

**Vassilis GLIATIS**

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**EDUCATION**

**PhD in Service Operations**, Financial and Management Engineering Department, Aegean University, 2019. Thesis: Lean manufacturing concepts in service environments

**MBA**, Athens Laboratory of Business Administration (ALBA), 2003 (*Sponsored by Planning SA*), Thesis: Quality improvements in the professional service industry

**BSc: International Economics and Business Studies**, Athens University of Economic and Business Studies, 2000. Thesis: Forward direct investments in South East Asia

**Publications:**

- Appropriateness of cellular operations in information intensive services (2017), Total Quality Management and Business Excellence Journal, (<https://doi.org/10.1080/14783363.2017.1350096>)
- Assessing the impact of Failures in Service Operations using experimental design with simulation (2013), International Journal of Quality and Reliability Management, 30(1), (<https://doi.org/10.1108/02656711311288405>)
- Service Attribute-Process Matrix: A Tool for Designing and Managing Services (2007), Journal of System Science and System Engineering, 16(3), (<https://doi.org/10.1007/s11518-007-5049-3>)

**EMPLOYMENT RECORD**

UBS FINANCIAL SERVICES, USA (Weehawken, NJ) Change Architect, Executive Director	Business & Process Transformation 2017-Present
INLECOM SYSTEMS, Belgium Managing Director	INLECOM Consulting 2016-/2017
MCKINSEY & CO, Belgium Lean Management Expert	European Service Operations 2012-2016
EUROCLEAR SA/NV, Belgium Manager	Lean Central Team 2008-2012
PIRAEUS BANK GROUP, Greece Project Manager	Organizational & Quality Division 2007-2008
EFG EUROBANK, Greece Project Manager	Organization & Planning Division 2003-2007
PLANNING SA, Management Consultants, Greece Project Leader	Business Process Reengineering 2000-2003
HELLENIC ARMY, Greece (Limnos) Cadet Officer ( <i>mandatory service</i> )	290 Airborne Battalion 1998-2000