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Birth date: October 20th, 1950

Place of birth: Zurich, Switzerland

Languages: Fluent in Hebrew, French and English, some Italian.

**Interests and expertise:**

- o Statistical Methods and Applications of Statistics
- o Strategic Planning and Quality Management
- o Data Mining and Risk Management
- o Statistical Process Control and Design of Experiments
- o Change Management and Organizational Development
- o Software Quality, Software Cybernetics and Software Reliability
- o Biostatistics, Biomathematics and Clinical Trials

President of the European Network for Business and industrial Statistics (2005-2006)

President of the Israel Statistical Association (2011-2013)

Member of the Public Advisory Council for Statistics Israel

Positions held in academia:

- o International Professor, Centre for Finance and Risk Engineering, NYU-Poly, NY, USA (2008-)
- o Research Professor, Department of Statistics and Applied Mathematics and School of Business Administration, University of Torino, Italy (2002-)
- o Visiting Full Professor, Faculty of Economics, University of Ljubljana, Ljubljana, Slovenia (2009-)
- o Adjunct Full Professor, Bar Ilan University, Tel Aviv, Israel (2006-)
- o Adjunct Full Professor, The Weizmann Institute of Science, Rehovot, Israel (2000-2001)
- o Adjunct Full Professor, Tel-Aviv University (1993 - 2000).
- o Full Professor, State University of New York, School of Management, Binghamton, NY (1989 - 93).
- o Asso. Professor, State University of New York, School of Management, Binghamton, NY (1987-89).
- o Adjunct Associate Professor, Tel-Aviv University (1982-1990).
- o Adjunct Associate Professor, The Technion, Faculty of Industrial Engineering (1986).
- o Adjunct Assistant Professor, Rutgers University, Department of Statistics (1981).
- o Lecturer, University of Wisconsin-Madison, Department of Statistics (1978-1980).
- o Visiting Scholar, Stanford University, Department of Mathematics (1975).

Positions held in business and industry:

- o Founder, Chairman and CEO, *the KPA Group*, www.kpa-group.com (2008-present).
- o Founder, Chairman and CEO, *KPA Ltd.*, www.kpa.co.il (1990-present).
- o Founder, Takeoff, www.takeoff.co.il (1997).
- o Founder, Babylon Ltd., www.babylon.com (1997).
- o Member of the Board, DPharm Ltd., www.dpharm.com (2010-).
- o Member of the Board, Optimata Ltd., www.optimata.com (2009-).
- o Member of the Board, Ergolight Ltd., www.ergolight-sw.com (1999-2003).
- o Member of the Board, Israel Business Generator Ltd. (1996-2002).
- o Director of Statistical Methods, Tadiran Telecommunications Group (1981-1990).
- o Member of Technical Staff, Bell Laboratories, New Jersey (1980-1981).

Education:

1978 - Ph.D. in Mathematics. Weizmann Institute of Science, Rehovot, Israel

Thesis supervisor: Professor Sam Karlin, Department of Mathematics Stanford University, Stanford, California, USA. Thesis topic: *Studies in Enzyme Kinetics*, a mathematical analysis of velocity curves used to characterize enzyme kinetic properties using stochastic modeling and total positivity.

1974 - B.Sc. in Mathematics with a major in Statistics. Imperial College of Science and Technology, London University (First Class Honors).

1968 - French Baccalauréat (Mathématiques) Mention Bien, Lycee Chateaubriand, Rome, Italy.

Refereed Publications

Statistical Methods / Quality Management:

1. "A Test for Detecting Outlying Cells in the Multinomial Distribution and Two-Way Contingency Tables" (with C. Fuchs), *Journal of the American Statistical Association*, Vol. 75, pp. 395-398, 1980.
2. "Comments Sampling and Bayes' Inference in Scientific Modeling and Robustness" by G. Box", *Journal of the Royal Statistical Society, Series A*, Vol. 143, No. 4, pp. 421-422, 1980.
3. "On Sequential Detection of a Shift in the Probability of a Rare Event" (with M. Pollak), *Journal of the American Statistical Association*, Vol. 78, pp. 389-395, 1983.
4. "On an Exploratory Analysis of Contingency Tables" *Journal of the Royal Statistical Society, Series D*, Vol. 32, pp. 395-403, 1983.
5. "A Semi-Parametric Approach to Testing for Reliability Growth with an Application to Software Systems" (with M. Pollak), *IEEE Transactions on Reliability*, Vol. R-35, No. 3, pp. 304-311, 1986.
6. "Multivariate Tolerance Regions and F-tests" (with C. Fuchs), *Journal of Quality Technology*, Vol. 19, pp. 122-131, 1987.
7. "Some Experiences Teaching Factorial Designs in Introductory Statistics Courses" (with D. Steinberg), *Journal of Applied Statistics*, Vol. 14, pp. 219-228, 1987.
8. "A Process Management Approach to Software Quality Assurance" (with S. Koenig), *Quality Progress*, pp. 66-70, November 1988.
9. "Appraisal of Ceramic Substrates by Multivariate Tolerance Regions" (with C. Fuchs), *Journal of the Royal Statistical Society, Series D*, Vol. 37, pp. 401-411, 1988.
10. "Improve Performance by Appraisal" (with D. Waldman), *Human Resources Magazine*, pp. 66-69, July 1990.
11. "Two Methods for Comparing Pareto Charts", *Journal of Quality Technology*, Vol. 23, pp. 27-31, 1991.
12. "Going Beyond Main-Effect Plots" (with B. Vogel), *Quality Progress*, pp. 71-73, February 1991.
13. "Making Sense Out of Two Pareto Charts", *Quality Progress*, pp. 71-74, May 1994.
14. "Process Tracking of Time Series with Change Points", (with S. Zacks), Vilaplana, J. Pérez (ed.) et al., *Recent advances in statistics and probability*. Proceedings of the 4th international meeting of statistics in the Basque Country, San Sebastián, Spain, 4-7 August, 1992. Utrecht: VSP, pp. 155-171, 1994.
15. "Assessing Software development and Inspection Errors", *Quality Progress*, pp. 109-112, October 1994, with correction in issue of February 1995.
16. "The Impact of Defects on a Process with Rework" (with S. Agnihotri), *European Journal of Operations Research*, Vol. 80, pp. 308-327, 1995.
17. "Process Performance Appraisal Systems: A Working Substitute to Individual Performance Appraisal " (with D. Waldman and S. Graves), *Total Quality Management*, Vol. 5, No. 5, pp. 267- 280, 1994.

