



Dr. Rahul Vishwanath Mulay

Designation: Assistant Professor in Operations Management

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BRIEF SUMMARY

Dr. Rahul is a Professional with **13 years** of industry exp and **14 years** of academic exp, thus totaling **27 years of** work experience.

For the last 13 years he has been teaching Operations and Supply Chain Management related subjects to MBA students. His teaching areas of expertise are:

Operations/ Production Management

Logistics and Supply Chain Management

Total Quality Management.

Business Process ReEngineering/ Operational

Excellence

He has been getting good teaching feedback from most classes in the last few years.

He has guided many students in their master's thesis and summer internship projects. He has taken part in different institute building activities over the last few years. He was a core member of the SIMSR Global Supply Chain Management conference team from 2013 to 2019 and was a key member in successfully organizing the conference every year. He has published papers in many national level conferences and a few journals. His publications include a paper each in ABDC B and C category and Scopus Indexed journals.

He has conducted Executive education training sessions on Logistics and Supply Chain Management for the Indian Navy and Wellness Pharma, and on Operational Excellence for working executives under the TimesPro MBA program.

While working in the industry, his main work areas were Software Product Quality (Functional Testing) and Support of Supply Chain, Manufacturing and Engineering application software. He has good exposure software application development cycle, software quality/testing and software support process. He has worked with some of the best Information Technology and Services companies in the roles of software analyst, software support engineer and quality analyst. At the start of his career, he worked as a Trainee Engineer with a reputed Air Compressor and Air Tools manufacturing company.

In the course of his employment he has attend training programs on Software testing, Basics of supply chain management, Quality management systems and ISO, Manufacturing modules of ERP software and training in machining and machining processes. In his academic journey, he has attended a number of conferences, workshops and faculty development programs.

EDUCATION

Degree	Subject/Specialization	Duration	Institute/University	Year of Passing	Grade
Ph.D.	Management Studies	08 years (2014 to 2022)	KJSIM, University of Mumbai	Final Defence on 28th Jan 2022	Degree Awarded
Masters in Information Management (MIM)	Information Management (MBA Systems)	3 years Part time 2003 to 2006	Jamnalal Bajaj Institute Of Management Studies, Mumbai, University Of Mumbai	May 2006	First Class 60 %
Graduate Diploma In Business Transformation Management	(TQM and Information systems)	1 year full time Aug 1995 to Aug 1996	Aptech School Of Management, Aptech Computer Education, Mumbai	Aug 1996	Pass C+
Bachelor of Engineering	Machine Tools Engineering	1989 to 1993	K.J. Somaiya College Of Engineering, Mumbai, University Of Mumbai	June 1993	First Class 61 % (Hons)

AWARDS and ACHIEVEMENTS

1. Appreciation for contribution in making the 4 th Mfg/Pro User Group Meet held in March,1997 at Mafatlal Consultancy Services Mumbai a success.
2. Special contribution award from IBM Global Services for the implementation work at HLL, Silvassa, Aug 1998
3. Certification- Basic Of Supply Chain Management, APICS, USA, Jan 2009
4. Certification- Foundation Level Software Testing, ISEB, BCS UK, Jan 2008
5. Core member in organizing the SIMSR Global Supply Chain Conference from A.Y. 2012-13 to A.Y. 2019-20

