Chan Lai Kow

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Faculty :	School of Business
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Teaching and Research Areas :

Statistics; Quality Management

Academic Qualifications

Ph.D/Statistics/University of Western Ontario, Canada

MA/Statistics/University of Western Ontario, Canada

Diploma/Mathematics/Hong Kong Baptist College

Teaching Experiences

2006 - Present	Director and Professor/Institute for Sustainable Development/Macau University of Science and Technology
2009 – 2015.1	Dean/ School of Business / Macau University of Science and Technology
Past	Vice Rector, Macau University of Science and Technology
	Chair Professor, Head of Department of Management Sciences, Dean of Faculty of Business, City University of Hong Kong
	Professor, Head of Department of Statistics, University of Manitoba, Canada
	Assistant, Associate, Full Professor, University of Western Ontario, Canada

Representative Publications

Selected Refereed Journal Articles:

From consumer satisfaction to repurchase intention: the role of price tolerance in a competitive service market, Total Quality Management and Business Excellence 19 (2008), 949-961   (Joint paper with Y.Q. He and S.K. Tse)

Balancing productivity and consumer satisfaction for profitability: statistical and fuzzy regression analysis, European Journal of Operational Research 176 (2007), 252-263. (Joint paper with Y.Q. He and M. L. Wu).

A systematic approach to quality function deployment with a full illustrative example, <u>OMEGA—International Journal of Management Science</u> 33 (2005), 119-139. (Joint paper with M. L. Wu).

Consumer satisfaction index: new practice and findings, <u>European Journal of Marketing</u> 37 (2003), 872-909. (Joint paper with Y.V. Hui, H.P. Lo, S.K. Tse, G.K.F. Tso, and M.L. Wu).

Quality function deployment: a literature review, <u>European Journal of Operational Research</u> 143 (2002), 463-497. (Joint paper with M.L. Wu).

Rating the importance of customer needs in quality function deployment by fuzzy and entropy methods, <u>International Journal of Production Research</u> 37 (1999), 2499-2518. (Joint paper with H.P. Kao, A. Ng and M.L. Wu).

A regression approach for achieving small variation around a target, <u>Journal of Royal Statistical Society</u>, Series C   (Applied Statistics) 44 (1995), 369-377. (Joint paper with T.K. Mak).

A process capability indicator.   <u>Total Quality Management</u> 3 (1992), 39-45. (Joint paper with T.K. Mak).

On the asymptotic distributions of some process capability indices, <u>Communications in Statistics </u>19 (1990), 11–18.   (Joint paper with   Z. Xiong and D. Zhang).

Robustness of $\overline{X}$ and R Charts, <u>IEEE Transactions on Reliability</u> 37 (1988), 117-123. (Joint paper with K.P.Hapuarachchi and B.D.Macpherson).

A new measure of process capability: Cpm, <u>Journal of Quality Technology</u> 20 (l988), 162-175.   (Joint paper with S. Cheng and F. Spiring).

Applications of linear and quadratic programmings to some cases of the

Whittaker-Henderson graduation method, <u>Scandinavian Actuarial Journal</u>, 14l-l53, l986. (Joint paper with F. Y. Chan, J. Falkenberg and M. H. Yu).

On polynomial functional relationships, <u>Journal of the Royal Statistical Society</u> Series B, 48 (1985), 5l0-5l8.   (Joint paper with T. K. Mak).

A generalization of Whittaker-Henderson graduation (with discussion), <u>Transactions of the Society of Actuaries</u> XXXVI (1985), l83-2ll. (Joint paper with F. Y. Chan and M. H. Yu).

Robust estimation of Stigler's data sets by cross-validation, <u>Journal of Royal Statistical Society,</u> Series C<u>(Applied Statistics)</u> 30 (1981), 170-172.   (Joint paper with U. Balasooriya).

Robust estimation of location using optimally chosen sample quantiles, <u>Technometrics</u> 22 (1980), 225-237. (Joint paper with L. Rhodin).

Maximum likelihood estimation of a linear structural relationship with replication, <u>Journal of the Royal Statistical Society</u>, Series B 41 (1979), 263-268. (Joint paper with T. K. Mak).

On the asymptotically best linear estimates of the mean based on multiple censored data, <u>J. Amer. Statist. Assoc.</u> 69 (1974), 1027-1030.   (Joint paper with S. Cheng).

On the best linear unbiased estimates of the parameters of the logistic distribution based on selected order statistics, <u>J. Amer. Statist. Assoc.</u> 66 (1971), 889-992.   (Joint paper with N. N. Chan and E. R. Mead).

Linear estimation of the location and scale parameters of the Cauchy distribution based on sample quantiles, <u>J. Amer. Statist. Assoc.</u> 16 (1970), 851-959.

Optimum quantiles for the linear estimation of the parameters of the extreme

value distribution in complete and censored samples, <u>Naval Res. Logist. Quart.</u> 16 (1969), 381-404.   (Joint paper with A. B. M. L. Kabir).

Remark on the linearized maximum likelihood estimate, <u>Ann. Math. Statist.</u> 38 (1967), 1876-188l.

Research Grants/Projects

Macao Consumer Satisfaction Index, Macao Employee Confidence and Satisfaction Index, Macao Consumer Satisfaction Index

Macao Sustainable Development

Profile of Professor Lai Kow <u>CHAN</u>

Prof. Chan has been an *Honorary or Visiting Professor* in a number of universities in China, including Harbin Institute of Technology, Graduate School of Management and Institute of Systems Science of Chinese Academy of Sciences, Renmin University of China, Nankai University, Shanghai University of Finance & Economics, and University of Hong Kong.

He served as the *Chief Editor* of Canadian Journal of Statistics (a SCI periodical), *Chairman* of Statistical Sciences Grant Selection Committee of Natural Sciences and Engineering Research Council of Canada. He was involved in the drafting of the adjudication criteria for the National Canada Total Quality Award, and also served as *Examiner* for the award. He was *Council Member* of the International Statistical Institute. Prof. Chan served as *Advisor* on statistics teaching materials for China's State Statistical Bureau, *Member* of the Statistics Advisory Board for the Commissioner for Census and Statistics of the Hong Kong SAR, and *Member* of the Humanities, Social Sciences and Business Studies Panel of the Research Grants Council of Hong Kong.   Recently, he has been *Advisor* on economic development, sustainable development strategy and Peal River Delta Region development plan for several departments in the Macao SAR Government.

He has been the principal or a participating researcher of several economic indices in Hong Kong and Macao, including Hong Kong Consumer Satisfaction Index (first launched in 1998), Hong Kong Centa-City Property Index (1999), Macao Consumer Satisfaction Index (2007), Macao Employee Confidence and Satisfaction Index (2007), Macao Consumer Confidence Index (2008).

Due to his achievements in research, teaching, and professional and consulting services, Prof. Chan was elected as *Fellow* of several associations including American Society for Quality, American Association for the Advancement of Science, American Statistical Association, Institute of Mathematical Statistics, and Institute of Mathematics and Its Applications (UK).