18. "Data-Analytic Aspects of the Shirayev-Roberts Control Chart: Surveillance of a Non-homogeneous Poisson Process" (with M. Pollak), *Journal of Applied Statistics*, Vol. 1, No. 23, pp. 125- 137, 1996.
19. "The Global Village of Quality" (with S. Graves), *Quality Progress*, pp. 93, June 1998.
20. "The International Quality Manager" (with D. Albert), *Quality Progress*, pp. 45-51, July 2001.
21. "Statistical Efficiency: The Practical Perspective" (with S. Coleman and D. Stewardson), *Quality and Reliability Engineering International*, Vol. 19, pp. 265-272, July-August 2003.
22. "A proposal for managing and engineering knowledge of stochastics in the quality movement" (with M. Ramalhoto and J. Shade), *Safety and Reliability*, ESREL2003, T. Bedford and P. van Gelder editors, Balkema publishers, July 2003.
23. "Applying Case Based Reasoning Approach in analyzing Organizational Change Management Data" (with O. Raphaeli and J. Zahavi), In: P. Perner (Ed.), *Advances in Data Mining: Applications in Image Mining, Medicine and Biotechnology, Management and Environmental Control, and Telecommunications, 4th Industrial Conference on Data Mining, ICDM 2004*, Leipzig, Germany, July 4 -7, 2004. Lecture Notes in Computer Science, Springer Verlag, Vol. 3275, 2004.
24. "Improving enterprise system support - a case-based approach" (with P. Wognum, J. Krabbendam, H. Buhl and X. Ma), *Advanced Engineering Informatics*, Vol. 18, No. 4, pp. 241-253, October 2004.
25. "Robust design using computer experiments" (with D. Steinberg, R. Bates and H. Wynn), *Progress in Industrial Mathematic at, ECMI 2004, the European Consortium for mathematics in Industry*, A. Di Bucchianico, R. Mattheij and M. Peletier editors, Mathematics in Industry 8, Springer Verlag, pp. 564-568, 2005.
26. "Achieving Robust Design from Computer Simulations" (with D. Steinberg, R. Bates and H. Wynn), *Quality Technology and Quantitative Management*, Vol. 3, No. 2, pp. 161-177, 2006.
27. "On the Planning and Design of Sample Surveys", *Journal of Applied Statistics* Vol. 33, No. 4, 405-415, May 2006.
28. "The use of simulation to improve the effectiveness of training in performance management" (with D. Rachman-Moore), *J.l of Management Education*, 30, No. 3, pp. 455-476, June 2006.
29. "Aspects of statistical consulting not taught by academia" (with P. Thyregod), *Statistica Neerlandica, special issue on Industrial Statistics*, Vol. 60, No. 3, pp. 396-412, August 2006.
30. "New Frontiers in Design of Experiments" (with D. Steinberg), *Quality Progress*, pp. 61-65, August 2006.
31. "Bootstrap analysis of designed experiments" (with E. Rahav and D. Steinberg), *Quality and Reliability Engineering International*, Vol. 22, pp. 659-667, 2006.
32. "Joseph M. Juran, a perspective on past contributions and future impact" (with B. Godfrey), *Quality and Reliability Engineering International*, Vol. 23, pp. 653-663, 2007.
33. "Multivariate Methods in Enterprise System Implementation, Risk Management and Change Management" (with O. Raphaeli), *International Journal of Risk Assessment and Management*, Vol. 9, No. 3, pp. 258-276, 2008.
34. "Relative Linkage Disequilibrium: A new measure for association rules" (with S. Salini). In: P. Perner (Ed.), *Advances in Data Mining: Medial Applications, E-Commerce, Marketing, and*

- Theoretical Aspects, ICDM 2008*, Leipzig, Germany, July, 2008. Lecture Notes in Computer Science, Springer Verlag, Vol. 5077, 2008.
35. "Quality by Design Applications in Biosimilar Technological Products" (with D. Kenett), *ACQUAL, Accreditation and Quality Assurance*, Springer Verlag, Vol. 13, No 12, pp. 681-690, 2008.
 36. "Relative Linkage Disequilibrium Applications to Aircraft Accidents and Operational Risks" (with S. Salini). *Trans. on Machine Learning and Data Mining*, Vol.1, No 2, pp. 83-96, 2008.
 37. "From Data to Information to Knowledge", *Six Sigma Forum Magazine*, pp. 32-33, Nov 2008.
 38. "New Frontiers: Bayesian networks give insight into survey-data analysis" (with S. Salini), *Quality Progress*, pp. 31-36, August 2009.
 39. "Controlling the Usability of Web Services" (with A. Harel and F. Ruggeri), *International Journal of Software Engineering and Knowledge Engineering*, World Scientific Publishing Company, Vol. 19, No. 5, pp. 627-651, 2009.
 40. "Bayesian Networks of Customer Satisfaction Survey Data" (with S. Salini), *Journal of Applied Statistics*, Vol. 36, No. 11, pp. 1177-1189, 2009.
 41. "On Information Quality" (with G. Shmueli), <http://ssrn.com/abstract=1464444>, 2011.
 42. "Discussion of *Post-Financial Meltdown: What Do the Services Industries Need From Us Now?* by Roger Hoerl and Ron Snee", *Applied Stochastic Models in Business and Industry*, Vol. 25, pp. 527-531, 2009.
 43. "Quality by Design Applications to Analytical Methods in the Pharmaceutical Industry" (with D. Kenett), *Advanced Mathematical and Computational Tools in Metrology and Testing VIII, Series on Advances in Mathematics for Applied Sciences*, Vol. 78, World Scientific Publishing Company, pp. 183-194, 2009.
 44. "By Design", *Six Sigma Forum Magazine*, pp. 27-29, November 2009.
 45. "Quality, Risk and the Taleb Quadrants" (with C. Tapiero), <http://ssrn.com/abstract=1433490>, *Risk and Decision Analysis*, Vol. 1, No. 4, pp. 231-246, 2010.
 46. "Introduction to the Special Issue on Non Standard Analysis of Customer Satisfaction Survey Data", *Quality Technology and Quantitative Management*, Vol. 1, No.1, p. i, 2010.
 47. "Integrating Operational and Financial Risk Assessments" (with S. Figini and S. Salini). *Quality and Reliability Engineering International*, Vol. 26, No. 8, pp. 887-897, 2010. <http://services.bepress.com/unimi/statistics/art48>
 48. "The 5C model: A New approach to Asset Integrity Management" (with Y. Rahim and Ingbjørn Refsdal), *International Journal of Pressure Vessels and Piping*, Volume 87, Issues 2-3, pp. 88-93, February-March 2010.
 49. "Conceptual thinking and metrology concepts" (with U. Shafir), *ACQUAL, Accreditation and Quality Assurance*, Vol. 15, No. 10, pp. 585-590, Springer Verlag, 2010.
 50. "Recognizing opportunities", *Six Sigma Forum Magazine*, pp. 27-29, February 2011.
 51. "Managing Risks with Data", *The European Financial Review*, February 2011. <http://www.europeanfinancialreview.com/?p=2588>
 52. "Measurement uncertainty in quantitative chimerism monitoring after stem cell transplantation" (with D. Koltai and D. Kristt) in *New Perspectives in Statistical Modeling and Data Analysis: Proceedings of the 7th Conference of the Classification and Data Analysis*

- Group of the Data Analysis, and Knowledge Organization) Ingrassia, Rocci and Vichi, editor, Springer, 2011.
53. "Discussion of *The COM-Poisson Model for Count Data: A Survey of Methods and Applications* by K. Sellers, S. Borle and G. Shmueli", *Applied Stochastic Models in Business and Industry*, 2011.
 54. "Risk Based Facility Quality Audits" (with L. Yu, E. Urkin, S. Lum and R. Ben Jacob), *Quality Progress*, September 2011.
 55. "Modern Analysis of Customer Surveys: comparison of models and integrated analysis", with discussion (with Silvia Salini) *Applied Stochastic Models in Business and Industry*, 27, pp. 465–475, 2011.
 56. "Hedging Instruments in Conventional and Islamic Finance" (with M. Zahan) *Journal of Applied Statistical Analysis: Decision Support Systems and Services*, in press
 57. "Modeling Opportunities for Statisticians Supporting Quality by Design Efforts for Pharmaceutical Development and Manufacturing" (with J. Peterson) *Biopharmaceutical Report, American Statistical Association Publication*, in press
 58. "Risk Assessment and Adaptive Group Testing of Semantic Web Services" (with X. Bai and W. Yu). *International Journal of Software Engineering and Knowledge Engineering*, 2012.

