

**Department of Food Science and Technology**

**School of Agricultural Sciences**

**University of Patras**

# **Biographical Note**

**Evangelos Psomas**

**Professor**

**Agrinio 2026**

## 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 Food Science and Technology of the University of Patras.  
**Job address** 2, G. Seferis Str. – 30100, Agrinio.  
**Tel.**  
00302681072159  
00306977018820  
**e-mail** epsomas@ upatras.gr

## 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  
*Postgraduate Program: Quality Assurance.*

**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. <https://doi.org/10.1108/17566690910971418>.
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. <https://doi.org/10.1108/02656710910928798>.
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. <https://doi.org/10.1108/17410400910977091>.
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. <https://doi.org/10.1108/02656710910995082>.
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. <https://doi.org/10.1108/17542731011024255>.
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. <https://doi.org/10.1080/14783363.2010.481512>.
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, <https://doi.org/10.1108/17542731011072874>. 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. <https://doi.org/10.1108/17410401011075657>.
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. <https://doi.org/10.1108/09604521011073731>.
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. <https://doi.org/10.1108/14777831111136090>.
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. <https://doi.org/10.1108/14637151111136360>.

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. <https://doi.org/10.1108/17410381311287481>.
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. <https://doi.org/10.1108/BIJ-08-2011-0065>.
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. <https://doi.org/10.1108/09604521311303426>.
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. <https://doi.org/10.1080/14783363.2013.791099>.
16. Kafetzopoulos, D., **Psomas, E.**, Kafetzopoulos, P. (2013), “Measuring the effectiveness of the HACCP Food Safety Management System”, *Food Control*, Vol. 33 No. 2, pp. 505-513. <https://doi.org/10.1016/j.foodcont.2013.03.044>.
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. <https://doi.org/10.1108/IJQRM-05-2012-0057>.
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. <https://doi.org/10.1108/TQM-02-2013-0017>. 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. <https://doi.org/10.1108/BIJ-04-2012-0028>.
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. <https://doi.org/10.1080/14783363.2014.906113>.
21. **Psomas, E.** and Kafetzopoulos, D. (2015), “HACCP Effectiveness Between ISO 22000 Certified and non-Certified Dairy Companies”, *Food Control*, Vol. 53, pp. 134-139. <https://doi.org/10.1016/j.foodcont.2015.01.023>.
22. 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. <https://doi.org/10.1108/IJQRM-11-2013-0186>.
23. **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. 53 No.7, pp. 2089-2099. <https://doi.org/10.1080/00207543.2014.965353>.

24. **Psomas, E.** and Pantouvakis A. (2015), "ISO 9001 Overall Performance Dimensions: An exploratory study" *The TQM Journal*, Vol. 27 No. 5, pp. 519-531. <https://doi.org/10.1108/TQM-04-2014-0037>.
25. 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. <https://doi.org/10.1080/14783363.2015.1068588>.
26. 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. <https://doi.org/10.1142/S1363919616500419>.
27. Kafetzopoulos, D. and **Psomas, E.** (2016), "The impact of innovation capability on manufacturing firm performance", *Journal of Manufacturing Technology Management*, Vol. 26 No. 1, pp. 104-130. <https://doi.org/10.1108/JMTM-12-2012-0117>.
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. <https://doi.org/10.1108/IJQRM-07-2014-0090>.
29. Pantouvakis A. and **Psomas, E.** (2016), "Exploring Total Quality Management Applications under uncertainty: A research agenda for the shipping industry", *Maritime Economics & Logistics*, Vol. 18, pp. 496-512, <https://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. 530-546. <https://doi.org/10.1108/TQM-04-2015-0049>.
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. 29 No. 1, pp. 147-166. <https://doi.org/10.1108/TQM-11-2015-0142>.
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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. <https://doi.org/10.1108/QAE-08-2015-0033>.
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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. <https://doi.org/10.1108/IJQSS-02-2017-0013>.

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. 64-81. <https://doi.org/10.1108/IJQRM-05-2016-0061>.
37. **Psomas, E.**, Kafetzopoulos, D. and Gotzamani, K. (2018), "Determinants of company innovation and market performance", *The TQM Journal*, Vol. 30 No. 1, pp. 54-73. <https://doi.org/10.1108/TQM-07-2017-0074>.
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. <https://doi.org/10.1016/j.jclepro.2018.01.182>.
39. Casolani, N., Liberatore, L. and **Psomas, E.** (2018), "Implementation of Quality Management System with ISO 22000 in food 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. 1882-1900. <https://doi.org/10.1108/IJPPM-12-2017-0325>.
41. Bouranta, N., **Psomas E.**, Suarez, M.F. and Jaca C. (2019), "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. <https://doi.org/10.1108/BIJ-09-2017-0240>.
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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. <https://doi.org/10.1108/IJQRM-12-2017-0260>.
44. Karakasnaki, 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. <https://doi.org/10.1108/IJQSS-10-2017-0096>.
45. **Psomas E.** (2020), "The originality of the Lean manufacturing studies. A systematic literature review", *International Journal of Lean Six Sigma*, Vol. 11 No. 2, pp. 254-284. <https://doi.org/10.1108/IJLSS-01-2018-0002>.
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. (2020), "Future research avenues of Cost of Quality. A systematic literature review", *The TQM Journal*, Vol. 32 No. 6, pp. 1599-1622. <https://doi.org/10.1108/TQM-09-2019-0224>.

