

CURRICULUM VITAE

Shuki Dror

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ID. No: 057469603

Date of Birth: March, 13, 1962

Place of Birth: Haifa, Israel

EDUCATION

Ph.D. 2005, Faculty of Engineering, Department of Industrial Engineering, Tel Aviv University, Israel.

Dissertation: "Causality Processes in the Performances of an Individual Organization Consistent with a Given Strategy"

M.A. 1991, Faculty of Social Sciences, Department of Mathematics, University of Haifa, Israel.

Thesis: "Sequential Design of Clinical Trials for Many Treatments with Balancing for Prognostic Factors"

B.A. 1988, Faculty of Social Sciences, Department of Statistics, Department of Political Science, University of Haifa, Israel.

ACADEMIC EXPERIENCE

2015 - present: Associate Professor, Department of Industrial Engineering and Management, Braude College, Israel.

2010 - present: Program Head, M.Sc. in Systems Engineering, Braude College, Israel.

2016 - 2017: Adjunct Lecturer, Department of Industrial Engineering, Faculty of Engineering, Tel Aviv University, Israel.

2007 - 2011: Head, Department of Industrial Engineering and Management, Braude College, Israel.

- 2007 - 2015: Senior Lecturer, Department of Industrial Engineering and Management, Braude College, Israel.
- 2005 – 2007 Lecturer, Department of Industrial Engineering and Management, Braude College, Israel.
- 1998 – 2005 Teacher, Department of Industrial Engineering and Management, Braude College, Israel.
- 1996 – 1998 Adjunct Teacher, Department of Industrial Engineering and Management, Braude College, Israel.
- 1992 –1994 Adjunct Teacher, Department of Statistics, University of Haifa, Israel.
- 1988 – 1995 Teaching Assistant, Department of Statistics, University of Haifa, Israel.

PROFESSIONAL EXPERIENCE

- 1988 – 1995 Statistical consultant to Academic Research, Statistical Consulting Unit, Faculty of Social Sciences, University of Haifa, Israel
- 1989 – 2007 Consultant to industry on application of statistical process control, design of experiments, quality function deployment, strategy implementation, and group techniques; List of companies:
- Blue Band Telma, Haifa, Israel
 - Cabiran, Kibbutz Cabri, Israel
 - Carcom, Karmiel, Israel
 - Cyclone Aviation Limited, Karmiel, Israel
 - Delta, Karmiel, Israel
 - Egmo, Nahariya, Israel
 - Iscar, Tefen, Israel
 - Israeli Army
 - Mata Food Industries, Hadera, Israel
 - Mivrag, Kibbutz Ein Hashofet, Israel
 - National Semiconductor, Migdal Haemek, Israel
 - Oil Refineries, Haifa, Israel
 - Orchared, Karmiel, Israel
 - Rami Ceramic Industries, Akko, Israel
 - Rose of Galilee Chocolate, Safed, Israel
 - Sefen, Jordan Valley, Israel
 - Strauss Dairy, Naharia, Israel
 - Teva-Naot, Kibbutz Naot, Israel

- Teldor Wire & Cables, Kibbutz Ein Dor, Israel
- Teva Pharmaceutical Industries, Petah Tikva, Israel
- U.S.R. Electronic Systems, Karmiel, Israel
- Vargus, Nahariya, Israel
- Zohar Dalia, Kibbutz Dalia, Israel

TEACHING EXPERIENCE

A. Braude College:

Graduate Courses:

Research of Causality in Performances
Design of Experiments
Systems Modeling and Simulation

Undergraduate Courses:

Applied Statistics
Project in Industrial Engineering
Quality Assurance
Quality Engineering
Simulation
Statistics
Statistical Quality Management

Development of laboratories at Braude College:

Simulation Teaching Laboratory
Quality Teaching Laboratory

B. Other Universities

University of Haifa

Undergraduate Courses:

Analysis of Variance
Applied Regression
Introduction to Probability
Introduction to Statistics
Project in Statistical Consulting

