

Prof. DSc. PhD. Eng. Katarzyna Hys
Faculty of Production Engineering and Logistic
Opole University of Technology
Opole, Poland

General information

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Faculty of Production Engineering and Logistic
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www: [www: www.po.opole.pl](http://www.po.opole.pl)

Fields of Research

Management, especially: Quality management, Service management, Corporate Social Responsibility (CSR) and Marketing.

Honors and Memberships

MEMBERSHIP OF PROFESSIONAL BODIES:

- 2009-2011 r. - member of the Polish Academy of Sciences (PAN), Production Engineering Committee.
- 2002 r. - currently, member of the Polish Society for Production Management (PTZP). Since 2017 - chairman of the Opole PTZP department.
- Polish Society for Innovation Management (PTZI), 2016 - founder member (06.10.2016).

PATENT: Co-inventor of the invention Cover especially for cooking kitchens, Patent No. PL 200054 B1.

Education and Qualifications

Date Degree(s) or Diploma(s) obtained:

15.12.2016 - Associate Professor Krakow University of Economic, Faculty of Management (dr hab. inż.)

19.12.2006 - Warsaw University of Technology, Faculty of Production Engineering, Doctoral Study Programme, PhD (in economy, management)

30.05.2001 - Opole University of Technology, Faculty of Management and Production Engineering

Professional experience

PRESENT POSITION:

Opole University of Technology in Opole, Faculty of Production Engineering and Logistic, Associate

Professor, 18 years within the University.

Research work

INTERNATIONAL JOURNAL ACTIVITIES, EDITORIAL REVIEW BOARD MEMBER AND REVIEWER (now):

- “International Journal of Marketing Practices”, Wydawnictwo: Online Science Publishing, ISSN (Online): 2308-2755, funkcja: Editorial Board (od 20.02.2017).
- Scientific Papers of Silesian University of Technology “Organization and Management Series” (Members of the board). Zeszyty Naukowe "Organizacja i Zarządzanie" Politechniki Śląskiej, Wydawnictwo: Politechnika Śląska, ISSN: 1641-3466, funkcja: Rada Naukowa, (od V.2017).

REVIEWS FOR JOURNAL & SCIENTIFIC COMMITTEE (last years):

The 3rd European Conference on Social Media, ECSM 2016, Caen, France, 12-13 July 2016.
The 4th International Conference on Management, Leadership and Governance, ICMLG 2016, Saint Petersburg State University of Economics, St. Petersburg, Russia, 14-15 April 2016.
The 17th European Conference on Knowledge Management, ECKM 2016, Ulster University, Northern Ireland, UK, 01-02 September 2016.
The 12th European Conference on Management Leadership and Governance, ECMLG 2016, National University of Political Studies and Public Administration, Bucharest, Romania, 10-11 November 2016.
The 5th International Conference on Management Leadership and Governance, ICMLG 2017, Wits Business School, Johannesburg, South Africa, 16-17 March 2017.
The 5th International Conference on Innovation and Entrepreneurship, ICIE 2017, The Multimedia University, Kuala Lumpur, Malaysia, 26-27 April 2017.
The 4rd International Scientific Conference, University of Dąbrowa Górnicza, Department of Management and Production Engineering (Poland); University of Žilina, Department of Managerial Theories (Slovakia); VŠB – Technical University of Ostrava, Faculty of Economics (Czech Republic), Cieszyn, 1-2 June 2017 (conference scientific council).
The 6th International Conference on Innovation and Entrepreneurship 2018, ICIE18, The University of the District of Columbia (UDC), Georgetown University’s School of Continuing Studies and George Washington University, Washington DC, USA, 05-06 March 2018.
ECKM 2018 conference will be hosted by the University of Padua, Italy on the 6th - 7th September 2018
The 6th International Conference on Management Leadership and Governance ICMLG 2018, Bangkok University, Thailand, 24-25 May 2018.
5th European Conference on Social Media, ECSM, 21 - 22 June 2018, Limerick, Ireland
IBIMA conferences. committee for 14-15 November 2018 in Seville, Spain.

INTERNATIONAL PUBLICATIONS (last years):

Books:

■ Hys K., Performance marketing as a factor in range of designing of modern business models, [in:] Jabłoński M. (Ed.), Strategic Performance Management: New Concepts and Contemporary Trends, NOVA SCIENCE PUBLISHERS, INC., USA 2017 (print).

