

# Wiljeana Jackson Glover, Ph.D.

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## ACADEMIC POSITIONS

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**Babson College, Technology, Operations, and Information Management Division**, Babson Park, MA  
Stephen C. and Carmella R. Kletjian Foundation Distinguished Professor of Health Innovation and Entrepreneurship  
September 2020-present

Fischer Family Term Chair for Healthcare Management  
September 2019-August 2020  
Associate Professor  
January 2019- present  
Assistant Professor  
August 2013-December 2018

**Babson College, KMH Center for Health Innovation & Entrepreneurship**, Babson Park, MA  
Founding Faculty Director  
March 2020-present

**Vanderbilt University, Owen Graduate School of Management**, Nashville, TN  
Visiting Scholar  
March 2021- June 2022

**Babson College, Schlesinger Fund for Global Healthcare Entrepreneurship**, Babson Park, MA  
Faculty Director  
August 2015-June 2019

**Massachusetts Institute of Technology (MIT), Sociotechnical Systems Research Center**, Cambridge, MA  
Research Affiliate  
August 2013-May 2016  
Postdoctoral Associate  
May 2010–August 2013

**Boston Univ. School of Public Health, Department of Health Policy & Management**, Boston, MA  
Adjunct Professor  
August 2012-May 2013

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## EDUCATION

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**Virginia Polytechnic Institute and State University (Virginia Tech)**, Blacksburg, VA  
Ph.D. in Industrial and Systems Engineering  
May 2010  
M.S. in Industrial and Systems Engineering, Management Systems Concentration  
December 2007

**Georgia Institute of Technology (Georgia Tech)**, Atlanta, GA  
B.S. in Industrial and Systems Engineering  
May 2005

**Albany State University**, Albany, GA  
B.A. in Mathematics  
December 2005

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## RESEARCH INTERESTS

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I leverage complex adaptive systems approaches to study healthcare improvement and innovation strategies, healthcare entrepreneurship outcomes, and care integration and systems design. I have engaged in research and teaching activities in partnership with healthcare delivery organizations in the U.S., Mexico, Israel, South Africa, Uganda, Rwanda, and Haiti. I employ mixed methods research including interviews, questionnaires, available historical data, qualitative analysis and multilevel, multivariate research design and statistical methods.

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## AWARDS AND RESEARCH GRANTS

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### **Awarded**

Glover, W., Onyemah, V., Randolph, A., O'Connor, G., Licari, P., and Zacharakis, Z. (2022-2027) "Babson Life Sciences Entrepreneurial Product Development Immersion for New Technologies and Solutions (Babson L-SPRINT) Program" National Institutes of Health (NIH) National Institute on Drug Abuse (NIDA) Growing Great Ideas: Research Education Course in Product Development and Entrepreneurship for Life Science Researchers Program, 2022-2027 (\$1.5M)

Glover, W. (2024) Tumaini Foundation Global Health Educator Award.

Glover, W. (2023) Deans Award in Recognition of Excellence in Teaching. Babson College.

Glover, W. (2023) MLK Legacy Award, Faculty. Babson College.

Glover, W., Johansen, E., Joseph, A., Bernier, M., and Ablorh, S. (2022 and 2023) Babson-Olin-Wellesley Collaboration Presidential Innovation Grant (\$3500 and \$4000).

Glover, W. (2022) Wickham Skinner Teaching Innovation Award, Production and Operations Management Society. (\$1000).

Crocker, A., Glover, W., Brush, C., and Gai, Y. (2021) "Investigating Healthcare Entrepreneurship: Financial Well-Being, Equity, and Social Determinants of Health." Faculty Research Angel Fund (FRAF), presented by Babson's Arthur M. Blank School for Entrepreneurial Leadership. (\$150,000).

Glover, W. (2020) Poets & Quants 2020 Best Undergraduate Professors in the U.S., <https://poetsandquantsforundergrads.com/2020/11/24/2020-best-undergraduate-professors-wiljeana-jackson-glover-babson-college/>

Glover, W. (PI), Wong, R., and Pierre, C. (2020). "Babson College/University of Global Health Equity Global Healthcare Entrepreneurship Exchange." McGovern Foundation (\$100,000).