Tel Aviv University

Undergraduate Courses:

Total Quality

ACADEMIC AND PROFESSIONAL AWARDS

- 2024 Top downloaded article during its first 12 months of publication in: QUALITY AND RELIABILITY ENGINEERING INTERNATIONAL, “QFD for selecting key success factors in the implementation of quality 4.0”, Among work published in an issue between 1 January 2022 – 31 December 2022, WILEY.
- 2021 Honorary Membership, European Network for Business and Industrial Statistics (ENBIS).
- 2020 Faculty Excellence Award, Braude College, Israel.
- 2019 Faculty Excellence Award, Braude College, Israel.
- 2018 Faculty Excellence Award, Braude College, Israel.
- 2017 Faculty Excellence Award, Braude College, Israel.
- 2016 Faculty Excellence Award, Braude College, Israel.
- 2014 Faculty Excellence Award, Braude College, Israel.
- 2013 Faculty Excellence Award, Braude College, Israel.
- 2005 Faculty Excellence Award, Braude College, Israel.
- 2003 Faculty Excellence Award, Braude College, Israel.
- 2002 Prize for Outstanding Research, 12th Industrial Engineering and Management Conference.

PROFESSIONAL ACTIVITIES

Braude College

- Chair, Teaching Programs Committee, M.Sc. in System Engineering, since 2010.
- Member, Teaching Programs Committee, Industrial Engineering and Management Department, since 2016.
- College faculty conferences committee, since 2011.

- College faculty sabbaticals committee, since 2021.
- Member, Academic Council, since 2007.
- Member, Board of Governors, 2007-2016.
- Member, Ethics Committee, 2012.
- Member, College Management, 2007-2011.
- Leading the development team of the M.Sc. Program in Systems Engineering, 2007-2010.
- Member of the development team of the M.Sc. program in Industrial Engineering and Management, since 2006.
- Member, Teaching Program Committee, Industrial Engineering and Management Department, 2005-2007.
- Chair, Internet College Committee, 2003-2007.
- Member, College Research Committee, 2003-2007.
- Member, College Quality Committee, 2004 – 2007.
- Consultant to students of second academic year, Department of Industrial Engineering and Management, 2003-2005.
- Statistics consultant to the committee on student surveys, 2002-2003.
- Developing a learning web site for the Quality Assurance Course, supported by the College Project on Integrating the internet technology in teaching, 2002-2003.
- Member, College Computerization Committee, 2001-2002.
- Developer of the Department Industrial Engineering and Management web site, 2001.
- Member, College Teaching Committee, 2000-2001.

Other Universities/ Organizations

- Chair of the professional committee appointed by the Council for Higher Education (CHE) to examine the Thesis Master's Program in Technology Management at HIT, 2020-2023.
- Member of the central committee for management and quality 7800, the standard institution of Israel, since 2017.

- Member, experts committee for preparing Shewhart's control charts standard, the standard institution of Israel, 2013-2014.
- Board member of the International Council on Systems Engineering in Israel (INCOSE_IL), 2011-2012.
- Member of the nomination committee, European Network of Business and Industrial Statistics (ENBIS), 2011.
- Coordinator of the Israeli Local Network of ENBIS, the European Network of Business and Industrial Statistics, Since 2008.
- Researcher in the collaborative demand and Supply networks net of excellence project funded by the European commission, Faculty of Engineering, Department of Industrial Engineering, Tel Aviv University, Israel, 2005-2007.

Conferences Organizing/Scientific Committee Membership

- The 23rd Industrial Engineering and Management Conference, Ariel university, Israel, 2023.
- The 3rd Galilee Conference for Technological Advancement and Social Integration, Western Galilee College, Israel, 2022.
- The 11th annual Academy Industry Conference, Braude College, Israel, 2022.
- The 12th conference on Quality in the Galilee, Braude College, Israel, 2022.
- The 11th Conference on Research in Industrial Engineering and Management, Tel Aviv University, Israel, 2022.
- The 2nd Galilee Conference for Technological Advancement and Social Integration. Braude College, Israel, 2021.
- The 10th annual Academy Industry Conference, Braude College, Israel, 2021.
- The 22th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2021.
- The 1st Galilee Conference for Technological Advancement and Social Integration, Western Galilee College, Israel, 2020.
- The tenth Conference on Research in Industrial Engineering and Management, Technion, Israel, 2020.

