

# Sixth International Conference on Lean Six Sigma in Higher Education

**Theme: The Trinity of Operational Excellence in Higher Education Institutions (HEIs):  
Lean, Six Sigma and Lean Six Sigma**

*November 14<sup>th</sup> and 15<sup>th</sup> 2022*

*Venue: Khalifa University (Main Campus) – R Building*

## Day 1 – 14<sup>th</sup> November 2022

Time Zone (UAE)	Location/Venue: R 01013 (Khalifa University)
8:45 am	Welcome Remarks - Khalifa University Higher Management
9:00 am	Opening Remarks – Professor Jiju Antony, Khalifa University, Conference Chair and Founder
9:15 am	<b>Keynote Address 1</b>  Title: <i>“Integrating the Voice of the Student in Course Design Using the Kano Model”</i>  Speaker: Dr Beth Cudney, Professor of Data Analytics, Maryville University, USA
10.15 am	<b>Keynote Address 2</b>  Title: <i>The practical application of Lean Six Sigma in higher education establishments – what works well, what can we learn?”</i>  Speaker: Martin Brenig-Jones, CEO of Catalyst Ltd, UK
11.15-11.45 am	Refreshment Break/Networking
11.45 am	<b>Keynote Address 3</b>  Title: <i>Ingredients required and perceptions requiring tackling to enhance LSS maturity within the Public Sector”</i>  Speaker: Dr Sanjay Bhasin, Lean and CI Practitioner, His Majesty’s Prison and Probation Service, UK
12.45 – 2.00 pm	Lunch Break
2.00 – 3.30 pm	Panel Discussion with all keynote speakers ( <b>Chair: Professor Jiju Antony</b> )
3.30 – 3.45 pm	Refreshment Break/Networking

CONCURRENT BREAKOUT ROOM #1 (R01013)	CONCURRENT BREAKOUT ROOM #2 (R02013)	CONCURRENT BREAKOUT ROOM #3 (R03014)
Session Chair: Dr Jiju Antony, Khalifa University, UAE  3:45 pm – 5: 00 pm 3: 45pm – 4:10 pm	Session Chair: Dr Chad Laux, Purdue University, USA  3:45 pm – 5: 00 pm 3: 45pm – 4:10 pm	Session Chair: Dr Guilherme Tortorella, University of Melbourne, Australia  3:45 pm – 5: 00 pm 3: 45pm – 4:10 pm
<b>Title:</b> A Framework for Effective Delivery of Graduate Six Sigma Education at Higher Education Institutions <b>Speakers:</b> <i>Dr Ahmad Elshennawy University of Central Florida, USA and Dr Sandra Furterer, Ohio State University, USA</i>	<b>Title:</b> The Role of Data Governance Including Privacy in Executing Lean Six Sigma Projects <b>Speaker:</b> <i>Manal Alduraibi, Purdue University, USA</i>	<b>Title:</b> Application of Quality Function Deployment in Higher Education: a systematic literature review <b>Speaker:</b> <i>Dr Neha Raval, Vanita Vishram Women’s University, Surat, Gujarat, India</i>

4:10 pm – 4:35 pm	4:10 pm – 4:35 pm	4:10 pm – 4:35 pm
<p><b>Title:</b> Demystifying the Eighth Lean Waste: A Knowledge Waste Scale</p> <p><b>Speaker:</b> <i>Dr Leander Kuiz Klein, Federal University of Santa Maria, Brazil</i></p>	<p><b>Title:</b> Service Quality, Student Satisfaction, and Behavioral Intentions in a Higher-Education Context</p> <p><b>Speaker:</b> <i>Dr Nancy Bouranta, University of Piraeus, Greece</i></p>	<p><b>Title:</b> Remote education during the COVID-19 pandemic: determining factors that enhance students' performance through experimental design</p> <p><b>Speaker:</b> <i>Dr Guilherme Tortorella, University of Melbourne</i></p>
4:35 pm – 5:00 pm	4:35 pm – 5:00 pm	4:35 pm – 5:00 pm
<p><b>Title:</b> Lean Six Sigma deployment in a Dutch HEI: a Student Journey and Continuous road mapping</p> <p><b>Speaker:</b> <i>Mr Willem Salentijn, Vrije Universiteit Amsterdam, The Netherlands</i></p>	<p><b>Title:</b> Improving students' experience and training efficacy through digitalisation and integrated didactic in Higher Education: evidence from Italy</p> <p><b>Speaker:</b> <i>Maria Francesca Renzi, University of Rome La Sapienza, Italy</i></p>	<p><b>Title:</b> The relationship between research and teaching in HEIs: recent empirical findings</p> <p><b>Speaker:</b> <i>Domenico A. Maisano, Politecnico di Torino, Italy</i></p>
5.00 – 5.15 pm (R 01013) - Closing Remarks of Day 1: <b>Dr Chad Laux and Dr Guilherme Tortorella</b>		
7: 00 pm – 9.30 pm – Gala Dinner (Venue: TBC)		

