

CURRICULUM VITAE



黃聖騰 (Sheng-Teng Huang; Daniel Huang)

Postal Address: Department of Transportation Science, College of Maritime Science and Management, National Taiwan Ocean University (NTOU), Keelung 20224, Taiwan

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Personal Statement/Key Achievement

Sheng Teng Huang is an Associate Professor at Department of Transportation Science, National Taiwan Ocean University(NTOU). He used to work at Inchcape Shipping Service (ISS) at Singapore (Asia Pacific Headquarter) and Taipei office. He received his PhD from Kobe University, Japan. His main research interests are Japanese shipping industry, logistics and delivery management. He has several journal and conference papers. He is appointed as the editorial board member of International Journal of Acta Logistica in 2015 (<http://www.actalogistica.eu>). He has published several journal and conference papers. He has memberships in Japan Society of Logistics and Shipping Economics (JSLSE) and International Association of Maritime Economics (IAME). He also reviews papers for International Journal of Production Research (IJPR), Journal of Marine Science and Technology (JMST) and International Journal of Shipping and Transport Logistics (IJSTL), Maritime Business Review (MABR) and Total Quality Management & Business Excellence (TQM).

Academic Qualification

- **Ph.D. - Kobe University, Graduate School of Maritime Science, Japan (Major in Maritime Logistics)**
- **M.B.A. - National Taiwan Ocean University, Taiwan (Major in Shipping and Transportation management)**
- **B.B.A. - National Taiwan Ocean University, Taiwan (Major in Air Transportation Management)**

PROFESSIONAL EXPERIENCE

1. **Associate Professor** of National Taiwan Ocean University (NTOU)
2. **Assistant Professor** of National Taiwan Ocean University (NTOU)
3. Research assistant of Prof. Yoshida Shigeru
4. Teaching assistant of Prof. Yoshida Shigeru (Global Logistics Course)
5. English lecture (オアシス塾)
6. Inchcape Shipping Services in Taipei office
7. Inchcape Shipping Services in Singapore Headquarter
8. Army Commander's driver, Taiwan
9. Hyogo International summer school representative (Joint course by Kobe University in Japan, Chulalongkorn University in Thailand, and Nanyang Technical University in Singapore)
10. Exchange student representative of National Taiwan Ocean University
11. English teacher in ELSI language school, Taiwan

Language Proficiency :

Japanese, Chinese, Hakka ,English.

Ph D Dissertation

Title: QFD による定期船およびロジステイクスサービスの顧客満足度の評価に関する研究

Supervisor: Prof. Dr. Yoshida Shigeru

Research Field: Shipping and Logistics Management; Air Transportation Management; Global Supply Chain Management

HONORS AND AWARDS

Best Paper Award IFSPA 2017 conference, CY Tung shipping research center, Hong Kong Polytechnic University, Hong Kong

MEMBERSHIP ON BOARDS, PANELS, AND IN PROFESSIONAL

SOCIETIES

Editorial board member of Logistics Journal Acta Logistica, Editorial member
(Indexed in Scopus)

