

Dr. Mario A. Ferrer V.

Short Bio

Dr. Mario Ferrer serves as the Chair of the Operations and Project Management Department while holding the position of Assistant Professor in Operations Management at the College of Business. His instructional portfolio encompasses diverse courses, including logistics and supply chain management, operations management, innovation management, and quality management. Dr. Ferrer earned his Ph.D. in Supply Chain Management from CQ University in Queensland, Australia. His academic journey also includes a BSc in Industrial Engineering from UN and an MBA in e-business (with Distinction) from Central Queensland University, Australia.

Dedicated to advancing knowledge, Dr. Ferrer's current research delves into the practices of product and service supply chains in emerging economies. His scholarly pursuits extend to actively participating in funded research projects, such as the Extending Venture Capital Pipeline in Regional Queensland and LOGPORT, funded by the Colombian Administrative Department of Science, Technology, and Innovation (Colciencias). In recent years, he has collaborated on the SMART City project, supported by Alfaisal University.

Dr. Ferrer's expertise extends beyond academia; he has contributed as an invited reviewer for prestigious conferences, including the Australian and New Zealand Academy of Management (ANZAM), Intellectbase, Clnet, and Latin American and Caribbean Engineering Institutions (LACCEI). Additionally, he has lent his insights to journals like the International Journal of Technology Management.

Dr. Mario A. Ferrer V.

Ph D, MBA, BSc (Industrial Eng.)

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Education

2004- 2010	Central Queensland University, Australia Faculty of Business and Informatics Ph. D Supply Chain Management (Awarded UPRA scholarship 2004)
2001- 2003	Central Queensland University, Australia Faculty of Business and Law Master in Business Administration (Awarded School of Business and Law Scholarship 2002) Achieved distinction
1989 – 1994	Universidad del Norte Barranquilla, Colombia Bachelor of Science Industrial Engineering (Business Engineering).

Employment History

Academic Positions

July 2011-Current

Assistant professor
College of Business
AlFaisal University

Chair- Operations & Project Management Department (Aug 2018 – Current)

Chair- BAE systems Project management competition committee (Mar 2017 –Current).

Chair– Grades Appeal Committee (Jan-Aug 2013 / Aug 2015 – Aug 2018)

Chair– College of Business Scholarship Committee (Aug 2013 – June-2014)

Chair– Supply Chain Executive Education Accreditation Program (CIPS) July –Dec 2013

Member– College of Business Council (Sept 2018 – Current)

Member– National Accreditation Committee (July 2012 – Current)

Member– Strategic planning Committee (July 2014 – August 2017)

Member– COB Recruitment Committee (July 2014 – current)

Member– COB awards committee (March 2015- March 2017)

Member– Grades Appeal Committee (July 2014 – July -2015)

Member– Academic promotion Committee (Sept - Dec 2012)

Supervisor – Career advisor of 35 undergraduate students.

Member – College of Business research Committee (July 2012/ Aug 2013)

July 2006- August
2011

Lecturer
Faculty of Business and Informatics
School of Management and Information Systems
Central Queensland University

Jun 2004- June 2006

Part Time Lecturer
Faculty of Business and Law
School of Management
Central Queensland University

Industry Positions

Nov 2001–Apr 2002

Grape Division Logistics Coordinator
Pacific Century Production Pty Ltd
Emerald – Queensland, Australia

Nov 1994–Apr 2001

Logistics Manager
Cerveceria Aguila S.A (SAB Miller brewery).
Barranquilla - Colombia

Cerveceria Aguila S.A. is the largest brewery in Colombia and the second largest in South America which belongs to the SAB Miller holding group. It produces and sells both beers and soft drinks.

Recent Publications

Recent refereed Journal Articles

JOURNAL ARTICLES

Santa, R. Ferrer, M., Calvo, E., Pinzon, E. Cardona, D., and Pico, S. The quality of service and supply chain effectiveness of high-level hospitals in Cali, Colombia. *International Journal of Business Performance Management* (Forthcoming)

Ferrer, M., Calvo, E. and Santa, R. 2023. The key success factors to adopting lean practices: the case of South American manufacturing firms, *The TQM Journal*, Vol. 35 No. 7, pp. 2068-2091

Cabrera B., Santa R., Tegethoff T., Morante D. & Ferrer M. 2023. Supply chain resilience in the Colombian defense sector before and during the COVID-19 pandemic: a comparative study, *PLoS ONE*, 18(3): e0282793.

Santa, Ricardo, Mario Ferrer, Thomas Tegethoff, and Annibal Scavarda. 2022. An Investigation of the Impact of Human Capital and Supply Chain Competitive Drivers on Firm Performance in a Developing Country, *PLoS ONE* 17: e0274592.