- The eleventh conference on Quality in the Galilee, Braude College, Israel, 2019.
- The 21th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2019.
- The ninth Conference on Research in Industrial Engineering and Management, Ben-Gurion University, Israel, 2018.
- The tenth conference on Quality in the Galilee, Braude College, Israel, 2018.
- The 20th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2017.
- Chair of the 6th annual Academy Industry Conference, Braude College, Israel, 2016.
- The ninth conference on Quality in the Galilee, Braude College, Israel, 2016.
- The seventh Conference on Research in Industrial Engineering and Management, Tel Aviv University, Israel, 2016.
- The eighth conference on Quality in the Galilee, Braude College, Israel, 2015.
- The 19th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2015.
- The seventh conference on Quality in the Galilee, Braude College, Israel, 2014.
- The sixth meeting of the Israeli Local Network of ENBIS on Quantitative Aspects of Software and System Testing, Amdocs, Raanana, Israel, 2014.
- The 18th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2014.
- The sixth conference on Quality in the Galilee, Braude College, Israel, 2013.
- The sixth Conference on Research in Industrial Engineering and Management, ma'ale hachamisha, Israel, 2013.
- The fifth conference on Quality in the Galilee, Braude College, Israel, 2012.
- The fifth meeting of the Israeli Local Network of ENBIS on Applications of Statistics and Data Mining in Retail, Afeka College of Engineering, Tel Aviv, Israel, 2012.

- The meeting of the Israeli Local Network of ENBIS on Risk Management, Tel Aviv University, Israel, 2012.
- The 17th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2012.
- The fifth Conference on Research in Industrial Engineering and Management, Yam Ha-Melah, Israel, 2011.
- The fourth conference on Quality in the Galilee, Braude College, Israel, 2011.
- The 16th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2010.
- The fourth meeting of the Israeli Local Network of ENBIS on Predictive Analytics, Herzelia, Israel, 2010.
- International Symposium on Stochastic Models in Reliability Engineering, Life Science and Operations Management (SMRLO'10), Sami Shamoon College of Engineering, Beer Sheva, Israel, 2010.
- The third conference on Quality in the Galilee, Braude College, Israel, 2010.
- The first meeting of the Israeli Local Network of ENBIS on selected topics in data mining, Herzelia, Israel, 2008.
- The third meeting of the Israeli Local Network of ENBIS on Predictive Analytics, the Open University, Raanana, Israel, 2009.
- The fourth Conference on Research in Industrial Engineering and Management, Malot, Israel, 2009.
- The second conference on environment quality, Braude College, Israel, 2009.
- The second meeting of the Israeli Local Network of ENBIS on Predictive Analytics, Herzelia, Israel, 2009.
- The second conference on Quality in the Galilee, Braude College, Israel, 2009.
- The first meeting of the Israeli Local Network of ENBIS on selected topics in data mining, Herzelia, Israel, 2008.

- Conference on creating information from data infrastructures, Braude College, Israel, 2008.
- The first conference on quality in the Galilee: The role of quality, theory and practice, Braude College, Israel, 2008.
- The first conference on technologies and management of the environment quality, Braude College, Israel, 2008.
- Participating in organizing the first and second Braude College Research Conferences, 2005/6.