## Day 2 – 15<sup>th</sup> November 2022

Time Zone (UAE)	Location/Venue: R 01013 (Khalifa University)
9:00 am	<p><b>Keynote Address 4</b></p> <p><b>Title:</b> <i>“No Lean Without Learning – Reflections from the Lean Sensei”</i></p> <p><b>Speaker:</b> Dr Daryl Powell, Chief Scientist and Professor, SINTEF Manufacturing and Norwegian University of Science and Technology, Norway</p>
10:00 am	<p><b>Keynote Address 5</b></p> <p><b>Title:</b> <i>Contemporary developments and their managerial implications in Higher Education</i></p> <p><b>Speaker:</b> Dr Bart Lameijer, Assistant Professor of Business Analytics and LSS Master Black Belt, Amsterdam Business School, University of Amsterdam, The Netherlands</p>
11:00 – 11:30 am	Refreshment Break/Networking
11:30 – 12:30 pm	<p><b>Keynote Address 6</b></p> <p><b>Title:</b> Identifying Quality Attributes of Teaching Effectiveness through Mixed Methods Analysis</p> <p><b>Speaker:</b> <i>Dr Sandra Furterer, Professor of Practice, Department of Integrated Systems Engineering, The Ohio State University, USA</i></p>
12:45 – 1:45	Lunch Break

CONCURRENT BREAKOUT ROOM #1 (R01013)	CONCURRENT BREAKOUT ROOM #2 (R02013)	CONCURRENT BREAKOUT ROOM #3 (R03014)	CONCURRENT BREAKOUT ROOM #3 (R03015)
<p>Session Chair: Dr Jiju Antony, Khalifa University, UAE 1:45 pm – 5: 00 pm</p>	<p>Session Chair: Dr Chad Laux, Purdue University, USA 3:45 pm – 5: 00 pm</p>	<p>Session Chair: Dr Raja Jayaraman, Khalifa University, UAE 3:45 pm – 5: 00 pm</p>	<p>Session Chair: Dr Maher Maalouf, Khalifa University, UAE 3:45 pm – 5: 00 pm</p>
<p>1: 45pm – 2:10 pm</p> <p><b>Title:</b> Lean Management and the change of work culture – the case of a Polish University</p> <p><b>Speaker:</b> Dr Justyna Maciag, Jagiellonian University in Cracow, Poland</p>	<p>1: 45pm – 2:10 pm</p> <p><b>Title:</b> Leveraging Quality tools and techniques to achieve Quality in Higher Education</p> <p><b>Speaker:</b> Mr Shubham Sharma, Research Scholar, Shoolini University, Solan, H.P, India</p>	<p>1: 45pm – 2:10 pm</p> <p><b>Title:</b> Total Quality Management, innovation, and online teaching and learning practices in primary and secondary schools during the Covid-19 pandemic. The Greek case</p> <p><b>Speaker:</b> Dr Evangelos Psomas, Associate Professor, Department of Business Administration of Food and Agricultural Enterprises University of Patras, Greece</p>	<p>1: 45pm – 2:10 pm</p> <p><b>Title:</b> Irregularities in university processes concerning the Lean Management typology: The pilot study results</p> <p><b>Speaker:</b> Professor Piotr Grudowski, Gdansk University of Technology; Faculty of Management and Economics; Gdansk, Poland</p>
<p>2: 10 pm – 2:35 pm</p> <p><b>Title:</b> Design for Six Sigma in Higher Education: A Literature Review and Future Research Agenda</p> <p><b>Speaker:</b> Dr Michael Sony, WITS Business School, Johannesburg, South Africa</p>	<p>2: 10 pm – 2:35 pm</p> <p><b>Title:</b> Student Dropout in the Public Vocational Training Institutes of Greece: A Lean Six Sigma approach</p> <p><b>Speaker:</b> Georgios Mavridoglou, University of the Peloponnese, Greece</p>	<p>2: 10 pm – 2:35 pm</p> <p><b>Title:</b> Prioritizing Critical Failure Factors of Process Improvement Projects in the Higher Education Sector</p> <p><b>Speaker:</b> Mariam Bader, Department of Industrial and Systems Engineering, Khalifa University, UAE</p>	<p>2: 10 pm – 2:35 pm</p> <p><b>Title:</b> Streamlining the Accreditation Process: A Lean Thinking Approach</p> <p><b>Speaker:</b> Dr Shreeranga Bhat, Professor of Mechanical Engineering and LSS Master Black Belt, St Joseph Engineering College, Mangaluru, India</p>
<p>2: 35 pm – 3:00 pm</p> <p><b>Title:</b> From Game to Reality: The Learning Factory to Advance Lean Ways of Working in Higher Education</p> <p><b>Speaker:</b> Mohamed Afy-Shararah, School of Aerospace, Transport and Manufacturing, Cranfield University, UK</p>	<p>2: 35 pm – 3:00 pm</p> <p><b>Title:</b> Application of Data Wrangling methodology within a LSS learning environment</p> <p><b>Speaker:</b> Dr Chad Laux, Purdue University, USA</p>	<p>2: 35 pm – 3:00 pm</p> <p><b>Title:</b> Multiple Case Study Analysis of Six Sigma for Service Quality Enhancement</p> <p><b>Speaker:</b> Dr Souraj Salah, School of Business and Quality Management, Hamdan Bin Mohammed Smart University, Abu Dhabi, UAE</p>	<p>2: 35 pm – 3:00 pm</p> <p><b>Title:</b> Lean Six Sigma and Industry 4.0 - A bibliometric Analysis, Opportunities for future research directions</p> <p><b>Speaker:</b> Juman Alsadi, Department of Industrial and Systems Engineering, Khalifa University, Abu Dhabi, UAE</p>

