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**Houston, TX**

**Date:** Friday, Feb. 9, 2024

**Time:** 1:00 -- 1:50 pm

**Location:** D2 Lect 2

## **Using an Action Research Lens to Study Process Improvement and Process Redesign Applications in Industry and Healthcare**

**Abstract:** Action research is a method for studying and implementing organizational change through active involvement in daily operations that generates data through observations of change interventions and reflections regarding the responses to interventions. This research explores the usefulness of this approach in process improvement and process redesign projects conducted in partnership with various industries. Detailed case examples will be discussed that utilize Lean, Six Sigma, and Design for Six Sigma methodologies to implement changes that improve process performance. In addition, underlying theories, lessons learned, and key issues to consider when engaging in industry projects will be reviewed.

**Biography:** Jamison V. Kovach is the PMI Houston Endowed Professor in Project Management at the University of Houston. She received her Ph.D. in Industrial Engineering from Clemson University. Her industrial experience includes several years as a process improvement engineer in the U.S. textile industry. Her research investigates process innovation methods and developing/expanding improvement approaches. Dr. Kovach received the 2010 ASQ Feigenbaum Medal and the 2019 ASQ Six Sigma Forum Award for the Advancement of Six Sigma. She is an Academician in the International Academy for Quality, an ASQ Fellow, a Fulbright Scholar, and the Editor for *Lean & Six Sigma Review*.