Talks at Conferences

- The 23rd Industrial Engineering and Management Conference, Ariel university, Israel, 2023.
- The 38th International Conference of the Israel Society for Quality, Tel Aviv, Israel, 2022.
- The 22nd QMOD conference on Quality and Service Sciences (ICQSS) Krakow, Poland, 2019.
- The 30th European Conference on Operational Research (EURO 30 th), Dublin, Ireland, 2019.
- The European Network for Business and Industrial Statistics (ENBIS19) conference, Budapest, Hungary, 2019.
- The Performance Measurement and Management Conference, Warsaw, Poland, 2018.
- The European Network for Business and Industrial Statistics (ENBIS18) conference, Nancy, France, 2018.
- The European Network for Business and Industrial Statistics (ENBIS17) conference, Naples, Italy, 2017.
- The RESER 2017 conference, Bilbao, Spain, 2017.
- The RESER 2016 conference Italy (Naples), 2016.
- The European Network for Business and Industrial Statistics (ENBIS16) conference, England (Sheffield), 2016.
- The RESER 2015 conference Copenhagen (Denmark), 2015.
- The European Network for Business and Industrial Statistics (ENBIS15) conference, Prague, 2015.
- The European Network for Business and Industrial Statistics (ENBIS14) conference, Linz, Austria, 2014.

- The European Association for Research on Services (RESER14) conference, Helsinki, Finland, 2014.
- The European Network for Business and Industrial Statistics (ENBIS12) conference, Slovenia, 2012.
- The 17th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2012.
- The European Network for Business and Industrial Statistics (ENBIS11) conference, Pugal, 2011.
- The European Network for Business and Industrial Statistics (ENBIS10) conference, Belgium, 2010.
- The INFORMS MSOM (Manufacturing and Service Operations Management) Society Conference, Technion, Haifa, Israel, 2010.
- The 16th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2010.
- The International Conference on Production Research (ICPR20) Conference, Beijing, china, 2009.
- The European Network for Business and Industrial Statistics (ENBIS8) conference, Athens, Greece, 2008.
- The European Association for Research on Services (RESER8) conference, Stuttgart, Germany, 2008.
- The 3rd World Conference on Production and Operations Management, Tokyo, Japan, 2008.
- The 15th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2008.
- The International Conference on Industrial Logistics (ICIL08), Tel Aviv, Israel, 2008.
- The World Academy of Science, Engineering and Technology, Nice, France, 2007.
- The 3rd Israeli Industrial Engineering Research, Tel Aviv, Israel, 2007.
- The 14th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2006.
- The 16th International Conference of the Israel Society for Quality, Tel Aviv, Israel, 2006.
- The Institute for Operations Research and the Management Sciences (INFORMS) Conference, Hong Kong, 2006.
- The International Conference on Production Research (ICPR18), Salerno, Italy, 2005.
- The 12th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2002.

- The Performance Measurement and Management Conference, Boston, USA, 2002.
- The Israeli Statistics Association Conference, Tel Aviv, Israel, 1993.

LIST OF PUBLICATIONS

Refereed Papers

1. Dror, S. QFD for selecting key success factors in the implementation of quality 4.0, *Quality and Reliability Engineering International*, 38, 6: 3216-3232, 2022. <https://doi.org/10.1002/qre.3138>
2. Dror, S. Improving Business Objectives by Reducing Testing in the Transition from Development to Production, *Quality and Reliability Engineering International*, 36, 6: 2108-2118, 2020. <https://doi.org/10.1002/qre.2677>
3. Zaitsev, N. and Dror, S. A Corporate Social Responsibility (CSR) Model - A QFD Based Methodology, *Total Quality Management and Business Excellence*, 31, 1-2:137-148, 2020. <https://doi.org/10.1080/14783363.2017.1416286>
4. Dror, S. Linking Operational Plans to Business Objectives Using QFD, *Total Quality Management and Business Excellence*, 30, 1-2: 135-150, 2019. <http://dx.doi.org/10.1080/14783363.2017.1300053>
5. Eliezer, O. and Dror, S. Identifying Critical Success Factors in Project-Based Organizations Using QFD, *Journal of Modern Project Management*, 6, 3, 2019.
6. Dror, S. and Eliezer, O. QFD Methodology for Linking Project Success Factors to Outcomes in a Specific Business Case, *Journal of Modern Project Management*, 5, 3, 2018.