48. 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. 33 No. 3, pp. 729-769. <https://doi.org/10.1108/TQM-02-2020-0020>.
49. **Psomas E.** (2021), "Future Research Methodologies of Lean Manufacturing. A Systematic Literature Review", *International Journal of Lean Six Sigma*, Vol. 12 No. 6, pp. 1146-1183. <https://doi.org/10.1108/IJLSS-06-2020-0082>.
50. Kafetzopoulos, D., **Psomas, E.** and Kafetzopoulos, P., (2021), "Strategic management of ambidexterity: A systematic literature review", *International Journal of Business & Management Studies*, Vol. 2 No. 4, pp. 26-42. 1620554457.pdf (ijbms.net).
51. Antony J., **Psomas E.**, Garza-Reyes, J.A. and Hines, P. (2021), "Practical implications and future research agenda of Lean manufacturing". A systematic literature review", *Production Planning and Control*, Vol. 32 No. 11, pp. 889-925. <https://doi.org/10.1080/09537287.2020.1776410>.
52. **Psomas, E.**, Dimitrantzou Cr. and Vouzas F. (2022), "Practical implications of cost of quality. A systematic literature review". *International Journal of Productivity and Performance Management*, Vol. 71 No. 8, pp. 3581-3605. <https://doi.org/10.1108/IJPPM-10-2020-0524>.
53. Bouranta, N., **Psomas E.** and Antony J. (2022), "Human factors involved in Lean Management A Systematic Literature Review", *Total Quality Management and Business Excellence*, Vol. 33 No. 9-10, pp. 1113-1145. <https://doi.org/10.1080/14783363.2021.1936481>.
54. **Psomas E.** (2022), "Country-related future research agenda of Lean Manufacturing. A systematic literature review", *Benchmarking. An International Journal*, Vol. 29 No. 4, pp.1185-1213. <https://doi.org/10.1108/BIJ-01-2021-0037>.
55. Dimitrantzou Cr., **Psomas E.**, Bouranta N. and Kafetzopoulos, D. (2022), "The role of Organizational Culture in Total Quality Management adoption and Cost of Quality", *Total Quality Management and Business Excellence*, Vol. 33 No. 15-16, pp. 1718-1736. <https://doi.org/10.1080/14783363.2021.1997143>.
56. **Psomas E.** and Keramida E. and Bouranta N. (2022), "Practical Implications of Lean, Six Sigma and Lean Six Sigma in the public administration. A Systematic Literature Review", *International Journal of Lean Six Sigma*, Vol. 13 No. 6, pp. 1277-1307. <https://doi.org/10.1108/IJLSS-04-2021-0078>.
57. Kafetzopoulos, D., **Psomas E.**, and Bouranta N. (2022), "The influence of leadership on strategic flexibility and business performance: The mediating role of talent management", *Management Decision*, Vol. 60 No. 9, pp. 2532-2551. <https://doi.org/10.1108/MD-10-2021-1310>.
58. Bouranta, N., **Psomas E.**, Casolani, N., Jaca C., and Liberatore L. (2022), "Consumers' Food Safety Perceptions in Three Mediterranean Countries", *New Medit Journal*, Vol. 21 No. 4, <https://doi.10.30682/nm2204f>.
59. Keramida E., **Psomas E.** and Antony, J. (2023), "Critical success factors of Lean in the public services sector: The case of the Greek citizen's service centers", *The TQM Journal*, Vol. 35 No. 8, pp. 2304-2321. <https://doi.org/10.1108/TQM-09-2022-0287>.
60. Koemtzi M., **Psomas E.**, Antony, J. and Tortorella G. (2023), "Lean Manufacturing and Human Resources: A Systematic Literature Review on future research

suggestions”, *Total Quality Management and Business Excellence*, Vol. 34 No. 3-4, pp. 468-495. <https://doi.org/10.1080/14783363.2022.2071256>.