Glover, W. (2018) Recipient of the 2018 Lewis Institute Changemaker Faculty Award, Babson College.

Glover, W. (2018) "Achieving Innovation in Uncertainty: Examining the Role of Autonomy and Goal Orientation in Hospitals." Babson Faculty Research Fund Grant (\$12,500).

Glover, W., Galarneau, C., Johansen, E., Obounou, R., and Fuhtong, J. (2018) "World Health Day." Babson-Olin-Wellesley Presidential Innovation Grant (\$7,500).

Glover, W. (2017) Healthcare System Innovation in Haiti. Babson Faculty Research Fund Mini-Grant (\$2,500).

Glover, W. (2016) Improving Quality through Integration in a Hospital Setting: A Human Systems Integration Approach. Babson Faculty Research Fund Summer Stipend (\$12,000).

Naveh, E., Lei, Z., and Glover, W. (2015-2017) ERRSPITALS A knowledge transfer and sharing action for developing a new integrative approach to mitigating errors in hospitals: Resolving tensions in error research. Submitted to the Marie Skłodowska-Curie Research and Innovation Staff Exchange (RISE) Call: H2020-MSCA-RISE-2015. Awarded on August 2015 \$180,000 Euro. Babson serving as U.S. Partner (no funding for US Partners on EU grants).

Carroll, J., Glover, W., Naveh, E., and Goldfract, M. (2012-2015). Integrated Care for Mental Health in Israel. MIT International Science and Technology Initiatives Global Seed Funds (\$20,000).

Glover, W. (2012-2013) Patient Navigators in Diabetes Services: System Implications and Recommendations. Honorarium via Boston Medical Center (\$12,000).

Glover, W. (2011) Best Dissertation Award, American Society of Engineering Management.

Wiljeana J. Glover

Nightingale, D., Carroll, J., Glover, W., Kenley, B., Naveh, E., and Srinivasan, J. (2011–2014) Post Traumatic Stress Innovations: U.S. Military Enterprise Analysis. U.S. Army Medical Research and Materiel Command USAMRMC Number: 11126005 (\$8 M).

Van Aken, E., Doolen, T., and Glover, W. (2009–2010) NSF Graduate Research Supplement to Broaden Participation. National Science Foundation Design and Manufacturing Innovation NSF–DMI 0451512 (\$39,162).

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## PUBLICATIONS

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### Peer Reviewed Published Journal Articles