7. Dror, S. Identify Important Factors for Service Simulation Experiments using QFD, *Quality and Reliability Engineering International*, 32, 6: 2107–2114, 2016.
DOI: 10.1002/qre.2006
8. Ben-Gal, I. E. and Dror, S. Taguchi Method for Off-Line Quality Control. *Wiley StatsRef: Statistics Reference*. Online. 1–7, 2016.
DOI: 10.1002/9781118445112.stat03122.pub2
9. Bashkansky, E., Dror, S. Matrix Approach to Analysis of Human Errors and their Prevention by Quality Engineering and Managerial Tools, *Quality and Reliability Engineering International*, 32, 2:535–545, 2016.
10. Dror, S. and Margol, D. A Framework for Analyzing Malpractice Cases to Improve Healthcare Systems. *Quality and Reliability Engineering International*, 31, 7: 1103–1113, 2015.
11. Dror, S. House of Reliability Costs: Developing Reliability Program Activities, *Quality and Reliability Engineering International*, 30, 3: 375–380, 2014.
12. Kaner, M., Gadrich, T., Dror, S. and Marmor, Y. Generating and Evaluating Simulation Scenarios to Improve Emergency Department Operations. *IIE Transactions on Healthcare Systems Engineering*, 4, 3: 156-166, 2014.
13. Zaitsev, N. and Dror, S. Water Quality Function Deployment (QFD), *Quality Engineering*, 25, 4:356–369, 2013.
14. Kaner, M., Gadrich, T., Dror, S. and Marmor, Y. Conceptualizing Emergency Department Scenarios: A DSE-Based Methodology, *International Journal of Service Science, Management, Engineering, and Technology (IJSSMET)*, 4, 1, 30-46, January-March 2013.
15. Dror, S., Bashkansky, E. and Ravid, R. House of Security: A Structured System Design & Analysis Approach, *International Journal of Safety and Security Engineering*, 2, 4: 1-13, 2012.
16. Dror, S. and Sukenik, Y. A Strategic Service Quality Framework Using QFD, *Total Quality Management and Business Excellence*, 22, 10: 1-14, 2011.

17. Ravid, R., Bashkansky, E. and Dror, S. Integrating AHP in an FMECA Framework for Ranking Down Syndrome Tests, *IIE Transactions on Healthcare Systems Engineering*, 1,2: 91-100, 2011.
18. Kaner, M., Gadrich, T. and Dror, S. Engineering of Service Processes Through Designing Simulation Experiments, *International Journal of Services Sciences*, 4, 1: 76–99, 2011.
19. Dror, S. A Methodology for Realignment of Quality Cost Elements, *Journal of Modelling in Management*, 5, 2: 142-157, 2010.
20. Barad, M. and Dror, S. Strategy Maps as Improvements Paths of Enterprises, *International Journal of Production Research*, 46, 23: 6627-6647, 2008.
21. Dror, S. The Balance Scorecard versus Quality Award Models as Strategic framework, *Total Quality Management and Business Excellence*, 19, 6: 583-593, 2008.
22. Bashkansky, E., Dror, S., Ravid, R. and Grabov, P. Effectiveness of Product Quality Classifier, *Quality Engineering*, 19, 3: 235-244, 2007.
23. Dror, S. Deployment of Service Quality Characteristics, *International Journal of Humanities and Social Sciences*, 2, 5: 293-296, 2007.
24. Dror, S. A Process Causality Approach Given a Strategic Frame, *Journal of Modelling in Management*, 2, 1: 40-55, 2007.
25. Dror, S. and Barad, M. House of Strategy (HOS) – From Strategic Objectives to Competitive Priorities, *International Journal of Production Research*, 44, 18-19: 3879-3895, 2006.
26. Dror, S. and Barad, M. Enhancing Control Charts to Validate Strategy Maps, *Quality Technology & Quantitative Management*, 3, 4: 529-541, 2006.
27. Dror, S., Faraggi, D. and Reiser, B. Dynamic Treatment Allocation Adjusting for Prognostic Factors for More than Two Treatments, *Biometrics Journal*, 51: 1338-1343, 1995.