Biomathematics / Biostatistics:

1. "Variable Spatial Selection with Two Stages of Migration and Comparisons Between Different Timings" (with S. Karlin), *Theoretical Population Biology*, 11, pp. 386-409, 1977.
2. "Shapes of Velocity Curves in Multiunit Enzyme Kinetic Systems" (with S. Karlin), *Mathematical Biosciences*, 52, pp. 97-115, 1980.
3. "The Relationship Between HLA Antigens and Bermuda Grass Hayfever" (with C. Geller, R. Zamir, S. Karlin and M. Sela), *Immunogenetics*, 7, pp. 259-264, 1978.
4. "Genetic Markers: Benign and Normal Traits of the Ashkenazi Population in Israel" (with B. Bonne and S. Ashbel) in *Genetic Diseases in Ashkenazi Jews*, eds.: R. Goodman and A. Motulsky, Raven Press, New York, pp. 59-76, 1979.
5. "Analysis of Biochemical Genetic Data on Jewish Populations: I. Historical Background, Demographic Features and Genetic Markers" (with S. Karlin and B. Bonne), *American Journal of Human Genetics*, 31, pp. 324-340, 1979.
6. "Analysis of Biochemical Genetic Data on Jewish Populations: II. Results and Interpretations Heterogeneity Indices and Distance Measures with Respect to Standards" (with S. Karlin and B. Bonne), *American Journal of Human Genetics*, 31, pp. 341-365, 1979.
7. "Bioassay of Kinship in Populations of Middle Eastern Origin" (with N. Morton, S. Yee and R. Lew), *Current Anthropology*, 23, pp. 157-167, 1982.
8. "Heritability of IgA levels in atopic families" (with C. Geller-Bernstein, R. Kenett, S. Tsur, L. Weissglas, A. Bejerano, M. Lahav and M. Sela), *Abstr. XII Cong. Eur. Acad. Allerg. Clin. Imm.*, Rome, Sept. 25-30, 1983, *Folia Allergologica et Immunologica Clinica*, 30, Suppl. 4, 105, 1983.
9. "Survey of Immunoglobulin Levels in Atopic Families" (with C. Geller, N. Keret, A. Bejerano, B. Reisman, S. Tsur and Michael Sela), *Asian Pacific Journal of Allergy and Immunology*, 2, pp. 181-185, 1984.

10. "Survey of Immunoglobulin E Levels in Atopic Families in Israel" (with C. Geller, L. Weissglass, N. Keret, R. Dun, A. Bejerano, M. Lahav and M. Sela), *Israel Journal of Medical Science*, 20, pp. 1133-1137, 1984.
11. "Low immunoglobulin A in atopic families" (with C. Geller-Bernstein, N. Keret, A. Bejerano, S. Tsur, L. Weissglass, M. Lahav and M. Sela), *Abst. 15 Meeting Israel Immunol. Soc.*, Tel Aviv, p. 70, 1984.
12. "Atopic Babies with Wheezy Bronchitis" (with C. Geller, L. Weissglass, S. Tsur, M. Lahav and S. Levin), *Allergy*, 42, pp. 85-91, 1987.
13. "IgA, IgG, IgM, and IgE Levels in Normal, Healthy, Non-atopic Israeli Children" (with C. Geller, T. Barsky, S. Tsur, M. Lahav and S. Levin), *Annals of Allergy*, 61, pp. 296-299, 1988.
14. "Aerobiology as a Tool for Prevention of Hay Fever" (with C. Geller-Bernstein, N. Keynan, A. Shomer-Ilan and Y. Waisel), *Grana*, 30, pp. 76-78, 1991.
15. "Aerobiology in the prevention of Allergy" (with C. Geller-Bernstein and Y. Waisel), in *Clinical Applications of Aerobiology*, The UCB Institute of Allergy, Syed Tariq Editor, pp. 69-75, April 1996.
16. "Pollen Allergy in Israel" (with C. Geller-Bernstein, G. Hassoun, C. Lahoz, M. Iancovici-Kidon, Y. Waisel), *Pediatric Pulmonology*, Supplement 23:46-47, 2001.
17. "Low molecular weight heparin and warfarin in the treatment of patients with Antiphospholipid Syndrome during pregnancy" (with Rachel Puzner, Mordechai Dulitzki, Pnina Langevitz, Avi Livneh, Amira Many), *Tromb. Haemost*, 86, pp. 1379-84, 2001.
18. "Is it 'bad hygiene' to inhale pollen in early life?" (with C. Geller-Bernstein, C. Lahoz, B. Cardaba, G. Hassoun, M. Iancovici-Kidon, Y. Waisel), *Allergy*, 57, Suppl. 71, 2002.
19. "Does Skin Prick Test Correlate with Basophil-Associated Mite-Specific IgE in Atopic Children?" (with M. Iancovici-Kidon, C. Geller-Bernstein, G. Dwin, A. Licht and I. Pecht), *J. Invest Allergol Clin Immunol*, 13, pp. 73-75, 2003.
20. "Hepatic infarctions during pregnancy are associated with the antiphospholipid syndrome and in addition with complete or incomplete HELLP syndrome" (with R. Puzner, M. Dulitzki, H. Carp, H. Mayan, Z. Farfel and A. Many), *Journal of Thrombosis and Haemostasis*, 1, pp. 1758-1763, 2003.
21. "Allergies in immigrants" (with C. Geller), *European Journal of Allergy and Clin. Immunol*, 36, 8, pp. 313-316, 2004.
22. "Measurement uncertainty in quantitative chimerism monitoring after stem cell transplantation" (with D. Koltai and D. Kristt) in *New Perspectives in Statistical Modeling and Data Analysis*, I., Salvatore; Rocci, R.; Vichi, M. (Eds.), Springer, 2010.
23. "Introduction of Fish and Shellfish in Atopic Infants Diet and Risk of Sensitization: Timing is Not Everything" (with M. Iancovici-Kidon, C. Chin, L. Kang, A. Goh, C. Moh and C. Ming), *submitted*, 2011.
24. "Validation of a concise Visual Analogue Scales (VAS) based tool for the office evaluation of patient oriented outcomes in asthma with and without allergic rhinitis" (with M. Iancovici-Kidon, Y. Blumenfeld, S. Vinker, A. Goldhaber, Y. Zeldin, R. Bahrach, C. Geller-Bernstein, C. Gonen, R. Cohen, A. Reshef, R. Torgovicky), *submitted*, 2011.
25. "Defensive medicine in colonoscopy: Analysis of 7-year physician-reported adverse events" (with Y. Niv, Y. Gershtansky, Y. Tal and S. Birkenfeld), *European Journal of Gastroenterology & Hepatology*, 23, 6, pp. 492-8., 2011.

26. "Complications in endoscopic retrograde cholangiopancreatography (ERCP) and endoscopic ultrasound (EUS): analysis of 7-year physician-reported adverse events" (with Y. Niv , Y. Gershtansky, Y. Tal and S. Birkenfeld), *Drug, Healthcare and Patient Safety*, 3, pp. 21-25, 2011.
27. "Analysis of 7-year physician-reported adverse events in esophago-gastro-duodenoscopy (EGD). (with Y. Niv , Y. Gershtansky, Y. Tal and S. Birkenfeld), *Journal of Patient Safety*, 2011.

Invited Papers:

