

**Department of Business Administration of Food and Agricultural
Enterprises**

University of Patras

Biographical Note

Evangelos Psomas

Associate Professor

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1. Personnel Details

First Name	Evangelos
Last Name	Psomas
Father's name	Labros
Birth	30 May 1970
Address	1, P. Iraklitou str. 47100, Arta
Job	Associate Professor in Total Quality Management in the Department of Business Administration of Food and Agricultural Enterprises of the University of Patras.
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2. Academic titles

2003 – 2008	University of Ioannina School of Management of Natural Resources and Business, Department of Business Administration of Food and Agricultural Enterprises Phd Thesis: «Total Quality Management, Enablers and Results in Greek companies».
2000 – 2003	Hellenic Open University School of Science and technology <i>Postgraduate Program: Quality Assurance.</i>
1988-1996	Agricultural University of Athens Department of Natural Resources Management and Agricultural Engineering.

3. Publications in peer reviewed International Journals

1. **Psomas, E.** and Fotopoulos, C. (2009), “A meta analysis of ISO 9001:2000 research – findings and future research proposals”, *International Journal of Quality and Services Sciences*, Vol. 1 No. 2, pp. 128-144.
2. Fotopoulos, C. and **Psomas, E.** (2009), “The impact of soft and hard TQM elements on quality management results”, *International Journal of Quality and Reliability Management*, Vol. 26 No. 2, pp. 150-163.
3. Fotopoulos, C. and **Psomas, E.** (2009), “The use of quality management tools and techniques in ISO 9001:2000 certified companies: the Greek case”, *International Journal of Productivity and Performance Management*, Vol. 58 No. 6, pp 564-580.
4. Fotopoulos, C., Kafetzopoulos, D. and **Psomas E.** (2009), “Assessing the critical factors and their impact on the effective implementation of a food safety management system”, *International Journal of Quality and Reliability Management*, Vol. 26 No. 9, pp. 894-910.
5. Fotopoulos, C., **Psomas, E.** and Vouzas, F. (2010), “ISO 9001:2000 Implementation in the Greek Food Sector”, *The TQM Journal*, Vol. 22 No. 2, pp. 129-142.
6. Fotopoulos, C., **Psomas E.** and Vouzas, F. (2010), “Investigating total quality management practices’ inter-relationships in ISO 9001:2000 certified organizations”, *Total Quality Management and Business Excellence*, Vol. 21 No. 5, pp. 503-515.
7. Fotopoulos, C. and **Psomas, E.** (2010), “The structural relationships between TQM factors and organizational performance”, *The TQM Journal*, Vol. 22 No. 5, pp. 539-552, Chosen as a Highly Commended Award Winner at the Literati Network Awards for Excellence 2011.
8. **Psomas, E.** and Fotopoulos, C. (2010), “Total quality management practices and results in food companies”, *International Journal of Productivity and Performance Management*, Vol. 59 No. 7, pp. 668-687.
9. **Psomas, E.**, Fotopoulos, C. and Kafetzopoulos, D. (2010), “Critical Factors for Effective Implementation of ISO 9001 in SME Service Companies”, *Managing Service Quality*, Vol. 20 No. 5, pp. 440-457.
10. **Psomas, E.**, Fotopoulos, C. and Kafetzopoulos, D. (2011), “Motives, difficulties and benefits in implementing the ISO 14001 Environmental Management System”, *Management of Environmental Quality: An International Journal*, Vol. 22 No. 4, pp. 502-521.
11. **Psomas, E.**, Fotopoulos, C. and Kafetzopoulos, D. (2011), “Core Process Management Practices, Quality Tools and Quality Improvement”, *Business Process Management Journal*, Vol. 17 No. 3, pp. 437-460.
12. **Psomas, E.**, Kafetzopoulos, D. and Fotopoulos, C. (2013), “Developing and validating a measurement instrument of ISO 9001 effectiveness in food manufacturing SMEs”, *Journal of Manufacturing Technology Management*, Vol. 24 No. 1, pp. 52-77.
13. Kafetzopoulos, D., Gotzamani K. and **Psomas, E.** (2013), “Quality Systems and Competitive Performance of Food Companies”, *Benchmarking: An International Journal*, Vol. 20 No. 4, pp. 463-483.