28. Epelbaum, R., Haim, N., Leviov, M., Ben-Shahar, M., Ben-Arie, Y., Dror, S. and Faraggi, D. Full Dose Chop Chemotherapy in Elderly Patients with Non-Hodgkin's Lymphoma, *Acta Oncologica*, 34, 1: 87-91, 1995.

Chapter in Books

1. Dror, S. and Tsur, K. *Determination of Vital Activities in Reliability Program for Multi-State System by Using House of Reliability*. In: Recent Advances in System Reliability: Signatures, Multi-state Systems and Statistical Inference. Eds. Anatoly Lisnianski and Ilia Frenkel. Springer: London, pp. 155-164, 2012.

Edited Books

1. Menipaz, E., Ben-Gal, I., Dror, S., and Yedidsion, L., and Ben-Haim R., *The Proceedings of the 17th National Industrial Engineering and Management Conference*, Tel-Aviv, Israel, March, 2012.
2. Menipaz, E., Ben-Gal, I., Dror, S., and Yedidsion, L., *The Proceedings of the 5th National Industrial Engineering and Management Research Meeting, Competitiveness Through Innovation, Integration and Risk Management*, Dead Sea, Israel, March, 2011.
3. Naveh, E., Ben-Gal, I., Menipaz, E., Dror, S., and Uri, E., *The Proceedings of the 16th National Industrial Engineering and Management Conference, Getting Out of the Crisis: Innovation, and Competitiveness*, Tel-Aviv, Israel, March, 2010.
4. Shtub, A., Ben-Gal, I., Menipaz, E., and Dror, S., *The Proceedings of the 4th National Industrial Engineering and Management Research Meeting, Research Trends in Industrial Engineering & Management*, Malot, Israel, March, 2009.

Conference Proceedings

1. Dror, S. QFD for selecting key success factors in the implementation of quality 4.0. In Proceedings of the 23rd Industrial Engineering and Management Conference, April 27, 2023 Ariel university, Israel.
2. Dror, S. Improving Business Objectives by Reducing Testing in the Transition from Development to Production, The 38th International Conference of the Israel Society for Quality, November 29-30, 2022, Tel Aviv, Israel.

3. Dror, S. The balanced scorecard versus quality award models: comparison and implementation using QFD. In Proceedings of the 22nd QMOD conference on quality and service sciences ICQSS, October 13-15, 2019, Krakow, Poland.
4. Dror, S. and Zaitsev, N. Identify Important Indicators for Corporate Social Responsibility (CSR) using QFD. In Proceedings of the ENBIS 2019 conference, September 2-4, 2019, Budapest, Hungary.
5. Dror, S. Concurrent design of product quality and supply chain using HOQ, In Proceedings of the 30th European Conference on Operational Research, June 23-26, 2019, Dublin, Ireland.
6. Dror, S. and Margol, D. A Framework for Analyzing Malpractice Cases to Improve Healthcare Systems, In Proceedings of the 21th Industrial Engineering and Management Conference, 1 April, 2019, Tel Aviv.
7. Zaitsev, N. and Dror, S. A Corporate Social Responsibility (CSR) Based Strategies Concerning Firm's/Region's Effective Development. The 58th edition of ERSA's landmark event: 58th ERSA Congress, August 28th-31st 2018, Cork, Ireland, 2018.
8. Dror, S. and Eliezer, O. QFD Methodology for Linking Project Success Factors to Outcomes in a Specific Business Case. In Proceedings of the ENBIS 2018 conference, Nancy, France, 2018.
9. Dror, S. Design of effective performance measurement system using QFD. In Proceedings of the Performance Measurement and Management Conference, Warsaw, Poland, 2018.
10. Dror, S. Design of Service Simulation Experiments Using QFD. In Proceedings of the RESER 2017 conference, Bilbao, Spain, 2017.
11. Dror, S. QFD for design simulation experiments of service processes. In Proceedings of the ENBIS 2016 conference, Sheffield, England, 2016.
12. Dror, S. The House of Quality for Product Service Design . In Proceedings of the European Network for Business and Industrial Statistics (RESER16) conference, Naples, Italy, 2016.