1. "Process Control in an Electronics Plant," (in Hebrew with J. Bantay and S. Reinish) *MATI*, Journal of the Standards Institution of Israel, 61, pp. 15-19, 1986.
2. "Quality by Design: A challenge to Israeli Industry" (in Hebrew), *Eihut*, Journal of the Israeli Society for Quality Control, pp. 1-4, November 1987.
3. "Resolving a Crisis in the Manufacturing of Microcircuit Devices with a Designed Experiment" (in Hebrew), *Eihut*, Journal of the Israeli Society for Quality Control, pp. 1-4, March 1988.
4. "The Deming Approach to Quality Management," (in Hebrew with E. Barak), *Mashabei Enosh*, Journal of the Israeli Organizational Behavior Society, 24, pp. 24-27, December 1989.
5. "A New Generation of Performance Appraisal Systems Compatible with the Deming Approach to Quality Management," (in Hebrew with E. Barak), *Mashabei Enosh*, Journal of the Israeli Organizational Behavior Society, 25, pp. 24-27, January 1990.
6. "Multivariate Quality Control" (in Hebrew with C. Fuchs), *Eihut*, Journal of the Israeli Society for Quality Control, 6, pp. 2-8, September 1990.
7. "Excellence Through Quality" (in Hebrew), *Nihul*, Journal of the Israeli Management Centre, p. 7, February 1991.
8. "Statistical Process Control: When and how " (in Hebrew with J. Preminger), *Kesher Haeihut*, Journal of the Israeli Association of Electronic Industries, 3, pp. 4-7, August 1991.
9. "Israeli Top Managers Benchmark Israeli Management with TQM Criteria", (in Hebrew with J. Preminger), *Eihut*, pp. 10-12, March 1993.
10. "Strategic Quality Planning as the driving force to Total Quality Management" (in Hebrew), *Nihul*, Journal of the Israeli Management Centre, pp. 9-15, December 1993.
11. "The experience of winners of the Quality Award in the Unites States" (in Hebrew), *Kesher Haeihut*, 11, pp. 5-8, November 1993.
12. "The ISO-9000 standards and Total Quality Management" (in Hebrew), *Eihut*, pp. 26-27, November 1993.
13. "Eiron: A Revolutionary Office Chair by Herman Miller - A Classical Example of Quality by Design" (in Hebrew), *Mashabei Enosh*, 98, pp. 32-34, February 1996.
14. "The Application of Strategic Quality Planning to Service" (in Hebrew), *Eihut*, pp. 42-46, February 1996.
15. "Selected Trends in Quality Management and Human Resources Management" (in Hebrew), *Mashabei Enosh*, 106, pp. 50-54, October 1996.

16. "Human Resources Planning and Development with Competency Models" (in Hebrew with M. Meisel and Mia Cohen-Jacobs), *Mashabei Enosh*, 107, pp. 6-13, November 1996.
17. "Improvement Projects of Israeli Software Development Processes" (in Hebrew), *Kesher Haeihut*, 27, pp. 16, August 1998.
18. "Customer Satisfaction Surveys – also in the school" (in Hebrew with Ronit Hangebi and Mia Hacoheh), *Status*, 99, pp. 40-53, September 1999.
19. "Improving Customer Loyalty: The key to business success" (in Hebrew with R. Fainstein), *Kesher Haeihut*, 39, pp. 15-17, November 2001.
20. "Choosing between Strategic Alternatives using Financial Indices" (in Hebrew with A. Ziv), *Kesher Haeihut*, 40-41, pp. 10-13, March 2002.
21. "Six Sigma and the International Quality Manager" (in Hebrew with D. Albert), *Eihut*, 27, pp. 34-38, May 2002.
22. "Tightening the Belt: Principles and Tools for Managing a Lean Environment" (in Hebrew with M. Miller), *Kesher Haeihut*, 42-43, pp. 11-18, July 2002.
23. "CRM and Knowledge Management" (in Hebrew with M. Hacoheh-Jacobs), *Kesher Haeihut*, 42-43, pp. 4-7, July 2002.
24. "The Lean Sigma strategy for achieving profitability and competitive advantage" (in Hebrew with M. Miller), *Kesher Haeihut*, 44, pp. 4-6, December 2002.
25. "The Performance Appraisal System at SSM, Winner of the Malcolm Baldrige 2003 Health Care Systems Award" (in Hebrew), *Mashabei Enosh*, 181, pp. 40-46, January 2003.
26. "On the use of simulations to improve the effectiveness of training in Performance Appraisal Systems" (in Hebrew with D. Rachman-Moore), *Mashabei Enosh*, 185, pp. 30-43, May 2003.
27. "Employee surveys the bottom up way: Employee retention – the safe road to customer retention" (in Hebrew with O. Kaplan), *Mashabei Enosh*, 188, pp. 32-37, August 2003.
28. "Risk management in Enterprise System Implementation" (in Hebrew with O. Raphaeli), *Kesher Haeihut*, 50-51, pp. 15-21, February 2005.
29. "On Creativity, Innovation, Quality and Profitability" (in Hebrew with G. Shalgi), *Status*, 167, pp. 38-43, May 2005.
30. "Surveys with New Technologies: is it the end of telephone interviews" (in Hebrew with O. Kaplan and Y. Raanan), *Kesher Haeihut*, 53-54, pp. 6-8, May 2006.
31. "The Journey to Organizational Excellence in Eliashar Distribution Ltd." (in Hebrew with H. Nachshon, S. Harel and Y. Shuchmacher), *Mashabei Enosh*, 228, pp. 46-56, December 2006.
32. "Corporate Social Responsibility: What it really is, Why it's so important, and How it should be managed" (in Hebrew with D. Waldman and T. Zilberg). *Status*, 193, pp. 10-14, Jul. 2007.
33. "Excellence in the work environment: The Pareto Plus Model" (in Hebrew with H. Krothamer and E. Kuperman), *Mashabei Enosh*, 242, pp. 18-25, February 2008.
34. "Integrated Management - A challenge to senior management with aspects of Human Resources" (in Hebrew with E. Urkin), *Mashabei Enosh*, 243, pp. 48-56, March 2008.
35. "Dr. J. M. Juran, the father of modern quality, passed away", *Eihut*, 43, pp. 52-54, April 2008.

36. “Integrated Management - A challenge to the QA manager” (in Hebrew with E. Urkin), *Eihut*, 45, pp. 27-32, November 2009.

Books:

1. ***Modern Industrial Statistics: Design and Control of Quality and Reliability*** (with S. Zacks), Duxbury Press, 1998, Spanish edition 2002, 2nd paperback edition 2002, Chinese edition 2004.
2. ***Multivariate Quality Control: Theory and Applications*** (with C. Fuchs), Chapman and Hall, 1998.
3. ***Software Process Quality: Management and Control*** (with E. Baker), CRC Press, 1999, Taylor and Francis, Kindle Edition, 2007.
4. ***Modern Statistics: A Computer Based Approach*** (with S. Zacks), Brook/Cole, CA 2001.
5. ***The Encyclopedia of Statistics in Quality and Reliability*** (Editor in Chief, with F. Ruggeri and F. Faltin), John Wiley and Sons, 2007, online Wiley InterScience, 2008.
6. ***Process Improvement and CMMI for Systems and Software*** (with E. Baker), Taylor and Francis, Auerbach CRC Publications, 2010.
7. ***Operational Risk Management: a practical approach to intelligent data analysis*** (edited volume with Y. Raanan as co-editor), John Wiley and Sons, 2010, Kindle Edition, 2011.
8. ***Modern Analysis of Customer Satisfaction Surveys with Applications using R*** (with S. Salini), John Wiley and Sons, 2011.
9. ***Statistical Methods in Healthcare*** (edited volume with F. Faltin and F. Ruggeri as co-editors), John Wiley and Sons, 2012.

Monographs / Chapters / Standards:

1. **IEEE Dictionary of Measures to Produce Reliable Software**, IEEE Standard 982.1, 1988.
2. SI 2000: Israel's **ISO-9000 Quality Management Standards**, 1990.
3. ***A Guide to Advanced Quality Engineering Techniques*** (in Hebrew with D. Steinberg) Publication of the Israeli Society for Quality Control, 1989. Second revised and expanded edition, 1995.
4. ***A New Generation of Performance Appraisal Systems Compatible with Total Quality Management*** (in Hebrew with E. Barak), OB Consulting publications, 1989.
5. **Understanding the Software Process** in *Total Quality Management for Software*, edited by G. Schulmeyer and J. McManus, Van Nostrand- Reinhold, 1992.
6. **Management for Quality in Ancient Israel** in *A History of Management for Quality*, edited by J. Juran, Quality Press, 1995.
7. **Process Performance, Appraisal and Employee Development Planning** (with M. Maisel) in *The Handbook of Total Quality Management*, edited by C. Madu, Kluwer Academic Publishers, 1998.
8. **Customer Surveys: Why and How** (in Hebrew) in *Surveys: Some Good, Some Less* edited by S. Bar-Lev and C. Fuchs, Hakibbutz Hameuchad Publishing House Ltd. And Haifa University press, 1998.

