

**Eleni Sfakianaki**

**Associate Professor/Total quality management and environmental management/Hellenic Open University**

**Email to:** esfakianaki@eap.gr

She is an Associate Professor at the School of Social Sciences at the Hellenic Open University, at the undergraduate program of Business Administration. She graduated as a Civil Engineer from the Civil Engineering Department of the University of Patras and she then undertook an Msc course in Construction Management at the University of Sheffield, in the UK. The University of Sheffield awarded her a full scholarship to undertake a PhD, the subject of which was on environmental impact assessment with the use of geographical information systems. Eleni Sfakianaki has more than 22 years of teaching experience both in undergraduate and postgraduate courses. She had taught for three years at the University of Kingston in the UK. She has supervised more than 100 MSc theses. She is a reviewer in a number of international journals. She has also worked as a consultant in the project and environmental management of large scale projects.

***Selected Publications***

---

1. Kakouris A., Sfakianaki, E. and Tsioufis, M. (2022), "Lean thinking in lean times for education", *Annals of Operations Research*, Vol. 316, pp. 657–697. <https://doi.org/10.1007/s10479-021-04055-7>
2. Sfakianaki, E., Kakouris, A. and Siontorou, C. (2021), "Critical success factors for total quality management in primary and secondary education", *International Journal of Services and Operations*, Vol. 40, No. 4, pp. 564-595.
3. Sfakianaki, E. and Kakouris, A.P. (2020), "Obstacles to ISO 9001 certification in SMEs", *Total Quality Management & Business Excellence*, Vol. 31 No. 13-14, pp. 1544-1564.
4. Sfakianaki, E. (2019), "Critical success factors for sustainable construction: a literature review", *Management of Environmental Quality*, Vol. 30 No. 1, pp. 176-196. <https://doi.org/10.1108/MEQ-02-2018-0043>
5. Sfakianaki, E. and Kakouris, A. (2019), "Lean thinking for education: development and validation of an instrument", *International Journal of Quality & Reliability Management*, Vol. 36 No. 6, pp. 917-950. <https://doi.org/10.1108/IJQRM-07-2018-0202>