13. Dror, S. and Bashkansky. House of Security (HOS) for Preventing Human Errors, In Proceedings of the ENBIS 2015 conference, Prague, Czech Republic, 2015.
14. Dror, S. QFD for design simulation experiments of service processes. In Proceedings of the RESER 2015 conference Copenhagen, Denmark, 2015.
15. Dror, S. and Margol, D. A Framework for Analyzing Malpractice Cases to Improve Healthcare Systems, In Proceedings of the European Network for Business and Industrial Statistics (ENBIS14) conference, Linz, Austria, 2014.
16. Dror, S., Bashkansky, E. and Ravid, R. HOUSE OF SECURITY (HOS) – from attacks scenarios to security system components, In Proceedings of the RESER 2014 conference, Helsinki, Finland, 2014.
17. Karni, R and Dror, S. Determinants of Value Creation and Customer Value in the IPS2, In Proceedings of the 20th ICE Conference - IEEE TMC Europe, Bergamo, Italy, 2014.
18. Zaitsev, N. and Dror, S. Water Quality Function Deployment, The 41 Annual Meeting of the Israel Society for Ecology and Environmental Quality Sciences, Faculty of Agriculture, Food and Environment, The Hebrew University of Jerusalem, Rehovot, 7-9 October 2013. (In Hebrew).
19. Zaitsev, N. and Dror, S. Water QFD, Annual Conference of the European Regional Science Association, Israeli Branch, Faculty of Business & Management, Ben-Gurion University of the Negev, Beer-Sheva, 30 January 2013. (In Hebrew).
20. Dror, S. and Zaitsev, N. Water Quality Function Deployment (QFD), In Proceedings of the European Network for Business and Industrial Statistics (ENBIS12) conference, Slovenia, 2012.
21. Dror, S. and Zaitsev, N. Water Quality Function Deployment (QFD), In Proceedings of the fifth conference on Quality in the Galilee, Braude College, Israel, 2012.
22. Dror, S. and Tsur, K. House of Reliability for Multi-State System, In Proceedings of the 17th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2012.
23. Dror, S. and Tsur, K., Determination of Vital Activities in Reliability Program for Multi-state-Multi-State System by Using House of Reliability, In Proceedings of the European Network for Business and Industrial Statistics (ENBIS11) conference, Pugal, 2011.

24. Dror, S. A Methodology for Realignment of Quality Cost Elements, In Proceedings of the European Network for Business and Industrial Statistics (ENBIS10) conference, Belgium, 2010.
25. Ravid, R., Bashkansky, E. and Dror, S., Integrating AHP in an FMECA Framework for Ranking Down Syndrome tests, In Proceedings of the 16th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2010.
26. Dror, S. and Sukenik, Y. A Strategic Service Framework using Quality Function Deployment, In Proceedings of the 16th Industrial Engineering and Management Conference, Tel Aviv, Israel 2010.
27. Kaner, M., Gadrich, T. and Dror, S. A Generic Scheme for Designing Emergency Department, In Proceedings of the INFORMS MSOM (Manufacturing and Service Operations Management) Society Conference, Technion, Haifa, Israel, 2010.
28. Kaner, M., Gadrich, T. and Dror, S. Assigning Factors in Designing Experiments for Emergency Department Processes, In Proceedings of the 16th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2010.
29. Dror, S. and Sukenik, Y. A Framework for Service Quality Deployment, In Proceedings of the RESER 2009 conference, Budapest, Hungary, 2009.
30. Ravid, R., Dror, S. and Bashkansky, E., Integrating AHP in an FMECA Framework for Ranking Down Syndrome Tests, In Proceedings of ICPR 20 – International Conference on Production Research, Beijing, china, 2009.
31. Kaner, M., Gadrich, T. and Dror, S. Engineering of Service Processes Through Designing Simulation Experiments, In Proceedings of the 4rd Israeli Industrial Engineering Research, Malot, Israel, pp. 143-158, 2009.
32. Dror, S. Causality Processes in the Performances of an Individual Organization Consistent with a Given Strategy, the European Network for Business and Industrial Statistics (ENBIS9) conference, Goteborg, Sweden, 2009.
33. Dror, S. Strategy Deployment: Linking Business Objectives to Action Plans, the 3rd World Conference on Production and Operations Management, Tokyo, Japan, 2008.
34. Dror, S., Ravid, R., and Bashkansky, E. Identifying Downs Syndrome Fetuses Using Taguchi's Approach: Selecting the Most Appropriate Detection Method, the 3rd World Conference on Production and Operations Management, Tokyo, Japan, 2008.