14. **Psomas, E.**, Pantouvakis A. and Kafetzopoulos, D. (2013), "The impact of ISO 9001 effectiveness on the performance of service companies", *Managing Service Quality Journal*, Vol. 23 No. 2, pp. 149-164.
15. **Psomas, E.** (2013), "The effectiveness of the ISO 9001 Quality Management System in service companies", *Total Quality Management and Business Excellence*, Vol. 24 No. 7-8, pp. 769-781.
16. Kafetzopoulos, D., **Psomas, E.**, Kafetzopoulos, P. (2013), "Measuring the effectiveness of the HACCP Food Safety Management System", *Food Control*, Vol. 33, pp. 505-513.
17. Kafetzopoulos, D., Gotzamani K. and **Psomas, E.** (2014), "The impact of employees' attributes on the quality of food products", *International Journal of Quality and Reliability Management*, Vol. 31 No. 5 pp. 500-521.
18. **Psomas, E.**, Vouzas, F. and Kafetzopoulos, D. (2014), "Quality management benefits through the "soft" and "hard" aspect of TQM in food companies", *The TQM Journal*, Vol. 26 No. 5, pp. 431-444. Chosen as a Highly Commended Award Winner at the Literati Network Awards for Excellence 2015.
19. **Psomas, E.** and Kafetzopoulos, D. (2014), "Performance measures of ISO 9001 certified and non-certified manufacturing companies", *Benchmarking: an International Journal*, Vol. 21 No 5, pp. 756-774.
20. **Psomas, E.** and Kafetzopoulos, D. (2014), "The innovation practices of manufacturing companies in a period of economic turbulence: the Greek case", *Total Quality Management and Business Excellence*, Vol. 25 No. 7-8, pp. 720-733.
21. Kafetzopoulos, D. and **Psomas, E.** (2015), "The impact of innovation capability on manufacturing firm performance", *Journal of Manufacturing Technology Management*, Vol. 26 No. 1, pp. 104-130.
22. **Psomas, E.** and Kafetzopoulos, D. (2015), "HACCP Effectiveness Between ISO 22000 Certified and non-Certified Dairy Companies", *Food Control*, Vol. 53, pp. 134-139.
23. Kafetzopoulos, D., **Psomas, E.** And Gotzamani K. (2015), "The impact of quality management systems on the performance of manufacturing firms", *International Journal of Quality and Reliability Management*, Vol. 32 No. 4, pp. 381-399.
24. **Psomas, E.** And Antony, J. (2015), "The effectiveness of the ISO 9001 Quality Management System and its influential critical factors in Greek manufacturing companies" *International Journal of Production Research*, Vol. 23 No.7, pp. 2089-2009.
25. **Psomas, E.** and Pantouvakis A. (2015), "ISO 9001 Overall Performance Dimensions: An exploratory study" *The TQM Journal*, Vol. 27 No. 5, pp. 519-531.
26. Jaca C. & **Psomas, E.** (2015), "Total Quality Management practices and performance outcomes in Spanish service companies", *Total Quality Management and Business Excellence*, Vol. 26 No. 9, pp. 958-970.
27. Kafetzopoulos, D. and **Psomas, E.** (2015), "Organizational learning, non-technical innovation and customer satisfaction of SMEs", *International Journal of Innovation Management*, Vol 20 No. 3, pp. 1650041-1-28.
28. **Psomas, E.** and Jaca C. (2016), "The impact of total quality management on service company performance: evidence from Spain", *International Journal of Quality and Reliability Management*, Vol. 33 No. 3, pp.380-398.