☐ Hys K., *Dyfuzja systemu zarządzania jakością i koncepcji społecznej odpowiedzialności organizacji*, Wydawnictwo Politechniki Opolskiej, Studia i Monografie z. 414, 2015, ss. 288, ISBN 978-83-65235-01-5.

☐ Hys K., Hawrysz L., Kozel R., Vilamová Š., *Customer service systems in the context of international studies: Mystery*

e-mail/website visits. Košice: TU v Košiciach 2015, pp. 129, ISBN 978-80-553-2258-2.

Scientific publications in conference proceedings indexed on the Web of Science, Thomson Reuters, Scopus:

– Hys K., Hawrysz L., Kozel R., Vilamová Š., 2017, *Application of Mystery Calling Method in car dealerships. Polish-*

Czech research, The 5th International Conference Innovation Management, Entrepreneurship and Sustainability (IMES 2017) (print).

– Hys K., 2017, *The practice of CSR in Poland in the realm of environment action*. The 17th International Multidisciplinary Scientific GeoConferences SGEM 2017 (print).

– Hys K., 2017, *Mechanisms stimulating actions customer - decision maker on the market: marketing mix instruments*, DIEM 2017.

– Hys K., 2016, *Inter mundus – designing the quality of hotel services: prospect of customer and manager*, [in:] SGEM

2016 Conference Proceedings, ISBN 978-619-7105-76-6 /ISSN 2367-5659, 24-31 August, 2016, Bulgaria, Book 2

Vol. 5, pp. 393-400, DOI: 10.5593/SGEMSOCIAL2016/B25/S07.051.

Journals:

– Hys K., Hawrysz L., 2012, *Corporate Social Responsibility Reporting*, „China-USA Business Review”, David

Publishing Company, Vol. 11, No. 11, pp. 1515-1524, ISSN 1537-1514.

– Hys K., Hawrysz L., 2013, *CSR in Poland as a important foundations of modern societies*, „Management Studies”,

David Publishing Company, Vol. 1, No. 1, pp. 27-33, ISSN 2328-2185. Doi:10.13140/RG.2.1.4132.6560.

– Hawrysz L., Hys K., 2013, *Process-oriented management in public and private sector*, „China-USA Business

Review”, David Publishing Company, Vol. 12, No. 9, pp. 903-910, ISSN 1537-1514.

– Hys K., Hawrysz L., 2014, *Semantic differential as an assessment tool of (dis)advantages of QMS in the light of*

accredited certification in Poland, „Chinese Business Review”, David Publishing Company, Vol. 13, No. 1, pp. 42-

52, ISSN 1537-1506.

– Hawrysz L., Hys K., 2014, *Communication channels of middle managers and non-managers in public sector*

organisations in Poland, „International Journal of Contemporary Management”, Vol. 13, No. 2, pp. 72-85, ISSN

1643-5494. ICID:1130807.

– Hys K., Hawrysz L., 2014, *System – interdisciplinary understanding*, Organization and Management || Kwartalnik

„Organizacja i Kierowanie”, Wydawany przez Komitet Nauk Organizacji i Zarządzania Polskiej Akademii Nauk

(PAN) oraz Kolegium Zarządzania i Finansów Szkoły Głównej Handlowej w Warszawie, No. 1B(160), pp. 95-115,
ISSN 0137-5466.

– Hys K., 2014, *Tools and methods used by the Polish leading automotive companies in quality management system.*

Results of empirical research, „Journal of Achievements of Materials and Manufacturing Engineering”, Publisher:

International OCSCO World Press, Vol. 63(1), pp. 30-37, ISSN 1734-8412.

– Hys K., 2014, *Ewolucja poglądu na społeczną odpowiedzialność biznesu – okres sensoryczno-motoryczny*,

„Ekonomika i Organizacja Przedsiębiorstwa”, Wydawnictwo: Instytut Organizacji i Zarządzania w Przemysle

„Orgmasz”, nr 10(777), s. 107-114, ISSN 0860-6846.

– Hys K., 2014, *Ewolucja poglądu na społeczną odpowiedzialność biznesu – okres wyobrażeń przedoperacyjnych*,

„Ekonomika i Organizacja Przedsiębiorstwa”, Wydawnictwo: Instytut Organizacji i Zarządzania w Przemysle

„Orgmasz”, nr 11(778), s. 111-117, ISSN 0860-6846.