1. Glover, W., Jacques, S., Obounou, R., Barthélemy, E., and Richard, W. (in press) The Ties that Bind: Innovation Configuration Linkages in Low- and Middle-Income Healthcare Delivery Settings. *Journal of Healthcare Organization and Management*. Impact Factor: 1.4.
2. Gai, Y., Crocker, A., Brush, C., & Glover, W. J. (2024). How healthcare entrepreneurship enhances ecosystem outcomes: the relationship between venture capital-funded start-ups and county-level health. *International Journal of Entrepreneurial Behavior & Research*. Impact Factor: 5.5.
3. Shaw, J. and Glover, W. (2024) The Political Economy of Digital Health Equity. *Journal of Medical Internet Research*, 26:e46971. Impact Factor: 7.4.
4. Glover, W. J., Lei, Z., & Naveh, E. (2023). A compassion-centric behavioral agency perspective for organizations in times of crisis. *Business Horizons*, 66(5), 599-613. Impact Factor: 10.5.
5. Obounou, R. and Glover, W. (2023) When Local Isn't Global: How Approaches to Healthcare Innovation in Low Resource Contexts Can Inform Changemaker Education. *Social Innovations Journal*. Vol. 16 Issue 1.
6. Pachamanova, D., Glover, W., Li, Z., Docktor, M., and Gujral N. (2021). Identifying Patterns in Administrative Tasks through Structural Topic Modeling: A Case Study of Shifts in a Mental Health Practice's Operations during the COVID-19 Pandemic. *Journal of the American Medical Informatics Association (JAMIA)*. Vol. 28, Issue 12, p. 2707–2715. Impact Factor: 4.112.
7. Glover, W., Nissinboim, N. and Naveh, E. (2020) Examining Innovation in Hospital Units: A Complex Adaptive Systems Approach. *BioMed Central (BMC) Health Services Research*. Vol. 20: 554. Impact Factor: 1.93.
8. Aleu, F., Van Aken, E., Cross, J., and Glover, W. (2018) Continuous improvement projects within Kaizen: critical success factors in hospitals. *The TQM Journal*. Vol. 30 Issue 4, pp. 335-355. Impact Factor: 1.18
9. Horný, M., Glover, W., Gupte, G., Saraswat, A., Vimalananda, V., Rosenzweig, J. (2017) Patient navigation to improve diabetes outpatient care at a safety-net hospital: a retrospective cohort study. *BioMed Central (BMC) Health Services Research*. Volume 17:759 Impact Factor: 1.854.
10. Glover, W., Li, Q., Naveh, E., and Gross, M. (2017) Improving Quality through Integrative Practices in a Hospital Setting: A Human Systems Integration Approach. *IEEE Transactions on Engineering Management*, Volume 64, Issue 3, pp. 365 – 376 Impact Factor: 1.188.
11. Novikov, Z., Glover, W., Trepman, P. Naveh, E. and Goldfract, M. (2016) Integrating Primary and Secondary Care: Operational Differences between Diabetes and Mental Healthcare Integration in Israel. *Healthcare Management Review*, Volume 41, Issue 2, pp. 113-126 Impact Factor: 1.642.
12. Glover, W., Plmanabhan, J., Rhodes, D., and Nightingale, D. (2015) Architecting the Future U.S. Military Psychological Health Enterprise via Policy and Procedural Analysis. *Military Medicine*, Volume 180, Issue 8, pp. 898-909. Impact Factor: 1.061.
13. Glover, W., Farris, J., and Van Aken, E. (2015) The relationship between continuous improvement and rapid improvement sustainability. *International Journal of Production Research*, Volume 53, Issue 13, pp. 4068-4086. 4 <http://www.tandfonline.com/doi/full/10.1080/00207543.2014.991841>. Impact Factor: 1.323.

14. Liu, W., Asio, S., Cross, J., Glover, W., and Van Aken, E. (2015), "Understanding team mental models affecting Kaizen event success", *Team Performance Management*, Volume 21, Issue 7/8 pp. 361 - 385 <http://dx.doi.org/10.1108/TPM-03-2015-0012>
15. Glover, W., Farris, J., and Van Aken, E. (2014) Kaizen Events: Assessing the Existing Literature and Convergence of Practices. *Engineering Management Journal*. Volume 26, Issue 1, pp. 39-61.
16. Glover, W., Farris, J., Van Aken, E., and Doolen, T. (2013). Kaizen Event Result Sustainability for Lean Enterprise Transformation. *Journal of Enterprise Transformation*. Special Issue: Lean Enterprise Transformation, Volume 3, Number 3, pp. 136-160.
17. Wang, J., Glover, W., Rhodes, A., and Nightingale, D. (2013). A Conceptual Model of the Psychological Health System for U.S. Active-Duty Service Members: An Approach to Inform Leadership and Policy Decision Making. *Military Medicine*, Volume 178, Number 6, pp. 596-606. Impact Factor: 1.061.
18. Glover, W., Liu, W., Farris, J., and Van Aken, E., (2013) Characteristics of Effective Kaizen Event Programs: An Empirical Study. *International Journal of Operations and Production Management*, Volume 33, Number 9. pp. 1166-1201. Impact Factor: 1.812.
19. Glover, W., Farris, J., Van Aken, E., and Doolen, T. (2011), Critical Success Factors for the Sustainability of Kaizen Event Human Resource Outcomes: An empirical study. *International Journal of Production Economics*, Volume 132, pp. 197–213. Impact Factor: 2.068.
20. Van Aken, E., Farris, J., Glover, W., and Letens, G. (2010), A Framework for Designing, Managing and Improving Kaizen Event Programs. *International Journal of Productivity and Performance Management*, Volume 59 Issue 7, pp.641 – 667. Impact Factor: 1.025.