9. **Pareto Charts Analysis**, Motorola University Press, 1998.
10. **Customer Retention: The Key to Success in Unstable Economic Times** (in Hebrew with Rina Fainstein) in *Researchers Speak: Market Research and its application in the Israeli Market* edited by O. Kaplan, Globes Business Publishing, 2003, 2nd edition 2008.
11. **The Role of Change Management in IT Systems Implementation** (with S. Lombardo) in *Handbook of Enterprise Systems Architecture in Practice*, Pallab Saha (editor), National University of Singapore, Singapore, Idea Group Inc., 2007.
12. **Missing Data and Imputation** (with C. Fuchs) in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kenett, R. S. and Faltin, F. (editors in chief), John Wiley and Sons, 2007.
13. **Multivariate Capability Indices** (with C. Fuchs) in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kenett, R. S. and Faltin, F. (editors in chief), John Wiley and Sons, 2007.
14. **Statistical Process Control, Multivariate** (with C. Fuchs) in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kenett, R. S. and Faltin, F., John Wiley and Sons, 2007.
15. **Factorial Experiments** (with D. Steinberg) in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kenett, R. S. and Faltin, F. (editors in chief), John Wiley and Sons, 2007.
16. **Response Surface Methodology** (with D. Steinberg) in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kenett, R. S. and Faltin, F. (editors in chief), John Wiley and Sons, 2007.
17. **Statistical Efficiency** in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kenett, R. S. and Faltin, F. (editors in chief), John Wiley and Sons, 2007.
18. **Cause and Effect Diagrams** in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kenett, R. S. and Faltin, F. (editors in chief), John Wiley and Sons, 2007.
19. **Software Failure Data Analysis** in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kenett, R. S. and Faltin, F. (editors in chief), John Wiley and Sons, 2007.
20. **The Statistical Efficiency Conjecture** (with A. de Frenne, X. Tort-Martorell and C. McCollin), in *Statistical Practice in Business and Industry*, Coleman, S., Greenfield, T., Stewardson, D. and Montgomery, D. (editors), John Wiley and Sons, 2008.
21. **Management Statistics** (with I. Ograjenšek), in *Statistical Practice in Business and Industry*, Coleman, S., Greenfield, T., Stewardson, D. and Montgomery, D., John Wiley and Sons, 2008.
22. **Modeling Web Usability Diagnostics on the basis of Usage Statistics** (with A. Harel and F. Ruggeri) in *Statistical Methods in eCommerce Research*, W. Jank and G. Shmueli (editors), John Wiley and Sons, 2008.
23. **Risk Management: A general view** (with R. Pike and Y. Raanan) in *Operational Risk Management: a practical approach to intelligent data analysis* (edited volume with Y. Raanan as co-editor), John Wiley and Sons, 2010.
24. **Operational Risk Management: An overview** (with R. Pike and Y. Raanan) in *Operational Risk Management: a practical approach to intelligent data analysis* (edited volume with Y. Raanan as co-editor), John Wiley and Sons, 2010.

25. **Risk based testing of web services** (with X. Bai) in *Operational Risk Management: a practical approach to intelligent data analysis* (edited volume with Y. Raanan as co-editor), John Wiley and Sons, 2010.
26. **Measures of association applied to operational risks** (with S. Salini) in *Operational Risk Management: a practical approach to intelligent data analysis* (edited volume with Y. Raanan as co-editor), John Wiley and Sons, 2010.
27. **Operational risks, quality, accidents and incidents** (with Y. Raanan) in *Operational Risk Management: a practical approach to intelligent data analysis* (edited volume with Y. Raanan as co-editor), John Wiley and Sons, 2010.
28. **Standards and Classical techniques in Data Analysis of Customer Satisfaction Surveys** (with S. Salini) in *Modern Analysis of Customer Satisfaction Surveys* (edited volume with S. Salini as co-editor), John Wiley and Sons, 2011.
29. **The ABC Annual Customer Satisfaction Survey** (with S. Salini) in *Modern Analysis of Customer Satisfaction Surveys* (edited volume with S. Salini as co-editor), John Wiley and Sons, 2011.
30. **Bayesian Networks Applied to Customer Surveys** (with G. Perruca and S. Salini) in *Modern Analysis of Customer Satisfaction Surveys* (edited volume with S. Salini as co-editor), John Wiley and Sons, 2011.
31. **Quality Standards and Control Charts Applied to Customer Surveys** (with L. Deldossi and D. Zappa) in *Modern Analysis of Customer Satisfaction Surveys* (edited volume with S. Salini as co-editor), John Wiley and Sons, 2011.
32. **SI 5568: Israel's ISO-9241 Ergonomics of human-system interaction — Part 151: Guidance on World Wide Web user interfaces**, 2011.
33. **Statistical Aspects in ICH, FDA and EMA Guidelines** (with A. Sampson) in *Statistical Methods in Healthcare* (edited volume with F. Faltin and F. Ruggeri as co-editors), John Wiley and Sons, 2012.
34. **Risk Management in Drug Manufacturing and Healthcare** in *Statistical Methods in Healthcare* (edited volume with F. Faltin and F. Ruggeri as co-editors), John Wiley and Sons, 2012.

Publications in Conference Proceedings:

1. "A Statistical Test of Software Reliability" (with M. Pollak), Proc. of the 4th International Quality Assurance Conference, Herzliah, 1982.
2. "Software Reliability Modeling: A Software Quality Assurance Tool", Proc. of the Workshop on Software Methodologies with Ada, Tel-Aviv, 1983.
3. "Some Aspects of Quality Conformance Inspection in Military Specifications Documents" (with A. Halevy), Proc. of the 5th Intl Quality Assurance Conference, Tel-Aviv, 1984.
4. "On the Use of Experimental Design to Improve Products and Production Processes" Proc. of the Annual Conference of the Israeli Operations Research Society, Beer-Sheva, 1984.
5. "A Statistical Test of Software Reliability" Proc. of the 3rd Conference of Industrial Engineering Israeli Society, Tel-Aviv, 1984.
6. "Software Development Methodologies: From Theory to Practice" (with J. Gilead, D. Kalinsky and S. Koenig), Proc. of 14th Conference of IEEE in Israel, Herzliah, 1985.

7. "Managing a Continuous Improvement of the Software Development Process", Proc. of the 7th IMPRO Conference, Atlanta, 1989.
8. "Total Quality Management also applies to a School of Management" (with T. Kelly, G. Roodman, L. Newton and A. Wowk), Proc. of the 9th IMPRO Conference, Atlanta, 1991.
9. "Process Trouble Assessment and Pareto Analysis of Software Errors", National Institute for Software Quality and Productivity annual conference, Washington D.C., April 1992.
10. "Toward a performance appraisal system paradigm consistent with total quality management" (with David Waldman) Meeting of the Administrative Sciences Association of Canada, Quebec City, June, 1992
11. "Bayesian Process Tracking Under Random Changes in the Mean" (with S. Zacks), ASA annual meetings invited paper, Boston, August 1992.
12. "Process Tracking of Time Series with Change Points" (with S. Zacks), Proc. of the 7th International Conference in the Basque Country, August 1992.
13. "Analysis of Factorial Designs with Main Effects and Interactions Plots" (with B. Vogel), Proc. of the 9th International Quality Conference, Jerusalem, November 1992.
14. "Towards the Year 2000: Some Trends in Total Quality Management" (with J. Preminger), Proc. of the 14th Congress of the Society of Manufacturing Engineers, Tel-Aviv, June 1994.
15. "Presentation of Results from Designed Experiments using Graphical Methods" (with B. Vogel), Proc. of the 10th International Quality Conference, Jerusalem, November 1994.
16. "Setting Up the Software Development Management Dashboard: A case study in software product and process improvement", Proc. of the 3rd National Quality Conference, Tel Aviv, November 1995.
17. "Software Specification Metrics: A quantitative approach to assess the quality of documents", Proc. of the 19th Convention of Electrical and Electronics Engineers in Israel, Jerusalem, November 1996.
18. "Is your Employee a Satisfied Customer? or how to incorporate employee satisfaction surveys in the human resources development strategic plan" (in Hebrew with J. Bantay, D. Uriel and Mia Hacoheh-Jacobs), Proc. of the 8th Human Resources Organization Annual Conference, Zichron Yaakov, January 1997.
19. "Modern Industrial Statistics: *The challenge and some solutions*" (with S. Zacks), Proc. of the 12th International Quality Conference, Jerusalem, December 1998.
20. "Quality Management of Marketing and Technological joint ventures" (with Y. Yossef, R. Dvir, N. Sukenik and A. Belluco), Proc. of the 5th National Quality Conference, Haifa, November 1999.
21. "Robust Design: From Training to Implementation" (with D. Steinberg and B. Yoskovitch), Proc. of the 13th National Quality Conference, Haifa, November 1999.
22. "Assessing Software Inspection Processes with STAM", Software Engineering Australia, SEA2000, Canberra, Australia, April 2000.
23. "Reducing Time To Market via Statistical Information Systems" (with D. Steinberg), Proc. of the 13th International Quality Conference, Jerusalem, November 2000.
24. "Choosing between Strategic Alternatives using Financial Indices" (with A. Ziv and U. Ken-Dror), Proc. of the 13th International Quality Conference, Jerusalem, November 2000.