29. Pantouvakis A. and **Psomas, E.** (2016), "Exploring Total Quality Management Applications under uncertainty: A research agenda for the shipping industry", *Maritime Economics & Logistics*, 1-17, doi:10.1057/mel.2015.6.
30. **Psomas, E.** (2016), "The underlying factorial structure and significance of the Six Sigma difficulties and critical success factors. The Greek case", *The TQM Journal*, Vol. 28 No. 4, pp. 1-18.
31. Bouranta, N., **Psomas, E.** and Pantouvakis A. (2017), "Identifying the critical determinants of TQM and their impact on company performance: Evidence from the hotel industry of Greece", *The TQM Journal*, Vol. 27 No. 1, pp. 147-166.
32. Bouranta, N. and **Psomas, E.** (2017), "A comparative analysis of competitive priorities and business performance between manufacturing and service firms", *International Journal of Productivity and Performance Management*, Vol. 66 No. 7, pp. 914-931.
33. **Psomas, E.** and Antony, J. (2017), "Total Quality Management elements and results in Higher Education Institutions. The Greek case", *Quality Assurance in Education*, Vol. 25 No. 2, pp. 206-223.
34. **Psomas, E.**, Vouzas, F., Bouranta, N. and Tasiou M. (2017), "Effects of Total Quality Management in local authorities", *International Journal of Quality and Services Sciences*, Vol. 9 No. 1, pp.41-46.
35. Koutsothanassi, E., Bouranta, N. and **Psomas, E.** (2017), "Examining the relationships among service features, customer loyalty and switching barriers in the Greek banking sector", *International Journal of Quality and Services Sciences*, Vol. 9 No. 3-4, pp. 425-440.
36. **Psomas, E.**, Antony, J. and Bouranta, N. (2018), "Assessing Lean adoption in food SMEs. Evidence from Greece", *International Journal of Quality and Reliability Management*, Vol. 35 No.1, pp. 1-18.
37. **Psomas, E.**, Kafetzopoulos, D. and Gotzamani, K. (2018), "Determinants of company innovation and market performance", *The TQM Journal*, Vol. 30 No. 1, pp. 1-21.
38. Jaca, C., Prieto-Sandoval, V., **Psomas, E.** and Ormazabal, M. (2018), "What should consumer organizations do to drive environmental sustainability", *Journal of Cleaner Production*, Vol. 181, pp. 201-208.
39. Casolani, N., Liberatore, L. and **Psomas, E.** (2018), "Implementation of Food Safety Management System with ISO 22000: a response from Italian Companies", *Quality - access to success*, Vol. 19 No. 165, pp. 125-131.
40. **Psomas, E.**, Dimitrantzou Cr., Vouzas F. and Bouranta N. (2018), "Cost of quality measurement in food manufacturing companies. The Greek case", *International Journal of Productivity and Performance Management*, Vol. 67 No. 9, pp.1-20.
41. Bouranta, N., **Psomas E.**, Suarez, M.F. and Jaca C. (2018), "The key factors of Total Quality Management in the service sector. A cross cultural study", *Benchmarking: An International Journal*, Vol. 26 No. 3, pp. 893-921.
42. Bouranta, N., **Psomas E.**, Vouzas, F. (2018), "The effect of service recovery on buying intention. The role of perceived food safety", *International Journal of Quality and Services Sciences*, Vol. 11 No. 1, pp. 69-86.

43. **Psomas E.** and Antony J. (2019), "Research gaps in Lean manufacturing. A systematic literature review", *International Journal of Quality and Reliability Management*, Vol. 36 No5, pp. 815-839.
44. Karakasnakis, M., **Psomas, E.** and Bouranta N. (2019), "The interrelationships among organizational culture and service quality under different levels of competitive intensity: an application in the shipping industry", *International Journal of Quality and Services Sciences*, Vol. 11 No. 2, pp. 217-234.
45. **Psomas E.** (2018), "The originality of the Lean manufacturing studies. A systematic literature review", *International Journal of Lean Six Sigma*, Vol. 11 No. 2, pp. 254-284.
46. Kafetzopoulos, D., **Psomas, E.** and Skalkos, D. (2020), "Innovation dimensions and business performance under environmental uncertainty", *European Journal of Innovation Management*, Vol. 23 No. 5, pp. 856-876. <https://doi.org/10.1108/EJIM-07-2019-0197>.
47. Dimitrantzou Cr. and **Psomas, E.** and Vouzas F. (2019), "Future research avenues of Cost of Quality. A systematic literature review", *The TQM Journal*, Vol. ahead-of-print No. ahead-of-print, doi.org/10.1108/TQM-09-2019-0224.
48. Antony J., **Psomas E.**, Gunasekaran A. and Hines, P. (2020), "Practical implications and future research agenda of Lean manufacturing". A systematic literature review", *Production Planning and Control*, Vol. ahead-of-print No. ahead-of-print doi.org/10.1080/09537287.2020.1776410.
49. **Psomas E.**, Bouranta, N., Koemtzi M. and Keramida E. (2020), "Determining the impact of service quality on citizens' satisfaction and the role of citizens' demographics. The case of the Greek Citizen's Service Centers", *The TQM Journal*, Vol. ahead-of-print No. ahead-of-print. [/doi.org/10.1108/TQM-12-2019-0274](https://doi.org/10.1108/TQM-12-2019-0274).
50. Bouranta, N., **Psomas E.**, Antony J. (2020), "Findings of Quality Management Studies in Primary and Secondary Education. A Systematic Literature Review", *The TQM Journal*, Vol. No., pp..... (Accepted for publication).