ACADEMIC EXPERIENCE

KJ Somaiya Institute Of Management, Mumbai Assistant Professor, Operations Management, Jan 2012 till date (exp of 13 years)	
<u>Teaching</u>	Taught the following theory subjects to Master's degree students <ul style="list-style-type: none"> • Logistics and Supply Chain Management, • Production/Operations Management, • Total Quality Management • Business Process Reengineering
<u>Research</u>	<ul style="list-style-type: none"> • Publications are mentioned on the following page • Developed Case study in AY 2021-22 titled "Quality Function Deployment (QFD) applied to food industry -analyzing a case of a nutrition bar" for the KJSIM Case Research Center.
<u>Workshops/ Executive Education programs conducted</u>	<ul style="list-style-type: none"> • Conducted 3 days (2hrs per day) training for INS Hamla sailors on Supply Chain Management topics in Aug 2014 • Conducted 2 days (half day each) training for INS Hamla sailors on Production Management topics in July 2012 • Conducted 1 day training for INS Hamla officers on Logistics and Supply Chain Management topics in Sep 2020 • Conducted 2 day training for INS Hamla officers on Logistics and Supply Chain Management topics in Feb 2022, July 2022, Jan 2023 • 1 day training for staff of Wellness Forever on Supply Chain Management in March 2022 • Course on Operational Excellence under the MBA program for working executives organized by TimesPro in Aug 2024 (Batch 01 3rd Trim)
<u>Administrative/Institution Building Activities</u>	<ul style="list-style-type: none"> • Students Activity Committee: Industrial visit for 1st year PG A and B students to JNPT Navi Mumbai in Dec 2013 • SIMSR Global SCM Conference: Coordinator and Core committee member for the conference in Feb 2013, Jan 2014, Dec 2014, Dec 2015, Dec 2016, Dec 2017, Dec 2018 and Dec 2019 • Admissions- Case Analysis and Personal Interview for MBA aspirants during Feb March every year. • AACSB - collected information on student achievements and learning goals about events for AY 13-14 in the format required. 2014 • AACSB -Standard 15 related work, 2015 • Information Technology Committee: Helped the non-teaching staff with setting up of the data in the ERP system, 2014 • Quality/ISO committee: took part in the institute process audits for ISO • Exam Committee : Working as member of the college exam committee from 2016 and Results moderation sub-committee • Division Head for 1st year MBA Division from July 2023 onwards.
<u>Reviewer</u>	<ul style="list-style-type: none"> • Reviewer for Conference paper abstract during the POMS SIMSR SCM Conference 2019 India • Co-Chaired a Paper Presentation Track session during the POMS SIMSR SCM Conference 2019 India • Reviewed some chapters in the Book "Operations Management Principles and Practices" by Sage Publications in July 2021

	<ul style="list-style-type: none"> • Reviewer for the manuscript titled: “Perceived Effectiveness of Total Quality Management (TQM) Practice of the Public Sector Companies in India” for Business Perspectives and Research, SAGE publication in March 2022 • Reviewer for manuscript BPR-2022-0294 entitled “Linking supply chain management practices of micro, small, and medium-sized enterprises to customer relationship management objectives: a proposed framework” Business Perspectives and Research, SAGE publication in July 2022 • Reviewer for the manuscript titled: “BPR-2022-0117.RV2 entitled Comparing sustainable procurement in green supply chain practices across Indian manufacturing and service sectors” Business Perspectives and Research, SAGE publication in Nov 2022 • Reviewer for manuscript titled: “Service quality in higher education: A bibliometric study” in the journal IJQSS, Emerald publication, in Sep 2023 • Reviewed Case titled “BattleBots: Distinguishing the Best from the Rest” of Case center IIM Raipur in March 2024
Student Project Guided	<ul style="list-style-type: none"> • Guided 3 to 4 students each academic year from 2014 for their Summer Internship projects, End Term projects and Master’s Thesis

KJ Somaiya College Of Engineering, Mumbai	
Lecturer (ad-hoc), Mechanical Engineering Department, Jan 2004 – May 2005 (exp of 1 year)	
Teaching	<ul style="list-style-type: none"> • Taught Engineering Drawing theory and practical to F.E students • Conducted practicals of Engineering Mechanics for F.E students

Peer Reviewed Publications	
Journal Publications	
Title of paper	Details of publication
Enabling 24x7 water supply using hydraulic model in Indian cities	Journal of the Indian Water Works Association, 2010
A Study on the Relationship between the Voice of Customer with the Cost of Quality in Processes of Professional Higher Education Institutions	Published in the South Asian Journal of Management , AMDISA, Vol.24, Issue No.4, Oct-Dec 2017, ISSN: 0971-5428,pp 55-72 (ABDC ' C ' Category), October – December 2017
A study on the Relationship between selected Processes of Higher Education Institutions in Mumbai	Published in IOSR Journal of Business Management , Vol. 20, Issue No. 7, July 2018, ISSN: 2278-487X, DOI: 10.9790/487X-2007023842
An empirical study on quality improvement in higher education institutions with reference to selected processes	Published in the Quality Management Journal by Taylor and Francis. Volume 28 Issue 1. Jan 2021 ISSN: 2575-6222, pp. 41-56. (ABDC ' B ' Category) and Scopus indexed
Perception of Indian customers towards e-service quality and its effect on consumer happiness, retention, and loyalty	Published in the Cogent Business and Management Journal by Taylor and Francis, Volume 11 Issue 1 continuous publication 2024 Online ISSN: 2331-1975 (Scopus indexed)
Conference Publication/Presentation	

