. from the School of Oriental and African Studies, University of London, where he teaches international and public sector management. Dr. Jackson is founding co-editor and author of the Routledge “Working in Asia” series. He works as a reviews editor for the journals *Asia Pacific Business Review, China in Comparative Perspectives Network*, and *South Asian Journal of Global Business Research*. Apart from teaching and writing, Dr. Jackson works as a consultant in international human resource management, talent management and cross-cultural business communications in China, Germany, Japan, Singapore, Switzerland, Turkey, and the UK. He is currently a Visiting Professor at Kobe University in Japan, where he manages an international Doctorate Program.

**Flair J. Karaki** was born 1980 and completed a Bachelor degree in Business Administration (2002) and a Master degree in Business Administration (MBA) from Birzeit University (2008). She has experience in the field of administrative support and accounting services as she served in various related positions. She is certified in electronic learning and designing electronic courses. Currently, she is a lecturer at the faculty of Administration and Economic Sciences at Al-Quds Open University. She teaches various courses including organizational behavior, project management, project evaluation and analysis, financial management, strategic management, human resource management, and principles of macroeconomics and microeconomics.

**Anwar Kawtharani** is the Dean of the School of Education at the Lebanese International University. He is a graduate from the American University of Beirut (BA and Masters) and University of Cambridge (Ed.D). Training, assessment, and communication have been part of his profession with students and instructors. He has more than ten years of experience with multiple skills in training enhancements, mentoring and coaching teachers, coordinators, directors in the field of teaching in Lebanon and MENA region as per appointment by the Ministry of Education in Lebanon (since 1998) and British Council (since 2005) in addition to assessment and evaluation, serving member to the examining board of the Lebanese official exams, 3rd year Secondary English Language (since 2001), curriculum design, and professional development in six Arab countries (Mauritania, Morocco, Tunisia, Egypt, Jordan, UAE) and England. He has an accumulated twenty-seven years of schooling and university education.
Zein Khalaf is a commercial development manager at Anabtawi Group in Palestine. Her work experience is in FMCG trade and distribution, brand management and commercialization of new product development. She holds a B.Sc. in Management Information Systems from Philadelphia University, Jordan, and an MBA from Birzeit University, Palestine. She has obtained Goldman Sachs 10000 Women Entrepreneurship and Leadership Certificate along with other certifications in supply chain and project management.

Elena N. Khoury, Esq., received a BA in Management and Leadership from Hellenic College. She later attended Suffolk University in Boston where she graduated with JD/MBA. Ms. Khoury was admitted to practice law in Massachusetts in June of 2011 after passing the state bar exam. She has worked for non-profit organizations, state agencies as well as various family businesses. During graduate school, she was troubled to discover that family business rarely survive to the third generation, which is why she is researching family businesses and succession planning.


Beverley McNally is an assistant professor at Prince Mohammad Bin Fahd University in Kingdom of Saudi Arabia. She is an experienced educator working in both the contact and distance tertiary environments. She has worked for over twenty years in the tertiary education sector in New Zealand including Victoria University of Wellington and Massey University and the Open Polytechnic of New Zealand. Her research interests include leadership, human resource management, and organizational behavior. Prior to entering the education profession, she spent a number of years in various management roles in the insurance and finance sector in New Zealand. Dr. McNally has also held board and governance roles in the NGO sector as well as mentoring roles for young women in business.
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Jonathan Michie is professor of innovation and knowledge exchange at the University of Oxford where he is Director of the Department for Continuing Education and President of Kellogg College. Professor Michie is also a council member of ACAS and of the Academy of Social Sciences. He was previously Director of Birmingham Business School; he held the Sainsbury Chair of Management at Birkbeck, University of London, where he was Head of the School of Management and Organizational Psychology; and was also at the Judge Business School in Cambridge. From 1992-97 he was Director of the Economic and Social Research Council’s ‘Contracts and Competition’ Research Programme. Prior to moving to academia he was an Economics Expert on Regulatory and Employment Issues to the Commission of the European Communities in Brussels.