4. Publications in International Conferences

1. Kafetzopoulos, D., **Psomas, E.** and Fotopoulos, C. (2011), "The effectiveness of food safety and quality management systems and their impact on food unique companies performance. The case of the Greek dairy companies", *The 1st FoodUnique Seminar - Defining food Identity*, Copenhagen, 5-6 May, 2011.
2. **Psomas, E.**, Kafetzopoulos, D. and Fotopoulos, C. (2011), "Determining ISO 9001 effectiveness and the influential critical factors in manufacturing companies", *The 14th QMOD, International Conference on Quality and Service Sciences*, San Sebastian, Spain, 29 - 31 August, 2011.
3. **Psomas, E.** (2012), "Total Quality Management in the pursue of Business Excellence", *2nd International Forum on Shipping Marketing & Management*, Posidonia, Athens, 8 June 2012.
4. **Psomas, E.** (2012), "ISO 9001 effectiveness and service company performance", *The 15th QMOD, International Conference on Quality and Service Sciences*, Poznan, Poland, 5-7 September, 2012.

5. **Psomas, E.** and Kafetzopoulos, D. (2013), "The innovation practices of manufacturing companies in a period of economic turbulence", *The 16th QMOD, International Conference on Quality and Service Sciences*, Portoroz, Slovenia, 4-6 September, 2013.
6. Pantouvakis A., **Psomas E.**, Patsiouras Ch. and Zamira Burgos S. (2014), "Confirming total quality management principles in shipping: initiating the research agenda", *EurOMA 2014 Conference*, Palermo, 20-25 June, 2014.
7. **Psomas, E.** (2014), "Six Sigma in the services sector. Literature gap and future research avenues", *The 17th QMOD, International Conference on Quality and Service Sciences*, Prague, Czech Republic, 3-5 September, 2014.
8. Jaca C. & **Psomas, E.** (2014), "Total Quality Management practices and performance outcomes in Spanish service companies", *The 17th QMOD, International Conference on Quality and Service Sciences*, Prague, Czech Republic, 3-5 September, 2014.
9. **Psomas, E.** (2015), "Total Quality Management in Higher Education Institutions. Evidence from Greece.", Third International Conference on Lean Six Sigma for Higher Education, Edinburgh, Scotland, UK, 8-9 June, 2015.
10. **Psomas, E.**, Kafetzopoulos, D. and Gotzamani, K. (2015), "The impact of leadership and process management on company innovation and market performance", 15th Annual Conference of European Academy of Management, Warsaw, Poland, 17-20 June 2015.
11. **Psomas, E.**, Vouzas, F. and Tasiou, M. (2015), "Total Quality Management in local authorities. Evidence from Greece", 18th *International Conference on Quality and Service Sciences*, Seoul, Korea, 12-14 October, 2015.
12. Bouranta, N. and **Psomas, E.** and Pantouvakis, A. (2015), "TQM factors and performance outcomes in the hotel industry. Evidence from Greece", 59th EOQ Congress, Athens, 11-12 June, 2015.
13. **Psomas, E.** (2016), "Assessing Lean adoption in food SMEs. Evidence from Greece", *Sixth International Conference on Lean Six Sigma*, Edinburgh, Scotland, UK, 30-31 May, 2016.
14. **Psomas, E.**, Tasiou, M. and Vouzas, F. (2016), "Assessing Lean adoption in public service organizations. Evidence from Greece", 19th *International Conference on Quality and Service Sciences*, Rome, Italy, 21-23 September, 2016.
15. Kafetzopoulos, D., Gotzamani, K. and **Psomas, E.** (2016), "A Conceptual Framework of Quality Management, Innovation and Business Performance", 19th *International Conference on Quality and Service Sciences*, Rome, Italy, 21-23 September, 2016.
16. Koutsothanassi, E., Bouranta, N. and **Psomas, E.** (2016), "The relationship between Service Features and Customer Loyalty in the Greek Banking Sector", 19th *International Conference on Quality and Service Sciences*, Rome, Italy, 21-23 September, 2016.
17. **Psomas, E.**, Dimitrantzou, C., Vouzas, F. and Bouranta, N. (2017), "Cost of quality in food manufacturing sector. Evidence from Greece", *20th International Conference on Quality and Service Sciences*, Elsinore, Denmark, 5-7 August, 2017.
18. **Psomas E.** and Antony J. (2018), "How lean are public service organizations in the middle of the financial crisis? The Greek case", *Seventh International Conference on Lean Six Sigma*, Dubai, UAE, 7-8 May, 2018.