25. "Implementation of Six Sigma at the Dead Sea Bromine Group" (with G. Ehrlich), Proc. of the 13th International Quality Conference, Jerusalem, November 2000.
26. "On six sigma methods in the production of bromine compounds", DEINDE 2001, Torino, February 2001.
27. "On the application of bootstrapping in analyzing designed experiments" (with D. Steinberg), European Network for Business and Industrial Statistics (ENBIS) First Annual Conference on Business and Industrial Statistics, Oslo, Norway, September 17-18, 2001.
28. "Bootstrapping: A modern approach to analyze designed experiments in six sigma projects" (with D. Steinberg), Proc. of the 6th National Conference of the Israel Society for Quality, Tel Aviv, November 2001.
29. "Setting Balanced Strategies in Technological Companies" (with A. Ziv), Proc. of the 6th National Conference of the Israel Society for Quality, Tel Aviv, November 2001.
30. "CRM and Knowledge Management: An approach to manage customer relationships" (with M. Hacohen-Jacobs), Proc. of the 6th National Conference of the Israel Society for Quality, Tel Aviv, November 2001.
31. "Improving Customer Loyalty: The key to business success" (with R. Fainstein), Proc. of the 6th National Conference of the Israel Society for Quality, Tel Aviv, November 2001.
32. "Issues in Customer Satisfaction Surveys", DEINDE 2002, Torino, February 2002.
33. "The Impact of Classification Errors on Assessing Software Inspection Processes with STAM", MMR2002, ISI Conference, Trondheim, Norway, June 2002.
34. "Statistical Efficiency- the practical perspective" (with S. Coleman), European Network for Business and Industrial Statistics (ENBIS) Second Annual Conference on Business and Industrial Statistics, Rimini, Italy, September, 2002.
35. "The use of simulations in academic courses on performance management" (with D. Rachman-Moore), 10th Annual conference of the Israeli Training Association, Tel Aviv, Israel, May 2003.
36. "Robust design from computer simulations" (with D. Steinberg), Spring Research Conference, Dayton, Ohio, USA, June 2003.
37. "A proposal for managing and engineering knowledge of stochastics in the quality movement" (with J. Shade and M. Ramahloto), European Safety and Reliability Conference (ESREL), Maastrich, Holland, June 2003.
38. "Statistical properties of internet based market research surveys" (with O. Kaplan and Y. Raanan), European Network for Business and Industrial Statistics (ENBIS) Third Annual Conference on Business and Industrial Statistics, Barcelona, Spain, August 2003.
39. "Six Sigma Perspectives on Stochastics for the Quality Movement" (with J. Shade and M. Ramahloto), European Network for Business and Industrial Statistics (ENBIS) Third Annual Conference on Business and Industrial Statistics, Barcelona, Spain, August 2003.
40. "The Integrated Model, Customer Satisfaction Surveys and Six Sigma". The First International Six Sigma Conference, CAMT, Wroclaw, Poland, January 2004.
41. "Enterprise System Implementation: The experience and methodology of BEST" (with M. Blat), 11th Annual conference of the Israeli Training Association, Tel Aviv, Israel, June 2004.
42. "Methods to Collect and Analyze Organizational Change Management Data: The BEST Approach" (with H. Buhl, S. Lombardo and P. Wognum), European Network for Business

- and Industrial Statistics (ENBIS) Fourth Annual Conference on Business and Industrial Statistics, Copenhagen, Denmark, September 2004.
43. "On the Planning and Design of Sample Surveys", European Network for Business and Industrial Statistics (ENBIS) Fourth Annual Conference on Business and Industrial Statistics, Copenhagen, Denmark, September 2004.
 44. "Implementing SPC in record time" (with M. Miller and E. Kuperman), Proc. of the 15th International Quality Conference, Jerusalem, November 2004.
 45. "From q to Six Sigma, and back", Proc. of the 15th International Quality Conference, Jerusalem, November 2004.
 46. "Data analytic properties of the Shirayev-Roberts control chart: some further results" (with M. Pollak), Proc. of The International Symposium on Stochastic Models in Reliability, Safety, Security and Logistics, Beer Sheva, Israel, February 15-17th 2005.
 47. "Design of Experiments and Computer Simulations: aspects of design and analysis", (with D. Amberti) DEINDE, Torino, May 2005.
 48. "Bootstrap Analysis of Designed Experiments: Part II", European Network for Business and Industrial Statistics (ENBIS) Fifth Annual Conference on Business and Industrial Statistics, Newcastle, UK, September 2005.
 49. "Improvement of Electronic Designs using Stress Reduction" (with Y. Bot), Proc. of the 8th National Quality Conference, Tel Aviv, November 2005.
 50. "Project Management and Six Sigma" (with E. Kuperman and S. Gang), Proc. of the 8th National Quality Conference, Tel Aviv, November 2005.
 51. "Quality and productivity at ChemAgis; From using statistical tools to six sigma" (with E. Urkin and A. Kost), Proc. of the 8th National Quality Conference, Tel Aviv, November 2005.
 52. "Radon survey of Israel" (with G. Haquin, T. Riemer, Y. Shamaï, M. Margalioth, M. Shirav), Proc. of the Conference of Nuclear societies in Israel, Dead Sea, February 2006.
 53. "Scale Up Optimization Using Simulation Experiments" (with Moshe Ben Tollila Simona Malca, Roberto Novoa and Benny Yoskovitch) 2006 Process Development Symposium: Learn from the Past, Plan for the Future, The American Institute of Chemical Engineers (AIChE), Palm Springs California, June 11-16, 2006.
 54. "Operational Risks in Enterprise System Implementation" (with E. Kuperman and Y. Raanan), European Network for Business and Industrial Statistics (ENBIS) Sixth Annual Conference on Business and Industrial Statistics, Wroclaw, Poland, September 2006.
 55. "Planning and executing organizational assessments using benchmarks of excellence" (with Y. Raanan and R. Corradetti), European Network for Business and Industrial Statistics (ENBIS) Sixth Annual Conference on Business and Industrial Statistics, Wroclaw, Poland, September 2006.
 56. "Excellence In Work Environment Quality: An introduction to The Pareto Plus model" (with E. Kuperman and H. Krothamer), Proc. of the 16th International Quality Conference, Tel Aviv, November 2006.
 57. "Risk Management Implementation: An Improvement on Project Management and Business Intelligence" (with E. Kuperman and Y. Raanan), Proc. of the 16th International Quality Conference, Tel Aviv, November 2006.

