

Biographical Note



My name is **Bounjerte Imane**, and I am a PhD Student at the Ben M'Sick Faculty of Sciences, of the Hassan II University of Casablanca – Morocco.

With a Licence degree in General Biology at the Ain Chock's Faculty of Sciences, and a Master's degree in Quality Management and Food Safety at the Faculty of Sciences and Techniques of Mohammedia, I started to discover the world of quality, which I grew passionate about. This led me to continue my doctoral studies in quality management in the hospital environment.

Throughout these last years, I had the privilege to take internships, where I learned many relevant skills that will help me in my research. My first experience was at a medical analysis laboratory, where we worked on implementing a quality management system based on the ISO 9001 standard. This project helped me improve my understanding of the standard and offered me the opportunity to participate in the internal audit of another medical analysis laboratory.

Another experience was the one I had at an ISO 9001 certified hospital center, where I worked on evaluating the performance of their quality management system, by using a well known model of organizational effectiveness.

I also had the privilege to participate in many scientific events where I presented my research work in the form of oral and poster communications, and had the honor to receive the award for the third best oral presentation at the 3rd International Scientific Day of Taroudant, held on May 14th 2022 in Taroudant, Morocco.

Outside of my professional pursuits, I was the president of the Lions Club FSBM Unity of Casablanca. It's a social club affiliated to an international organization, where the members participate in actions to improve their communities. As the president, I've honed my leadership skills, organized successful events, and fostered a sense of community between the members, creating lasting memories for all.

Finally, I look forward to participating in this congress and joining the community of quality to discuss the role of quality in such challenging times.