– Hys K., 2014, *Ewolucja poglądu na społeczną odpowiedzialność biznesu – stadium operacji konkretnych*,

„Ekonomika i Organizacja Przedsiębiorstwa”, Wydawnictwo: Instytut Organizacji i Zarządzania w Przemysle

„Orgmasz”, nr 12(77), s. 100-107, ISSN 0860-6846.

– Hys K., 2015, *Ewolucja poglądu na społeczną odpowiedzialność biznesu – stadium operacji formalnych oraz późne*

stadium formalne, „Ekonomika i Organizacja Przedsiębiorstwa”, Wydawnictwo: Instytut Organizacji i Zarządzania

w Przemysle „Orgmasz”, nr 1(780), s. 99-108, ISSN 0860-6846.

– Hys K., 2015, *Ewolucja poglądu na społeczną odpowiedzialność biznesu – stadium przeddialektyczne*, „Ekonomika

i Organizacja Przedsiębiorstwa”, Wydawnictwo: Instytut Organizacji i Zarządzania w Przemysle „Orgmasz”,

nr 2(781), s. 114-123, ISSN 0860-6846.

– Hys K., Franke A., 2015, *(Not)using private labels – the dilemma of independent aftermarket companies in Poland*,

„Annals of Marketing Management & Economics”, Publisher: Wydział Nauk Ekonomicznych Szkoły Głównej

Gospodarstwa Wiejskiego w Warszawie, Vol. 1, No. 1, pp. 33-51, ISSN 2449-7479.

– Hys K., 2015, *ISO/TS 16949 analysis of the current trends*, „Zarządzanie i Finanse” || „Journal of Management

and Finance”, Copyright by Wydział Zarządzania Uniwersytetu Gdańskiego, Vol. 13, No. 2, pp. 37-45, ISSN 2084-

5189.

– Hys K., 2015, *ISO 9001 – Certificates by industrial sector in the world as a key decision variable*, „Manager”, No.

22, pp. 7-18, Romania, Bucharest, ISSN-L 1453-0503.

– Hys K., 2015, *CSR practice in Poland – employee dimension / Praktyka CSR w Polsce – aspekty pracownicze*,

„Zarządzanie. Teoria i Praktyka”, Wydawca: WSM w Warszawie, nr 14(4), pp. 61-65, ISSN 2081-1586.

– Hys K., 2016, *Wybrane modele dojrzałości systemu zarządzania jakością w organizacji*, [w:] *W świecie paradoksów i paradygmatów zarządzania*, Prace Naukowe Uniwersytetu Ekonomicznego we Wrocławiu, nr 421, s.

175-186, ISSN 1899-3192, e-ISSN 2392-0041, Doi: 10.15611/pn.2016.421.15.

– Hys K., Hawrysz L., Kozel R., Vilamová Š., 2017, *ISO 9001 as a standard of quality management in Poland and*

Czech Republic: an analysis based on the global data, “Investment Management and Financial Innovations

Journal”, (review).

Chapter in the monograph:

– Hys K., Hawrysz L., 2012, *(Dis)Advantages of quality management systems in the light of accredited certification*

bodies in Poland, [in:] *Integration in management*, E. Skrzypek (ed.), Publisher: Department of Quality and Knowledge Management Faculty of Economics University of Maria Curie-Skłodowska, Lublin, pp. 197-209,

ISBN 978-83-62785-36-0. Doi:10.13140/RG.2.1.3367.1124.

– Hys K., Mazurek R., 2013, *The physiognomy of (selected) maturity models*, [in:] *Maturity management*, E. Skrzypek

(ed.), Publisher: Department of Quality and Knowledge Management Faculty of Economics University of Maria

Curie-Skłodowska, Lublin, pp. 195-202, ISBN 978-83-62785-51-3.

– Hys K., 2013, *Assessment of selected offices with the use of a Mystery Shopping method*, [in:] *Advanced research*

in scientific areas, M. Mokrys, S. Badura, A. Lieskovsky (eds.), EDIS-Publishing Institution of the University of

Žilina, Powered by: Thomson Ltd, Slovak Republic, Žilina, Vol. 2(1), pp. 87-90, ISSN 1338-9831, ISBN 978-80-

554-0825-5. Doi: 10.13140/RG.2.1.3104.9686.

– Hys K., 2013, *Semantic profile as a tool for assessment of competence public sector workers*, [in:] *International*

Masaryk conference MAGNANIMITAS, The Czech Republic, Hradec Králové, Vol. IV, pp. 126-132, ISBN 978-80-

87952-00-9. Doi: 10.13140/RG.2.1.1532.1041.