Paper in Refereed Journals

1. **Huang,S.T.**, Chang, K.Y., Su, I.H., Chiou, A.S., Chi, C. Y. (2019, Oct). SERVICE QUALITY ASSESSMENT OF FREE TRADE PORT ZONE USING MULTILAYER QUALITY FUNCTION DEPLOYMENT: AN EMPIRICAL STUDY IN TAIWAN. JOURNAL OF MARINE SCIENCE AND TECHNOLOGY (**SCI-Expanded**) (Accepted). MOST 104-2410-H-019-033.
2. **Huang,S.T.**, Shang,K.C.,Su,C.M., Chang, K.Y., Tzeng, Y.T. (2019, Jan). Applying QFD to assess quality of short sea shipping: An Empirical Study on Cross-Strait high speed ferry service between Taiwan and Mainland China. International Journal of Shipping and Transport Logistics (**SSCI**) (In press).
3. Bulut E., Duru O., **Huang* S.T.** (2016, Aug). A Multi-Layer QFD Design for the Service Quality Assessment of Kansai International Airport-Japan. Total Quality Management & Business Excellence (Corresponding author) (**SSCI**).
4. **Huang* S.T.**, Bulut E., Duru O. (2016, May). Multi-dimensional service improvement under the multi-customer nature of container terminals, Int. J. Shipping and Transport Logistics, Vol. 8, No. 2, pp.194–222. (**SSCI**)
5. **Huang S.T.** (2016, Apr). KEY FACTORS ANALYSIS OF STRATEGIC ALLIANCES IN CONTAINER LINER SHIPPING INDUSTRY. International Journal of Transport and Logistics (**Indexed in Proquest/EBSCO**).
6. **Huang*, S.T.**, Bulut, E. and Duru, O. (2015, Mar). Service quality assessment in liner shipping industry: An empirical study on Asian shipping case. International Journal of Shipping and Transport Logistics, 7(2), pp.221 – 242. (**SSCI**)
7. **Huang S.T.** (2014, Jun). CUSTOMER SATISFACTION ASSESSMENT OF FOURTH PARTY LOGISTICS SERVICE PROVIDERS BY USING QUALITY FUNCTION DEPLOYMENT. International Journal of Transport and Logistics (**Indexed in EBSCO/PROQUEST**), 14(30), pp1-9, 2014.
8. Gao, Z. Y., Bulute, E., **Huang, S.T.** and Yoshida, S (2013, Oct). STRATEGY PLANNING AND MANAGEMENT FOR LOGISTICS COMPANIES WITH BSC AND GF-AHP. International Journal of Maritime Faculty, Vol. 5, No. 1, pp.53-73.
9. Duru, O., Bulute, E., **Huang, S.T** and Yoshida, S. (2013, Jan). Shipping performance assessment and the role of key performance indicators (KPIs): Quality function deployment for transforming ship owners expectation. (available in Social Science Research Network (**SSRN**)).
10. Duru, O. **Huang, S. T.**, Bulut, E. and Yoshida S (2013). Multi-layer quality function deployment (QFD) approach for improving the compromised quality satisfaction under the

- agency problem: A 3D QFD design for the asset selection problem in the shipping industry. *Quality & Quantity*, Vol. 47, No. 4, pp. 2259-2280. (SSCI)
11. **Huang, S.T.***, Bulute, E., Duru, O. and Yoshida, S. (2012). Service quality evaluation of international logistics company: an empirical case using QFD approach. *International Journal of Logistics and Trade*, Vol. 10, No. 3 pp.31-54. (KSCI)
 12. **Huang, S.T.***, and Yoshida, S (2012). Analysis of service quality in home delivery company: An empirical study in Taiwan. *Journal of Maritime researches*, Vol.2, No.1, 59-68.
 13. **Huang, S.T.**, and Yoshida, S. (2012). Applying quality function deployment (QFD) approach to the study on improving service quality of logistics service: An empirical study of home delivery industry in East Asia. *International Journal of Transport and logistics*.(Corresponding author) (indexed in EBSCO), 12:23, pp.1-8. .

Proceedings of Referred Conferences

1. **Huang S.T.**, I-Hsuan Su, Wei-Chi Lee, Tz-Heng Lin (2019, Nov). Logistics service quality evaluation of cross border e-commerce operators: a multilayer framework analysis in digital shopping market. Proceeding of 2019 International Automatic Control Conference (EI). MOST 104-2410-H-019-033. 基隆，台灣
2. **Huang S.T.** and I-Hsuan Su (2017, May). Applying Multilayer QFD to Assess Quality of Short Sea Shipping: An Empirical Study on Maritime Express Service between Taiwan and Mainland China. Proceeding of IFPSA conference 2017, MOST 105-2410-H-019-014.(Best Paper Award) 香港理工大學.
3. **Huang S.T.**, Kuo Chung Shang, Chien Min Su, Ki Yin Chang, Yi Ting Tzeng (2017, Jun).Applying QFD to assess quality of short sea shipping: An Empirical Study on Cross-Strait high speed ferry service between Taiwan and Mainland China. IAME,2017,日本京都.
4. I Hsuan Su, **Huang S.T.** (2016, Nov). Assessing Service Quality of Maritime Express. ICMBEF 2016, 新加坡.
5. Lin Y. S., **Huang S.T.**. (2016, Nov). A Comparison Study and Analysis on Corporate Social Responsibility among Liner Shipping Companies. ICMBEF, 2016, 新加坡.
6. Chi C. Y., **Huang S.T.** (2014, Nov). Service quality evaluation of free trade port zone in Taiwan. The 3rd International Symposium of Maritime Science, 日本神戶大學，日本神戶市.
7. **Huang S.T.**, Bulute, E., Duru, O (2014). Multi-dimensional service improvement under the multi-customer nature of port terminal. proceeding of IAME 2014 conference, 諾福克，維吉尼亞洲，美國
8. **Huang S.T.** (2014, Dec). Maritime Transportation service evaluation of ocean freight forwarders between Japan and Taiwan. The 1st Joint Symposium between