58. "The Journey to Organizational Excellence in Eliashar Distribution Ltd." (in Hebrew with H. Nachshon, S. Harel and Y. Shuchmacher), Proc. of the 18th Annual Human Resources Conference in Israel, Tel Aviv, November 2006.
59. "Sensitivity Analysis of Bayesian Networks with Stochastic Emulators", (with C. Cornalba and P. Giudici) ENBIS-DEINDE, Torino, Italy, April 2007.
60. "On creating meaningful engagements in statistical consulting", QMOD, Helsingborg, Sweden, June 2007.
61. "Risk Management Approach and Six Sigma Implementation in the Pharmaceutical Industry" (with N. Kalman, E. Urkin, A. Ingher, H. Shenkman and E. Kuperman). The 12th International Conference on Quality and Productivity Research, Tel Aviv, July 2007.
62. "Validating clinical trials protocols with simulations" (with T. Greenfield). European Network for Business and Industrial Statistics (ENBIS) Seventh Annual Conference on Business and Industrial Statistics, Dortmund, Germany, September 2007.
63. "The Statistical Efficiency Conjecture" (with A. De Frenne, X. Tort-Martorell, C. McCollin). European Network for Business and Industrial Statistics (ENBIS) Seventh Annual Conference on Business and Industrial Statistics, Dortmund, Germany, September 2007.
64. "Bayesian Networks of Customer Satisfaction Survey Data" (with S. Salini). European Network for Business and Industrial Statistics (ENBIS) Seventh Annual Conference on Business and Industrial Statistics, Dortmund, Germany, September 2007.
65. "Acceptance Sampling Plan Optimization in the Pharmaceutical Industry" (with B. Magenheim, E. Kuperman, E. Urkin and N. Kalman). Proc. of the 9th National Quality Conference, Tel Aviv, November 2007.
66. "Data driven improvements in the K-12 educational system in Jerusalem" (with B. Nemet, Y. Lutafy, A. Sela, S. Rosenberg, T. Freund, S. Rainders and Y. Suchmacher). Proc. of the 9th National Quality Conference, Tel Aviv, November 2007.
67. "Managing Integrated Models: A new role for the Corporate Quality Manager". Proc. of the 9th National Quality Conference, Tel Aviv, November 2007.
68. "Drug Development Strategy: The interface between QbD and statistical methods" (with Y. Stark). Global Pharmaceutical Conference Practical Application of QbD in Accelerated Development: Laboratory, Quality and Regulatory Considerations, Frankfurt, Germany, April, 2-4th, 2008.
69. "Operational usability assessment using web statistics" (with A. Harel). Proc. of the 15th Industrial Engineering and Management Conference, Tel Aviv, March 19th, 2008.
70. "On Health Care and the Number of Physicians" Keynote presentation at the Annual Conference of the European Forum of Medical Associations (EFMA), Tel Aviv, April 10th, 2008.
71. "Quality by Design Applications to Analytical Methods in the Pharmaceutical Industry" (with D. Kenett), Keynote presentation at the Conference on Advanced Mathematical and Computational Tools in Metrology and Testing AMCTM2008, ENS Cashan, Paris, June 2008.
72. "Advances in Operational Risk Management: Results from the MUSING project on combining semantic and quantitative data in risk assessment" (with Y. Raanan). Proc. of the ISBIS-2008 International Symposium on Business and Industrial Statistics, Prague, Czech Republic, July 4th, 2008.

73. "Relative Linkage Disequilibrium: A new measure for association rules" (with S. Salini). Proc. of the 8th Industrial Conference on Data Mining, ICDM 2008, Leipzig, Germany, July 16 -18th, 2008.
74. "Relative Linkage Disequilibrium: An intersection between evolution, algebraic statistics, text mining and contingency tables" (with S. Salini). Mathematical explorations in contemporary Statistics, dedicated to Giovanni Pistone on occasion of his sixth-fifth birthday, Sestri Levante, Italy, May 19-20th, 2008.
75. "Using Risk Assessment Matrices in Ranking Projects and Modifications in the Petroleum Industry" (with Y. Rahim), Modeling and Analysis of Safety and Risk in Complex Systems (MASR - 2008), Saint-Petersburg, Russia, June 24 - 28th, 2008.
76. "Decision support for user interface design: Usability diagnosis by time analysis of the user activity" (with A. Harel and F. Ruggeri). Proc. of the 32nd Annual IEEE International Computer Software and Applications Conference (COMPSAC), Turku, Finland, July 28 - August 1st, 2008.
77. "Statistical Aspects of Quality by Design (QbD) Applications to Analytical Methods in the Process Industries" (with S. Coleman). Royal Statistical Society Annual Conference, Nottingham, UK, September 2008.
78. "Six Sigma: The Great Debate". Royal Statistical Society Annual Conference, Nottingham, UK, September 2008.
79. "On Applications of the Relative Linkage Disequilibrium" (with S. Salini). European Network for Business and Industrial Statistics (ENBIS) Eighth Annual Conference on Business and Industrial Statistics, Athens, Greece, September 22-24th, 2008.
80. "Advances in Operational Risk Management: Statistical aspects of the MUSING project on combining semantic and quantitative data in risk assessment" (with Y. Raanan). European Network for Business and Industrial Statistics (ENBIS) Eighth Annual Conference on Business and Industrial Statistics, Athens, Greece, September 22-24th, 2008.
81. "Factors affecting the near miss reporting" (with Y. Rahim). European Network for Business and Industrial Statistics (ENBIS) Eighth Annual Conference on Business and Industrial Statistics, Athens, Greece, September 22-24th, 2008.
82. "User Interface Diagnosis by Statistics of the User Activity in Service Oriented Architectures" (with A. Harel). Proc. of the 5th Annual Israeli National Conference on Systems Engineering, INCOSE, Herzlia, March 2nd, 2009.
83. "Quality by Design Approach in Biopharmaceutical Products" (with D. Kenett). Challenges in Global Product Development: Developing Rugged and Robust Products, Processes and Specifications, Bar Ilan University and University of Wisconsin - School of Pharmacy, Tel Aviv, April 2nd, 2009.
84. "Integrated Management: The New Challenge of Quality Management" Proc. of the 2nd Annual Quality Conference in Upper Galilee, Ort Braude College, Carmiel, Israel, May 26th, 2009.
85. "Quality, Risk and the Taleb Quadrants" (with C. Tapiero). Proc. of the Quality and Productivity Research Conference (QPRC), Yorktown Heights, NY, June 3 - 5th, 2009.
86. "Quality by Design Applications in the Pharmaceutical Industry", Quality by Design: Linking Production and Development in High Tech Manufacturing, JMP-SAS Conference, Manchester, U.K., June 18th, 2009.