– Hys K., 2014, *CSR in the context of (un)favourable aspects*, [in:] *Knowledge – Economy – Society. Contemporary*

tools of organizational resources management, P. Lula, T. Rojek (eds.), Publishing House Foundation of the Cracow

University of Economics, Cracow, pp. 51-58, ISBN 978-83-62511-14-3.

– Hys K., 2014, *Selected maturity models in organization in the light the partial theory*, [in:] *Advanced Research in*

Scientific Areas, M. Mokrys, S. Badura (eds.), Publisher: EDIS - Publishing Institution of the University of Žilina,

Powered by: Thomson Ltd, Slovak Republic, Žilina, Vol. 3(1), pp. 50-54, ISSN 1338-9831, ISBN 978-80-554-0958-

0. Doi: 10.13140/RG.2.1.1781.9605.

- Hys K., 2014, *Semantic profile of qualifications. The Client Advisor in the transport sector*, Proceedings in
QUAESTI, M. Mokrys, S. Badura (eds.), Publisher: EDIS - Publishing Institution of the University of Žilina,
Powered by: Thomson Ltd, Slovak Republic, Žilina, pp. 96-100, ISBN 978-80-554-0959-7, ISSN 1339-5572.
Doi:
10.13140/RG.2.1.2044.1042.
- Hys K., Hawrysz L., Kozel R., 2014, *The use of blueprinting to assess the quality of services in automotive industry*,
[in:] *Moderní matematické metody v inženýrství česko-polský seminář (3MI)*, ©Katedra matematiky a deskriptivní
geometrie Vysoká škola Báňská – Technická Univerzita Ostrava, Ostrava, pp. 46-50, ISBN 978-80-248-3611-9.
Doi: 10.13140/RG.2.1.1519.8166.
- Hys K., 2015, *RESPECT Index stock exchanges in Poland as the Corporate Social Responsibility tool*, [in:]
Corporate Social Responsibility and Human Resource Management in V4 Countries, I. Ubrežiová, D. Lančarič, I. Košičiarová
(eds.), The Slovak Republic, Nitra, pp. 120-127, ISBN 978-80-552-1432-0.
- Hys K., Kozel R., Vilamova S., 2015, *Blueprinting – used in car showrooms (Research Polish-Czech)*, [in:] *Marketing management, trade, financial and social aspects of business*,
The 3rd
International Scientific Conference in Košice MARKETING, MANAGEMENT, TRADE, FINANCIAL AND SOCIAL
ASPECTS OF BUSINESS, Proceedings 22-23.10.2015, pp. 23-28, ISBN 978-80-225-4163-3 Powered by The
Slovak Republic, Košice.

REVIEWS

List of reviews - articles for Polish and foreign scientific journals (i.a.):

- Journal of Business Economics and Management, ISSN 1611-1699 (Print), 2029-4433 (Online)
International Journal of Performance Measurement, ISSN 2165-6371
China-USA Business Review, ISSN 1537-1514
Management Studies, ISSN 2328-2185, USA
Chinese Business Review, ISSN 1537-1506
Journal of Management Studies, ISSN 2328-2185, USA
Journal of Management and Marketing, ISSN 1339-4896
Journal of Human Resource Management, SciencePG (JHRM), ISSN 2331-0707 (Print), ISSN 2331-0715 (Online)
International Journal of Environmental Monitoring and Analysis (IJEBO), ISSN:2328-7659
International Journal of Science, Technology and Society (IJSTS), ISSN 2330-7412
Science Journal of Business and Management, Science PG (SJBm), ISSN:2331-0626
Communications - Scientific Letters of the University of Zilina, ISSN 1335-4205
Zeszyty Naukowe "Organizacja i Zarządzanie" Politechniki Śląskiej, ISSN: 1641-3466
Organizacja i Kierowanie, ISSN 0137-5466
Zarządzanie. Teoria i Praktyka, ISSN 2081-1586
Ekonomika i organizacja przedsiębiorstwa, ISSN 0860-6846
International Journal of Communication Sciences and Disorders", ISSN (Online): 1460-6984
Acta Montanistica Slovaca, ISSN 1335-1788

List Review - Article in the framework of international and Polish scientific conferences (i.a.):

ECMLG 2015
ICMLG 2016
ICMLG 2017
ECKM 2017
ECMLG17
IBIMA Publishing 2017
IBIMA Publishing 2018
ICIE18
ICMLG18
ISPEM 2018
CZOTO 2018
IBIMA Publishing 2019
ISEIC 2019