



Stanislav Karapetrovic

Stanislav Karapetrovic is a professor of mechanical engineering at the University of Alberta in Edmonton, Canada. His research is generally in the field of quality management, and is specifically focused on the auditing and integration of standardized management systems. His widely published and cited research has been funded by government agencies and corporations alike. Professor Karapetrovic is often invited to deliver keynote speeches at overseas conferences, and has received a number of international awards for his research publications. Professor Karapetrovic teaches undergraduate and graduate courses in quality and engineering management, and has supervised undergraduate, masters and doctoral students in quality management.

Professor Karapetrovic is actively involved in the international standardization work on quality management. Among other standardization-related positions, he was the Convenor of the ISO/TC176/TG Portfolio Management and the Project Leader of the ISO/TC176/SC3/WG18 and WG26 for the revision of ISO 10001, ISO 10002, ISO 10003, ISO 10004 and ISO 10008 customer satisfaction standards, respectively.

Currently, Professor Karapetrovic serves as the Convenor of the ISO/TC176/SC3/TF1 Customer Satisfaction Liaison Team.