Enabling 24x7 water supply using hydraulic model in Indian cities	Published in the proceedings at conference on Urban Infrastructure, VNIT Nagpur, June 2010
Challenges In Urban Water Supply Distribution In India	Published in the SIMSR Global Supply Chain Management Conference proceedings, Jan 2014
A Study on Determinants Of Quality in Higher Education	Published in the SIMSR Global Supply Chain Management Conference Proceeding, Dec 2014
Internet Of Things	Published in SIMSR Global SCM conference Proceedings, Dec 2015
Reverse Logistics in the Automobile sector- A Review study	Published in SIMSR Global SCM conference Proceedings , Dec 2015
Significance Of Leadership/Governance as Total Quality Management Dimensions in Higher Education – A Review	Published in 22nd Senior Scholar’s national seminar proceedings, KJ Somaiya Comprehensive College of Education, Training and Research Mumbai, in Feb 2016
Application of Quality Function Deployment (QFD) in Professional Higher Education- A Review	Published in SIMSR Global SCM conference Proceedings, Dec 2016
A study of Understanding the Relationship of the Voice of Customer with the Cost of Quality in Professional Higher Education Institutions	Extended abstract published in the SIMSR Global Marketing conference compendium, Feb 2017
An Overview of some Total Quality Management Models applied in Higher Education sector	Published in SIMSR Global SCM conference Proceedings, Dec 2017
Supply Chain Risk Management For Industry 4.0	Published in SIMSR Global SCM conference Proceedings, Dec 2018
Quality in Private Professional Higher Education Institutions in India- A Review	Published in SIMSR POMS International Conference Proceedings, Dec 2019
Identifying the Factors affecting the Quality In Higher Education Institutions with reference to selected Administrative Processes	Published in the EuroMed Conference compendium, Feb 2020
Studying the Impact of Personality Traits on Supply Chain Skills	Published in International Conference on Fostering Resilient Business Ecosystems and Economic Growth: Towards the Next Normal Organized By: Dr. D. Y. Patil B-School, Pune, India and AIMS 28 April 2022
A Study of Consumer Perception of Luxury Goods in the Fashion Industry	Published in the proceedings of 3 rd International Business Analytics Conference at KJSIM on 23 March 2023
Paper Titled “Identifying the factors indicating the performance of processes in higher education institutions”	Presented and Published in the proceedings of “Samavaya” Conference at KJSIM on 10 Jan 2025
Books Co-Edited	
Title	Book name
Challenges In Emerging Economies	SIMSR Global Supply Chain Management Conference Proceedings Book in Jan 2014
DE-Risking The Supply Chain in Global Environment	SIMSR Global Supply Chain Management Conference Proceedings Book in Dec 2014
ReDefining Boundaries - Supply Chain Perspectives	SIMSR Global Supply Chain Management Conference Proceedings Book in Dec 2015
Supply Chain Management 2020- Ocean Of Opportunities	SIMSR Global Supply Chain Management Conference Proceedings Book in Dec 2016
Managing the Supply Chain, Driving Into the Future	SIMSR Global Supply Chain Management Conference Proceedings Book in Dec 2017
Supply Chain for Industry 4.0	SIMSR Global Supply Chain Management Conference Proceedings Book in Dec 2018

INDUSTRY EXPERIENCE

AB Consultants, Thane

Self-employed, Independent Consultant. May 2011 to Dec 2011 (**exp of 0.75 years**)

- The project was on designing of Water supply system for municipal towns using Hydraulic modeling and Geographic Information system software.
- I was assisting a senior civil engineering consultant on some aspects of the GIS software and some project commercial aspects

Synergy Engineering and Environmental SolutionsLtd, Thane, Mumbai

Project Manager, MSNA Urban Water Supply Reforms Program Jan 2010 upto May 2011 (**exp of 1.5 years**)

- Prepared presentations about the Company Profile,
- Took part in Tender process and completed the work order,
- Did Vendor evaluation for purchasing of Flow meter.
- Took up Relationship management with the business partner organization (which was supplying the hydraulic modeling software)
- As a senior manager in the company I took up few steps towards organizational development.
- Maintaining project status report, that helped have a quick view of all the activities in a timely manner.
- Collecting field data and readings for water audit, preparation of process report for water audit based on the system study
- As a business head, I organized the Implementation of Consumer Water Billing software, collection and verification of the consumer data from the council, giving training to the council staff for using the software, installation and commissioning. Ensured the satisfaction about the software for the end users in the council.
- Lead a team of 5 to 6 engineers for successful implementation of billing software
- I took part in the discussion with the client head to relate Geographic Information System software with consumer survey data and water billing data and develop the streamlined 1 page consumer survey form.