Muntaha Obied is in charge of leading software quality assurance team; previously, she worked as software developer. Her work included data mining, Web applications, applications that apply statistical solutions, social media, and network security applications. She has been working in the software industry since 2005 with different companies and in different fields. She received a Master of Business Administration from Birzeit University and Bachelor degree in Computer Information Technology from the Arab American University of Jenin. She used to be part of global teams working in different time zones and worked as contractor with Cisco Systems. She also received an internship at Google and was part of global teams.

Rasha Odeh received an MBA degree in Business Administration from Birzeit University, Palestine. Her undergraduate degree (BA) in Management Information Systems (MIS) was from Al Quds University, Palestine. Ms. Odeh has been working at the Center for Continuing Education at Birzeit University since 2009; she worked as a multimedia specialist and trainer for two years, providing multimedia support for e-learning course and learning objects development, along with conducting “multimedia related” training programs. Upon receiving her Master’s she was promoted to an Education Program Coordinator, to follow up the implementation of all projects under the Education Unit, including the financial and administrative activities at the same center.
About the Contributors

Reema Rasheed is a Palestinian-American who has over 15 years of experience working in the civil society developmental, agricultural and livelihood programs, and humanitarian projects in Palestine with local and international NGOs. She received a BA in Business Administration and an MBA, both from Birzeit University. She has acquired substantial experience in monitoring and evaluation, program design, and ensuring gender mainstreaming in project activities in which she supervises. She has worked both in technical and financial aspects of programming. She is proficient in Arabic and English and has developed strong multi-cultural skills from her work experience. Due to her diverse background and her various fields of expertise, she is able to work with the local communities and higher management with partners and donors.

Imad A. M. Rjoub is the plant manager at Royal Industrial Trading Co in Hebron, Palestine. He graduated with a Bachelor of Science degree in Mechanical Engineering from Birzeit University (1997) and completed a Master of Business Administration degree from Hebron University (2009). Eng. Rjoub is an expert in the field of community development and social responsibility. He worked on the application of total quality management at Royal Company. He participated as a speaker in several workshops related to sustainability management with the latest one presented at the Annual Arabia CSR Awards in April 2013.

Anton Sabella lives in the Old City of Jerusalem and is an assistant professor of management and marketing at Birzeit University in Palestine. He has been the department chair from 2010-2012. He recently received a Ph. D. from the University of Bradford, United Kingdom. In addition to teaching, Dr. Sabella serves as a consultant to a number of local NGOs working in humanitarian relief; the focus of his consultancies is on financial and managerial issues.

William Scott-Jackson is Chairman of Oxford Strategic Consulting which carries out practitioner oriented research and consultancy in HR and talent across the GCC. He is a Visiting Academic at Oxford University. He is regularly invited to present on HR and talent management at key management events including the Global HR Conference and the MENA HR Summit. Recent publications include “Maximizing the Employment of Saudi Women” and “Strategic Differentiating Capabilities” published in Strategic HR Review. He is the author of the Chartered Management Institute’s Guide to managing human capital and the CIPD guide to HR Outsourcing. Professor William is an advisor for the Arabian Society of Human Resource Management, academic advisor to the Chartered Management Institute’s Human Capital Working Group, a member of the CMI Academic Advisory Board and the CIPD Professional Standards Faculty. He is a regular advisor and consultant to public and private institutions in the Middle East and Europe.
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**Lorraine Warren** has two decades of academic experience, joining the Russell Group University of Southampton’s School of Management in 2004 to undertake campus-wide strategic developments in entrepreneurship and innovation research and teaching. Before Southampton, she undertook a similar role at Loughborough (2002-2004). Prior to that, she worked at Humberside/Lincoln Universities. She has over 60 peer reviewed publications and has worked with incubators, spin-out companies, SMEs, and technology transfer offices in leading UK and international universities in a wide range of sectors – high tech, creative industries, digital media, service sector, public sector, large and small companies. She has worked with colleagues in the USA – Sloane Management School (MIT), North Carolina State University, University of San Diego, EMN Normandie (France), University of Porto (Portugal), IMSciences Peshawar (Pakistan), TUSUR, Tomsk (Russia), Ryerson University, Toronto (Canada), and is now looking to further develop connections with Birzeit University, Palestine.