- Hokkaido University and National Taiwan Ocean University, 北海道大學，日本函館市.
9. **Huang S.T.**, & Yoshida, S (2013). Evaluation on service quality and customer satisfaction of international freight business. SDITE 2013 meeting, 夏洛克，北卡羅來納洲，美國.
 10. Lin Y. S., **Huang S.T.** (2016, Nov). A Comparison Study and Analysis on Corporate Social Responsibility among Liner Shipping Companies. ICMBEF Conference, Singapore . 新加坡
 11. **Huang S. T.**, & Yoshida, S. (2013). Analysis on customer satisfaction using quality function deployment approach: an empirical study of fourth party logistics service providers. 2nd Capathian Logistics Congress, Jesenik, Czech Republic. 耶西尼克，捷克
 12. **Huang S. T.**, & Yoshida, S. "Analysis of key factors for formation of strategic alliances in liner shipping company: service quality perspective on Asia/Europe route after global economic crisis". Science and Technology Conference, 2013. 哥本哈根，丹麥
 13. **Huang, S.T.**, Bulute, E., Duru, O. and Yoshida, S. (2013). Service quality assessment based on customer satisfaction in international freight forwarding industry: An empirical study in East Asia. proceeding of IFSPA 2013 conference, Hong Kong. 香港理工大學.
 14. Duru, O. ., Bulute, E., **Huang, S.T** and Yoshida, (2012). Shipping performance assessment and the role of key performance indicators (KPIs): Quality function deployment for transforming ship owner's expectation. proceeding of IAME 2012 conference, Taipei, Taiwan. 台北，台灣
 15. Gao, Z. Y., Bulute, E., Duru, O. **Huang, S.T.** and Yoshida, S. (2012). Performance assessment for liner shipping industry: a Multi-attribute analysis by balance scorecard (BSC). proceeding of IAME 2012 conference, Taipei, Taiwan. 台北，台灣
 16. **Huang S. T.**, & Yoshida, S. (2012). Applying quality function deployment to enhance customer satisfaction of shipping service company in Taiwan. ALRT 2012 Asian Logistics Round Table& Conference, UBC, Vancouver, Canada. 溫哥華，加拿大
 17. **Huang, S.T.**, Bulute, E., Duru, O. and Yoshida, S. (2012). Service quality evaluation of international logistics company: an empirical case using QFD . proceeding of IAME 2012 conference, Taipei, Taiwan. 台北，台灣

Title: Exploring critical solutions for Taiwan's port service to develop intelligent and digital transformation (Under review by MOST)

Sponsor: Ministry of Science and Technology, Taiwan

PI: Sheng Teng Huang

Period: 8/20 to 7/21

Title: Combining cruise company and passenger perspective to evaluate quality of passenger port service in Taiwan

Sponsor: Ministry of Science and Technology, Taiwan

PI: Sheng Teng Huang

Period: 8/19 to 7/20

Title: Applying data envelopment analysis to improve multilayer QFD framework: an empirical study on ocean freight forwarder service

Sponsor: Ministry of Science and Technology, Taiwan

PI: Sheng Teng Huang

Period: 8/18 to 7/20

Title: Multilayer QFD approach for exploring logistics service quality solutions of cross border e-commerce operators: An empirical study on ASEAN market

Sponsor: Ministry of Science and Technology, Taiwan

PI: Sheng Teng Huang

Period: 8/18 to 7/19

Title: Service quality evaluation of maritime cargo express service: a multi-layer QFD approach

Sponsor: Ministry of Science and Technology, Taiwan

PI: Sheng Teng Huang

Period: 8/18 to 7/19

Title: Multilayer QFD approach to evaluate the customer service solutions for quality improvement: An empirical study of Taiwan's free trade port zone

Sponsor: Ministry of Science and Technology, Taiwan

PI: Sheng Teng Huang

Period: 8/15 to 7/16

Title: Performance evaluation of container liner shipping industry: IDEA-AR-QFD approach

Sponsor: Ministry of Science and Technology, Taiwan

PI: Sheng Teng Huang

Period: 8/15 to 7/16