61. Kafetzopoulos, P., **Psomas, E.** and Kafetzopoulos, D. (2023), "An SLR of Firm Ambidexterity: Organizing a Future Research Path Forward", *Journal of Management Development*, Vol. 42 No. 3, pp. 183-200. <https://doi.org/10.1108/JMD-05-2022-0104>.
62. **Psomas E.** and Keramida E., Bouranta N. and Kafetzopoulos D. (2023), “The adoption of Lean in the Greek public sector. An employee perspective”, *International Journal of Lean Six Sigma*, Vol. 14 No. 7, pp. 1518-1543 <https://doi.org/10.1108/IJLSS-02-2022-0022>.
63. Keramida E., **Psomas E.** and Gotzamani, K. (2023), “The impact of Lean adoption on organizational performance in a public service: The case of the Greek citizen’s service centers”, *International Journal of Lean Six Sigma*, Vol. 14 No. 7, pp. 1544-1565 <https://doi.org/10.1108/IJLSS-01-2023-0004>.
64. Kafetzopoulos, P., **Psomas, E.** and Katou A. (2023), “Promoting strategic flexibility and business performance through organizational ambidexterity”, *Sustainability*, Vol. 15, 12997. <https://doi.org/10.3390/su151712997>.
65. Dimitrantzou Cr. **Psomas, E.** And Vouzas F. (2024), "The influence of competitive strategy and organizational structure on the cost of quality in food and beverage (F&B) companies", *The TQM Journal*, Vol. 36 No. 8, pp. 2398-2417. <https://doi.org/10.1108/TQM-01-2023-0031>.
66. Kafetzopoulos, P., and **Psomas, E.** (2024), "Investigating the factors that influence the ambidexterity of agricultural companies", *International Journal of Sustainable Agricultural Management and Informatics*, Vol. 10 No.3, pp. 273-295 DOI: [10.1504/IJSAMI.2024.139784](https://doi.org/10.1504/IJSAMI.2024.139784).
67. **Psomas E.** and Deliou C. (2024), “Lean Manufacturing practices and Industry 4.0 technologies in food manufacturing companies. The Greek case”, *International Journal of Lean Six Sigma*, Vol. 15 No. 4, pp. 763-786, <https://doi.org/10.1108/IJLSS-06-2023-0098>.
68. Bouranta, N. and **Psomas, E.** (2024), "Educational innovation practices in primary and secondary schools during the COVID-19 pandemic", *International Journal of Educational Management*, Vol. 38 No. 2, pp. 355-373. <https://doi.org/10.1108/IJEM-02-2023-0075>.
69. **Psomas E.**, Bouranta, N., Koemtzi M. and Keramida E. (2024), "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. 36 No. 7. pp. 1917-1935. <https://doi.org/10.1108/TQM-12-2019-0274>.
70. Bouranta, N., **Psomas, E.L.** and Kafetzopoulos, D. (2025), "Integrating online learning into service quality assessment in higher-education its influence on student satisfaction", *The TQM Journal*, Vol. 37 No. 5, pp. 1418-1445. <https://doi.org/10.1108/TQM-06-2023-0180>.
71. Moschos S., **Psomas, E.** and Varzakas Th. (2025), “Exploring the effects of food safety culture and organizing a future research agenda: a systematic literature review”, *Journal in Agribusiness in developing and emerging economies*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/JADEE-01-2025-0018>.

72. **Psomas, E.**, Gkoloni N. and Dimas, A. (2026), "The impact of Lean Manufacturing practices of the operational performance of food companies. Evidence from Greece", *International Journal of Lean Six Sigma*, Vol. 17 No. 3, pp. 1025–1039. <https://doi.org/10.1108/IJLSS-11-2024-0247>
73. Dimitrantzou Cr. **Psomas, E.** And Vouzas F. (2026), "Determining the influence of factors on Cost of Quality and its effects on the food company performance" *International Journal of Business Excellence*, Vol. .... No. .... (In press).
74. Antony, J., Bhat, S., Sony, M., Cudney, E., Does, R., McDermott, O., Laureani, A., **Psomas, E.**, Ciliberto, C., Gerger, A., Carneiro, F. and Anthony, S. (2026), "Revisiting Cost of Poor Quality in the Digital Era: Evidence from Global Survey Organisations", *International Journal of Quality and Reliability Management*, Vol. 43 No. 5, pp. 1249–1272.

#### 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 14<sup>th</sup> 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", *2<sup>nd</sup> International Forum on Shipping Marketing & Management*, Posidonia, Athens, 8 June 2012.
4. **Psomas, E.** (2012), "ISO 9001 effectiveness and service company performance", *The 15<sup>th</sup> 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 16<sup>th</sup> 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 17<sup>th</sup> 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 17<sup>th</sup> 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", 15<sup>th</sup> 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", 18<sup>th</sup> *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", 59<sup>th</sup> 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", 19<sup>th</sup> *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", 19<sup>th</sup> *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", 19<sup>th</sup> *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", 21<sup>th</sup> *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.
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40. Faraj, N.M., Swarnakar, V., Mayyas, A., **Psomas, E.** and Maalouf, M. (2026), “Integrating Operational Excellence Approaches and Digital Technologies in Retail Sector: A Dynamic Causal Framework”, *UAE Graduate Students Research Conference (UAEGRSC26)*, Sharjah, United Arab Emirates, 16 May 2026.