Ferrer, M. 2021, Cooperating to enhance the supply chain performance of Saudi Arabian Manufacturing organizations, *International Journal of Business Performance Management*, vol. 22, issue 4, 380-393.

Santa, R., MacDonald, J., and Ferrer, M. 2019, The role of trust in e-Government effectiveness, operational effectiveness and user satisfaction: Lessons from Saudi Arabia in e-G2B. *Government Information Quarterly*, Vol. 36, No. 1, pp. 39-50. DOI:<https://doi.org/10.1016/j.giq.2018.10.007>

Santa, R. Borrero, S., Ferrer, M. and Gherisi, D. 2018, Fostering a healthcare sector quality and safety culture, *International Journal of Healthcare Quality Assurance*. Vol. 31 Issue: 7, pp.796-809, <https://doi.org/10.1108/IJHCQA-06-2017-0108>

Calvo, E. and Ferrer, M. 2018, Evaluating the quality of the service offered by a bus rapid transit system: the case of Transmetro BRT system in Barranquilla, Colombia, *International Journal of Urban Sciences*, 2018, Published online: 13 Feb 2018. <https://doi.org/10.1080/12265934.2018.1433056>

Ferrer, M., Santa, R., Medhekar, A., Calvo, E., & Molina, L. 2018, Drivers of Hospital Safety Culture Quality in emerging economies: the case of Saudi Arabia. *Int. J. of Productivity and Quality Management*. Vol. 23, No. 3, pp. 369-384.

Santa, R., Ferrer, M., Jørsfeldt, L., and Scavarda, A. 2018. The impact of the quality of the service from IS/IT departments on the improvement of operational performance: The point of view of users of technological innovations, *Int. J. of Business Information Systems*. Vol.28, No.2 <https://doi.org/10.1504/IJBIS.2018.091860>

Ferrer, M. and Santa, R. 2017. The mediating role of outsourcing in the relationship between speed, flexibility and performance: A Saudi Arabian study, *Int. J. of Productivity and Quality Management*. Vol. 22, No. 3, pp. 395-412.

Recent refereed Conference Articles/Presentations

Ferrer, M, Santa, R. 2019. Does size matter? Impact of key competitive drivers on supply chain performance in the Valle del Cauca region in Colombia'Accepted to be presented at 26th EUROMA –European Operations Management Association – Annual conference. June 9-12, Helsinki, Finland.

Calvo, E, Ferrer, M, & Herrera, A, 2017, Evaluating the quality of the service offered by a bus rapid transit system: the case of transmetro brt system in barranquilla, COLOMBIA, *Innovation Arabia 10 Annual Conference*, Dubai, UAE, March 6-8.

Ferrer M, Santa R, & Calvo E, 2015. Drivers of hospital's safety culture in the middle east, Published in the proceedings of QUIS 2015 Conference hosted in Shanghai, China, June 19-21, 2015.

Ferrer, M, Daza J, Santa R & Romero, D. 2015, Oil Supply Chain Risk Identification in Saudi Arabia Published in the proceedings of INFORMS 2015 Conference hosted in Pennsylvania, Nov 1-4, 2015

Other Publications (Book)

Ferrer, M, 2011, Building Supply Chain Relationships, Lambert, Germany, ISBN 978-3-8465-2972-0.

Santa, R., Naranjo, A., and Ferrer, M. 2019. El impacto del capital humano y los impulsores claves de la cadena de suministro en el desempeño de las empresas en el Valle del Cauca en Regiones inteligentes: La competitividad en el Valle. 119-148.

Research Grants Awards

• Grants

Ferrer, M & Santa R, 2012, Supply chain relationships and practices in the Kingdom of Saudi Arabia. Grant worth SAR 23,000

Santa R & Ferrer M, 2013, The enabling role of e-government in attaining performance excellence. Grant worth SAR 23,000

Ferrer M, Service Supply Chain in Saudi Arabia, 2014 Grant worth SAR 48,000

Ferrer, M, & Santa R Smart city development, 2016, Grant worth SAR 500,000

Awards

2023-Faculty award for research Excellence

2021- Outstanding Academic Service, College of Business

2016-Outstanding Undergraduate Teaching, College of Business (Awarded by KPMG)

2014-Best Researcher, College of Business (Awarded by Shell Co.)

2009-Emerald Literati Outstanding paper Award. Highly commended paper. Supply chain collaboration: capabilities for continuous innovation

2009- School of Management and Information systems Emerging Researcher of the year

2004- Australian Government Ph D UPRA scholarship 2004