19. Dimitrantzou, C., **Psomas, E.**, Bouranta, N. and Vouzas, F. (2018), "The role of Organizational Culture in TQM adoption and Cost of Quality", 21th *International Conference on Quality and Service Sciences*, Cardiff, UK, 22-24 August, 2018.
20. **Psomas, E.**, Vlachopoulou, P. and Antony, J. (2019), "Future research agenda of Quality Management in Primary and Secondary Education. A systematic literature review", *Fifth International Conference on Lean Six Sigma for Higher Education*, Edinburgh, Scotland, UK, 24-25 June, 2019.
21. Bouranta, N., **Psomas, E.** and Vouzas, F. (2019), "Findings of the Quality Management studies in primary and secondary education. A Systematic Literature Review", *22th International Conference on Quality and Service Sciences*, Krakow, Poland, 13-15 October 2019.
22. **Psomas, E.**, Ntekoume, V. and Papadakis, I. (2019), "Future research agenda of Management System Auditing. A systematic literature review", *22th International Conference on Quality and Service Sciences*, Krakow, Poland, 13-15 October 2019.
23. **Psomas, E.**, Keramida, E., Bouranta N. and Koemtzi, M. (2019), "Investigating service quality in Greek Citizen's Service Centers", *22th International Conference on Excellence in Services*, Thessaloniki, Greece, 29-30 August 2019 (**selected as one of the best papers presented at the Conference**).

5. Books - Chapters

1. **Psomas, E.** (2013), Κεφάλαιο με τίτλο "Cause and Effect Analysis" στο συλλογικό τόμο "Encyclopedia of Quality and the Service Economy".
2. Τσαρούχας Π. και **Ψωμάς Ε.** (2016), "Τεχνικές Βελτίωσης Ποιότητας", Εκδόσεις Ζήτη, Θεσσαλονίκη, ISBN 978-960-456-450-7.

6. Awards

1. Fotopoulos, C. and **Psomas, E.** (2010), "The structural relationships between TQM factors and organizational performance", *The TQM Journal*, Vol. 22 No. 5, pp. 539-552, Chosen as a Highly Commended Award Winner at the Literati Network Awards for Excellence 2011.
<http://www.emeraldinsight.com/authors/literati/awards.htm?year=2011>.
2. **Psomas, E.**, Vouzas, F. and Kafetzopoulos, D. (2014), "Quality management benefits through the "soft" and "hard" aspect of TQM in food companies", *The TQM Journal*, Vol. 26 No. 5, pp. 431-444. Selected as a Highly Commended Award Winner at the Literati Network Awards for Excellence 2015.
<https://www.emeraldgroupublishing.com/authors/literati/awards.htm?year=2015&journal=tqm>.
3. Βραβείο Outstanding Reviewer από το "**The TQM Journal**" (Emerald Literati Network Awards for Excellence – 2014).
<http://www.emeraldgroupublishing.com/authors/literati/awards.htm?year=2014>.
4. Βραβείο Outstanding Reviewer από το "**International Journal of Lean Six Sigma**" (Emerald Literati Network Awards for Excellence – 2016).

- <https://www.emeraldgrouppublishing.com/authors/literati/awards.htm?year=2016&journal=ijlss>.
5. Βραβείο Outstanding Reviewer από το “**International Journal of Lean Six Sigma**” (Emerald Literati Network Awards for Excellence – 2018).
<https://www.emeraldgrouppublishing.com/authors/literati/awards.htm?year=2018&journal=ijlss>.
 6. Βραβείο Outstanding Reviewer από το “**The TQM Journal**” (Emerald Literati Network Awards for Excellence – 2019)
<https://www.emeraldgrouppublishing.com/authors/literati/awards.htm?year=2019&journal=tqm>.
 7. Οι ετεροαναφορές (citations) στις εργασίες του φτάνουν τις 1262 από 895 documents
<https://www.scopus.com/authid/detail.uri?authorId=26026034000>.
 8. Ο δείκτης απήχησης του έργου του είναι είκοσι ένα (h-index=21),
<https://www.scopus.com/authid/detail.uri?authorId=26026034000>.
 9. Member of the Editorial Advisory Board of **The TQM Journal**
https://www.emeraldgrouppublishing.com/products/journals/editorial_team.htm?id=tq.
 10. Member of the Editorial Advisory Board of the **International Journal of Lean Six Sigma**
https://www.emeraldgrouppublishing.com/products/journals/editorial_team.htm?id=IJLS.

7. Reviewer in International Journals

- The TQM Journal
- International Journal of Quality and Reliability Management
- Total Quality Management and Business Excellence
- International Journal of Productivity and Performance Management
- International Journal of Lean Six Sigma
- International Journal of Quality and Services Science
- Business Process Management Journal
- Benchmarking: An International Journal