## 5. Books - Chapters

1. **Psomas, E.** (2013), Chapter “Cause and Effect Analysis” στο συλλογικό τόμο “Encyclopedia of Quality and the Service Economy”.
2. Tsarouchas P. και **Psomas E.** (2016), "Quality Improvement Techniques", Ziti, ISBN 978-960-456-450-7.
3. **Psomas E.** and Varzakas Th.. (2023), “Quality managements systems and food safety management systems in the food sector, Tsotras Publications, ISBN: 9786182170540.
4. **Psomas E.**, Tsarouchas P. And Deliou Cl. (2023), “Total quality management, the road to business excellence”, Disigma Publications, ISBN: 9786182021668.

## 6. Awards

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- **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.emeraldgrouppublishing.com/authors/literati/awards.htm?year=2015&journal=tqm>.
- Outstanding Reviewer Award “*The TQM Journal*” (Emerald Literati Network Awards for Excellence – 2014). <http://www.emeraldgrouppublishing.com/authors/literati/awards.htm?year=2014>.

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- Scopus Citations 3453 from 2605 documents (<https://www.scopus.com/authid/detail.uri?authorId=26026034000>), Google Scholar citations 7479. (<https://scholar.google.com/citations?hl=en&user=x9MI5nUAAAAJ>).
- Member of the Editorial Advisory Board of *The TQM Journal* <https://www.emeraldgrouppublishing.com/journal/tqm>
- Member of the Editorial Advisory Board of the *International Journal of Lean Six Sigma* <https://www.emeraldgrouppublishing.com/journal/ijlss>
- Member of the Editorial Advisory Board of the *Quality, Innovation and Prosperity Journal*. <https://www.qip-journal.eu/index.php/QIP/about/editorialTeam>
- Outstanding Reviewer Award “*International Journal of Lean Six Sigma*” (Emerald Literati Network Awards for Excellence – 2021). International Journal of Lean Six Sigma - Literati Award Winners 2021 | Emerald Publishing ([emeraldgrouppublishing.com](https://www.emeraldgrouppublishing.com)). [www.emeraldgrouppublishing.com/journal/ijlss/international-journal-lean-six-sigma-literati-award-winners-2021](https://www.emeraldgrouppublishing.com/journal/ijlss/international-journal-lean-six-sigma-literati-award-winners-2021).
- Evangelos Psomas No. 58051 of the database <https://elsevier.digitalcommonsdata.com/datasets/btchxktyw/3>
- Associate Editor of the *International Journal of Quality and Reliability Management* <https://www.emeraldgrouppublishing.com/journal/ijqrm>
- Outstanding Reviewer Award “*International Journal of Lean Six Sigma*” (Emerald Literati Network Awards for Excellence – 2022). International Journal of Lean Six Sigma - Literati Award Winners 2022 | Emerald Publishing ([emeraldgrouppublishing.com](https://www.emeraldgrouppublishing.com)). [www.emeraldgrouppublishing.com/journal/ijlss/international-journal-lean-six-sigma-literati-award-winners-2022](https://www.emeraldgrouppublishing.com/journal/ijlss/international-journal-lean-six-sigma-literati-award-winners-2022)
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- Outstanding Reviewer Award “*International Journal of Lean Six Sigma*” (Emerald Literati Network Awards for Excellence – 2024). [International Journal of Lean Six Sigma - Literati Award Winners 2024 | Emerald Publishing \(emeraldgrouppublishing.com\)](https://www.emeraldgrouppublishing.com/International-Journal-of-Lean-Six-Sigma-Literati-Award-Winners-2024)
- **Evangelos Psomas** No. 54684,  
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- **Evangelos Psomas** No. 70388,  
<https://elsevier.digitalcommonsdata.com/datasets/btchxktzyw/8>
- Outstanding Reviewer Award “*International Journal of Quality and Reliability Management*” (Emerald Literati Network Awards for Excellence – 2025).
- Outstanding Reviewer Award “*International Journal of Lean Six Sigma*” (Emerald Literati Network Awards for Excellence – 2025).

## 7. Member of the Editorial Advisory Board & Reviewer in International Journals

Associate Editor of the *International Journal of Quality and Reliability Management*

- Member of the Editorial Advisory Board of The TQM Journal
- Member of the Editorial Advisory Board of the International Journal of Lean Six Sigma
- Member of the Editorial Advisory Board of the Quality, Innovation and Prosperity Journal.

### Reviewer

- 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