35. Dror, S., Gadrich, T. and Kaner, M. Design of Experiments in Simulation with Application to Services, the European Network for Business and Industrial Statistics (ENBIS8) conference, Athens, Greece, 2008.
36. Dror, S., Gadrich, T. and Kaner, M. Service Process Operations Management Using Design of Experiments and Simulation, In Proceedings of the European Association for Research on Services (RESER8) conference, Stuttgart, Germany, 2008.
37. Dror, S. House of Service Quality (HOSQ): from service quality characteristics to organizational features, In Proceedings of the 15th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2008.
38. Dror, S. Utilizing QFD for Translating Business Objectives into Action Plans, In Proceedings of the International Conference on Industrial Logistics (ICIL08), pp. 86-92, Tel Aviv, Israel, 2008.
39. Dror, S. Deployment of Service Quality, In Proceedings of the World Academy of Science, Engineering and Technology, ISSN 1307-6884, 24, pp. 31-34, Nice, France, 2007.
40. Dror, S. House of Quality Costs (HOQC), In Proceedings of the 3rd Israeli Industrial Engineering Research, pp. 188-193, Tel Aviv, Israel, 2007.
41. Dror, S. and Barad, M. Quality Function Deployment (QFD) to Construct a Strategy Map, In Proceedings of the 14th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2006.
42. Ravid, R, Dror, S. and Bashkansky, E. Repeated Measurements in Quality Classification Systems, In Proceedings of the 14th Industrial Engineering and Management Conference, Tel Aviv, Israel, 2006.
43. Dror, S. A Causality Approach for Implementing the Quality Cost Concept, the 16th International Conference of the Israel Society for Quality, Tel Aviv, Israel, 2006.
44. Bashkansky, E., Dror, S., and Ravid, R. Accuracy of Redundant Quality Classification Systems, the 16th International Conference of the Israel Society for Quality, Tel Aviv, Israel, 2006.
45. Dror, S. Implementing the Quality Costs Model, the Institute for Operations Research and the Management Sciences (INFORMS) Conference, Hong Kong, 2006.
46. Dror, S. and Barad, M. House of Strategy (HOS) – From Strategic Objectives to Competitive Priorities, In Proceedings of ICPR 18th – International Conference

- on Production Research, Salerno, Italy, 2005.
47. Bashkansky, E., Dror, S., Ravid, R. and Grabov, P. Effectiveness of Product Quality Classifier, In Proceedings of ICPR 18th – International Conference on Production Research, Salerno, Italy, 2005.
 48. Bashkansky, E. and Dror, S. Interactive Lexicon for Quality Management System Terms, the 7th National Conference, Israel Soc. for Quality, Tel Aviv, Israel, 216-218, 2003.
 49. Dror, S. and Barad, M. The Balanced Scorecard as Strategic Frame: Crisp and Fuzzy Performance Measures, In Proceedings of the 12th Industrial Engineering and Management Conference, pp. 99-103, Tel Aviv, Israel, 2002.
 50. Dror, S. and Barad, M. Utilizing Quality Function Deployment to Construct a Balanced Scorecard Map, In Proceedings of the Performance Measurement and Management Conference, pp. 165-172, Boston, USA, 2002.
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