

Biographical Note



Deng Ji



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Mr. Deng Ji, obtained his master's degree in transportation economics from the Northern Jiaotong University in 1978 and made advanced studies in the International Transportation Management College in Belgium. His working experience covers quality management and enterprise management in the Bureau of Railway at Shanghai. Now he services as the chief expert with Shanghai Academy of Quality Management, and is very active on many international forums as an academician of IAQ. He has published over 20 books, such as Management of Interface, Modern Techniques of Passenger Transportation Management, Analysis of Quality Economics, Measurement of Customer Satisfaction, and over one hundred articles.