87. "The 5C model: A New approach to Asset Integrity Management" (with Y. Rahim and Ingbjørn Refsdal), The 3rd Summer Safety & Reliability Seminars SSARS 2009, Gdansk, Poland, July 19 - 25th, 2009.
88. "Risk-Based Adaptive Group Testing of Web Services" (with X. Bai). Proc of the 33rd Annual IEEE International Computer Software and Applications Conference (COMPSAC), Seattle, USA, July 20 - 24th, 2009.
89. "Measurement uncertainty in quantitative chimerism monitoring after stem cell transplantation" (with D. Koltai and D. Kristt). CLADAG 2009, Seventh Scientific Meeting of the CLAssification and Data Analysis Group of the Italian Statistical Society, Università di Catania, Italy, September 9-11th, 2009.
90. "Integrating Operational and Financial Risk Assessments" (with S. Figini and P. Giudici). European Network for Business and Industrial Statistics (ENBIS) Ninth Annual Conference on Business and Industrial Statistics, Goteborg, Sweden, September 22-24th, 2009.
91. "Challenges in estimating the cost and burden of occupation accidents" (with Y. Rahim). European Network for Business and Industrial Statistics (ENBIS) Ninth Annual Conference on Business and Industrial Statistics, Goteborg, Sweden, September 22-24th, 2009.
92. "The CIM Index: Measuring the Impact of Creativity and Innovation Programs" (with S. Lombardo). European Network for Business and Industrial Statistics (ENBIS) Ninth Annual Conference on Business and Industrial Statistics, Goteborg, Sweden, September 22-24th, 2009.
93. "An Analysis of Statistical Efficiency" (with C. McCollin, S. Coleman and I. Ograjenšek). European Network for Business and Industrial Statistics (ENBIS) Ninth Annual Conference on Business and Industrial Statistics, Goteborg, Sweden, September 22-24th, 2009.
94. "Can Research Processes be Improved: An attempt at making graduate education more effective and more efficient" (with S. Coleman and I. Ograjenšek). European Network for Business and Industrial Statistics (ENBIS) Ninth Annual Conference on Business and Industrial Statistics, Goteborg, Sweden, September 22-24th, 2009.
95. "Quality, Risk and Operations Management: The Integration". Proc. of the International Symposium on Stochastic Models in Reliability Engineering, Life Sciences and Operations Management (SMRLO10), Beer Sheva, Israel, February 8-11th, 2010.
96. "Patterns and characterization of accidents and incidents reported in oil and gas industry in Norway (with Y. Rahim), The 4th Summer Safety & Reliability Seminars SSARS 2010, Sopot, Poland, June 20 - 26th, 2010.
97. "The Evidence Based Management of Learning: Diagnosis and development of conceptual thinking with Meaning Equivalence Learning Objects (MERLO)" (with M. Etkind and U. Shafir), The 8th International Conference on Teaching Statistics (ICOTS8), Ljubljana, Slovenia, July 11-16th, 2010.
98. "Relative Linkage Disequilibrium in tracking Web search patterns" (with S. Salini). GfKi-CLADAG 2010, eighth Scientific Meeting of the CLAssification and Data Analysis Group of the Italian Statistical Society, Firenze, Italy, September 8-10th, 2010.
99. "On Quality Research: An application of InfoQ to the PhD research process" (with S. Coleman and I. Ograjenšek). European Network for Business and Industrial Statistics (ENBIS) Tenth Annual Conference on Business and Industrial Statistics, Antwerp, Belgium, September 12-16th, 2010.
100. "Optimal scaling for risk assessment: merging of operational and financial data" (with S. Figini and S. Salini). European Network for Business and Industrial Statistics (ENBIS) Tenth Annual Conference on Business and Industrial Statistics, Antwerp, Belgium, September 12-16th, 2010.

101. “Statistical methods for scaling up blending process with simulation platforms “, 76th meeting of the Israel Chemical Society, Tel-Aviv, Feb 9-10th, 2010
102. “Managing risks with data”, ENBIS-DEINDE, Torino, Italy, March 17-18th, 2011.
103. “Statistics as a Profession”, Statistica in Azienda, Torino, Italy, March 16th, 2011.
104. “Managing risks with data”, Annual Meeting of the Israel Statistical Association, Tel Aviv, May 25th, 2011.
105. “Multivariate Statistical Process Control: an introduction”, Workshop on Statistical Methods in Microelectronics, Catholic University, Milan, Italy, June 13th, 2011.
106. “The ABC Survey Data Analysis: A Comparison of Methods” (with S. Salini), Workshop on Modern Analysis of Customer Satisfaction Surveys, University of Milan, Milan, Italy, June 14th, 2011.
107. “Future Directions of Software Cybernetics: A Position Paper”. Proc of the 35th. Annual IEEE International Computer Software and Applications Conference (COMPSAC), Munich, Germany, July 18 – 21st, 2011.
108. “On Assessing performance of Sequential Procedures” (with M. Pollak). European Network for Business and Industrial Statistics (ENBIS) Eleventh Annual Conference on Business and Industrial Statistics, Coimbra, Portugal, September 4-8th, 2011.
109. “Designing and Deploying a Healthcare Professional Service: A Case Study in Integrated Healthcare Management” (with Y. Lavi, R. Corradetti, G. Fraser, R. Balicer, D. Erlich and Y. Niv), European Network for Business and Industrial Statistics (ENBIS) Eleventh Annual Conference on Business and Industrial Statistics, Coimbra, Portugal, September 4-8th, 2011.
110. “Applications of Bayesian Networks”, 22nd Colombian Statistics Symposium, The National University of Colombia, Bucaramanga, Columbia, July 17-22nd, 2012.

Editorial activities:

- o Encyclopedia of Statistics in Quality and Reliability, J. Wiley, editor in chief
- o Quality Technology and Quantitative Management, member of the advisory board and past editor in chief for Europe
- o Applied Stochastic Models in Business and Industry, associate editor
- o Transactions on Machine Learning and Data Mining, associate editor
- o Quality Progress, member of the editorial review board
- o Electronic Journal of Applied Statistical Analysis: Decision Support Systems and Services Evaluation, member of the editorial review board
- o Quality and Reliability Engineering international, ENBIS10 special issue editor
- o Quality Technology and Quantitative Management, S. Zacks special issue editor
- o Journal of the Royal Statistical Society, Series A, past associate editor

Refereeing activities:

- o Technometrics, reviewer
- o Journal of Quality Technology (JQT), reviewer
- o Quality and Reliability Engineering International (QREI), reviewer
- o Communications in Statistics, Theory and Methods, reviewer
- o Simulation Modeling, Practice and Theory, reviewer
- o Journal of Applied Statistics, reviewer
- o Journal of Statistical Planning and Inference, reviewer
- o Engineering Applications of Artificial Intelligence, reviewer
- o Management Science, reviewer
- o International Journal of Six Sigma and Competitive Advantage, reviewer
- o IIE Transactions, reviewer
- o Accreditation and Quality Assurance (ACQUAL), reviewer

- o Journal of the Royal Statistical Society (JRSS), Series C, reviewer
- o Journal of Classification, reviewer
- o Statistical Methods and Applications, reviewer
- o Journal of Zhejiang University-SCIENCE A, reviewer
- o Biotechnology Progress, reviewer
- o Statistics in Biopharmaceutical Research, reviewer
- o Industrial and Engineering Chemistry Research, reviewer
- o Risk Analysis, reviewer
- o Academic Informing Science and Engineering (AISE), reviewer
- o IEEE Computer Systems and Applications (COMPSAC), reviewer
- o Colombian Journal of Statistics (CoJS), reviewer
- o Journal of Transport Policy, reviewer

Interviews and Television Series:

- o Interview with Dr J.M. Juran on the Occasion of the International Quality Conference in Jerusalem on 8 November 1994, *Quality and Reliability Engineering International*, Vol. 23, 651-652, 2007.
- o *Quality: Yesterday, Today and Tomorrow*, PBS and the International Institute for Learning, 10 1996.
- o Interview on Risk Management, *Quality Progress*, <http://media.asq.org/105422/web.mp3>, 9 2011.

Software implementations:

RLD, implemented in the *arules R Package*. June 11, 2008, Version 0.6-6, *Mining Association Rules and Frequent Itemsets* by Michael Hahsler, Christian Buchta, Bettina Gruen and Kurt Hornik.

Memberships in professional societies and listings in professional publications:

- President, Israel Statistical Association, 2011-2012
- Member of the Public Advisory Council for Statistics Israel
- Fellow of the Royal Statistical Society
- President of the European Network for Business and Industrial Statistics, 2006-2007
- Associate of the Royal College of Science
- Senior Member of the American Society for Quality Control
- Elected Member of the International Statistical Institute
- American Men and Women of Science
- Who's Who in Science and Engineering
- Baron's Who's Who in Banking and Finance