MahindraSatyam Computer Services Ltd, Pune

Project Manager, QAD practice team (Extended ERP), Oct 2008 upto Dec 2009(**exp of 1 year**)

- QAD 2009 Application Feasibility study - Conception phase project for a automotive major. The task was to identify and document the benefits, advantages and pros and cons of the new version of QAD
- Conducted revision sessions for candidates appearing for BSCM.
- Testing assignment for a major Automotive customer.
- Excise solution functionality designing, framing the requirements and testing. The solution is a Reporting tool which uses the available Mfg/Pro transactions to generate the Excise Registers

QAD India Pvt. Ltd, Mumbai

Quality Analyst Feb 2006 to Oct 2008 (**exp of 2.75 years**)

- Creation of test cases and detailed test scripts for various modules
- Execution of the above based test scenarios with the successive builds of the new product. Raising new defects and Retesting of defects in successive builds.
- Review of related Software Requirement Specifications to improve the understanding of the new product.
- Active role in Knowledge Sharing sessions, walkthroughs, meetings, with a view to enhance overall

- Product and Process knowledge and comply with QAD Policies and Processes.
- Imparted training to new team members on excel Test case template

Geometric Software Solutions Ltd, Mumbai

QA Engineer Feb 2000 to Oct 2003(exp of 3.75 years)

- Software Testing and Support for CAD, CAM and PLM technology products
- Executed test suites daily for regression and acceptance testing
- Prepared test plans after reviewing the specifications documentation sent by the client.
- Acceptance and integration testing of CAMWorks based on the test plans. Found and reported bugs.
- Backup of code and test output files, maintaining baselines etc.
- FR version releases/control, client support activities.
- Validating and verification of bugs on different CAD and kernel platforms such as Solidworks, Parasolid, MDT and Catia
- Making test plans for new projects
- Maintaining and overseeing Bug Database, Baselines, validating daily test output
- Executed the test scenarios on different platforms as per the plans from Dassault Systemes. Met the DS standards/metrics.
- Solving end customer cases on ENOVIA 3dcom (on behalf of DS) as per the weekly schedule

IBM Global Services (I) Ltd, Mumbai

Software Engineer, Feb 1998 upto March 1999(exp of 1 year)

- Implementation of Mfg/Pro mid range ERP software at Hindustan Lever Limited factories in Maharashtra
- Successful roll outs of modules involving study of the existing system, end user training, installation of Mfg/Pro, Progress, database set up etc., upgrade of earlier version of Mfg/Pro and Progress

Mafatlal Consultancy Services (I) Ltd, Mumbai

Software Engineer, Sep 1996 upto Feb 1998(exp of 1.5 years)

- System study of MFG/PRO at DCM Daewoo (India) Ltd., Delhi The task involved study of the existing system, mapping Mfg/Pro Inventory and Accounts payable modules to suit the user.
- Defect Resolution Team at MCS: Worked as a coordinator for Bugs Resolution Center and at the support desk to solve customer queries, related to the system, technical snags, error messages, product features etc. Mfg/Pro installations.
- Implementation of MFG/PRO at Vinarom Ltd, Bangalore: Vinarom is a process industry which manufactures flavors and fragrances. The task involved study of the existing system, mapping, data modeling and implementation of Excise, Quality Management modules of Mfg/Pro.
- Successfully attended client functional issues, upgrades, Mfg/Pro documentation and installations

Chicago Pneumatic (I) Ltd, Nasik

Trainee Engineer, Production, Feb 1994 upto Feb 1995(exp of 1 year)

- Manufacturing Department- GRINDING Section- Centerless and Internal grinding machines used to manufacture components of Pneumatic Tools.
- Assembly of some Pneumatic Tools.
- Manufacture of components on CNC Milling machine. Vertical honing of air tool parts.
- Learnt different grinding processes and machines –their set ups especially internal automatic machines in a short time and contributed to producing components as per the work order targets

PERSONAL DETAILS

Date of Birth:	31 st July 1971
Marital Status	Married
Nationality	Indian
Parents	Retired medical professionals
Wife:	Dr. Madhuri Mulay, Associate Professor of Civil and Environmental Engineering
Children	Ms. Aarohi (24) and Ms Bhargavi (17)