Tea/Coffee Break: 3:00 pm – 3:15 pm	Tea/Coffee Break: 3:00 pm – 3:15 pm	Tea/Coffee Break: 3:00 pm – 3:15 pm	Tea/Coffee Break: 3:00 pm – 3:15 pm
<p>Session Chair: Dr Justyna Maciąg, Jagiellonian University in Cracow, Poland</p> <p>3:15 pm – 4:05 pm</p>	<p>Session Chair: Dr Evangelos Psomas, University of Patras, Greece</p> <p>3:15 pm – 4:05 pm</p>	<p>Session Chair: Dr Guilherme Tortorella, University of Melbourne, Australia</p> <p>3:15 pm – 4:05 pm</p>	<p>Session Chair: Dr Maher Maalouf, Khalifa University, UAE</p> <p>3:15 pm – 3:40 pm</p>
<p>3:15 pm – 3:40 pm</p> <p><b>Title:</b> Application of 7 Quality Control Tools in Higher Education Institutions</p> <p><b>Speaker:</b> Swati Mathur, Research Scholar (Operations Management), Jaipuria Institute of Management, Jaipur, India</p>	<p>3:15 pm – 3:40 pm</p> <p><b>Title:</b> Failure Modes and Effects Analysis (FMEA) in the Higher Education: A pilot study on success and failure factors, benefits and challenges</p> <p><b>Speaker:</b> Maryam Zulfiqar, Coca Cola Beverages Pakistan Limited, Pakistan</p>	<p>3:15 pm – 3:40 pm</p> <p><b>Title:</b> Kano Model for Higher Education: An examination of graduate skills in Financial Services and Technology industries</p> <p><b>Speaker:</b> Dr Alessandro Laureani, Operations Leader, Microsoft Ireland, Dublin, Republic of Ireland</p>	<p>3:15 pm – 3:40 pm</p> <p><b>Title:</b> Blended Education Learning Process Ensuring Continuous Knowledge Acquisition</p> <p><b>Speaker:</b> Professor Chrysostomos Stylios, University of Ioannina &amp; Industrial Systems Institute /Athena Research Center, Greece</p>
<p>3:40 pm – 4:05 pm</p> <p><b>Title:</b> Education 4.0 - Enhancing Quality in Higher Education Institutions: A Systematic Literature Review</p> <p><b>Speakers:</b> Arshia Kaul, Advisor, Zenith PhD. Training &amp; Consultancy, Sector 49 Faridabad India &amp; Vasundhara Kaul, Founding Partner, Carpediem EdPsych Consultancy LLP &amp; Research Scholar, Mumbai University, Mumbai, India</p>	<p>3:40 pm – 4:05 pm</p> <p><b>Title:</b> Application of Six Sigma Methodology to Enhance the Productivity and Performance of a Hotel in the UAE</p> <p><b>Speaker:</b> Mariam Ali Ramadan, Department of Industrial and Systems Engineering, Khalifa University, Abu Dhabi, UAE</p>	<p>3:40 pm – 4:05 pm</p> <p><b>Title:</b> Effective Engineering Quality Curriculum in Higher Education Programs</p> <p><b>Speaker:</b> Dr Sabah Abro, Professor and Graduate Programs Director, Department of Engineering Technology, Lawrence Technological University, USA</p>	
<p>Closing Remarks of Day 2 – 4.15 pm – 4.30 pm</p>	<p>Room R 01013</p>	<p>Dr Maher Maalouf &amp; Dr Raja Jayaraman</p>	