#### **Editor Reviewed Articles**

1. Glover, W. and Vogus, T. (2023) Beyond the Equity Project: Grounding Equity in all Quality Improvement efforts. *British Medical Journal (BMJ) Quality and Safety*. Volume 32, Issue 3, pp. 129-132 Impact Factor: 6.08.
2. Glover, W., Pachamanova, D., and Li, Z. (2022) The AI-Enhanced Future of Healthcare Administrative Task Management. *New England Journal of Medicine (NEJM) Catalyst*. March 2022.
3. Davenport, T. and Glover, W. (2018) Artificial Intelligence and the Augmentation of Healthcare Decision Making. Accepted to *New England Journal of Medicine (NEJM) Catalyst*. June 2018. <https://catalyst.nejm.org/ai-technologies-augmentation-healthcare-decisions/>

#### **Book Chapters**

1. Glover, W. and Hendricks-Sturup, R. (2021), Ethics and Equity-centred Perspectives in Engineering Systems Design. In Maier, A., Oehmen, J., and Vermaas, P. (Eds.) *Handbook of Engineering Systems Design*. Springer Reference. [https://link.springer.com/referenceworkentry/10.1007%2F978-3-030-46054-9\\_34-1](https://link.springer.com/referenceworkentry/10.1007%2F978-3-030-46054-9_34-1)

#### **Case Studies**

1. Stoddard, D., Glover, W., and Mancha, R. (2020) Beyond Wireless: Saving Lives, One Degree at a Time. Babson Case Collection/Harvard Business Publishing.
2. Glover, W., Licari, P., Lanning, M., and O'Connor, G. (processing with CELT) From Invention to iPhone App: Digital Diagnostics and Therapeutics in SUD.
3. Glover, W., Degu, S., and Bloom, M., (pending processing) Enhancing Access and Equity in Clinical Trials to Improve Patient Outcomes Massachusetts General Hospital Cancer Center (MGHCC).

#### **Under Review**

1. Glover, W., Pachamanova, D., and Li, Z. (under review at Production and Operations Management) The New IPO: An Inclusive Practice Options Framework for Achieving Financial, Operational, and Shared Accountability Outcomes.

2. Glover, W., Crocker, A., and Brush, C., (under review at Journal of Business Venturing Insights) Healthcare Entrepreneurship Across Disciplines: A Delphi Study.
3. Harry, K., Van Aken, E., and Glover, W. (under review at Engineering Management Journal) A comprehensive investigation of Kaizen events in hospitals using a systematic literature review methodology.

### **Working Papers, Cases, and Projects**

1. Novikov, Z, Glover, W., Olsen, E., Singer, S., and Vogus, T., Improvisation in Hospitals in Response to COVID-19.
2. Glover, W. Pachamanova, Z., Simmons, D., Sodano, R., and Alper, E., Achieving Health System Technology Adoption: Revisiting Institutional Isomorphism for Emerging Technology Organizations.
3. Glover, W., Impact Pathways: Expanding Complexity Perspectives for Scaling Entrepreneurial Ventures.

### **Refereed Conference Articles**

1. Glover, W., Jacques, S., Obounou, R., Barthélemy, E., and Richard, W. (2022) The Ties that Bind: Innovation Configuration Linkages in Low- and Middle-Income Healthcare Delivery Settings. *Academy of Management Conference Proceedings*, Healthcare Management Division, Virtual, August 5-9.
2. Glover, W., Lei, Z., and Naveh, E., (2022). A Compassion-Centric Behavioral Agency Perspective for Organizations in Times of Crisis. *Academy of Management Conference Proceedings*, Managerial and Organizational Cognition Division, Virtual, August 5-9.
3. Glover, W., Crocker, A., and Brush, C. (2021) Defining Healthcare Entrepreneurship: A Delphi Study. *Academy of Management Conference Proceedings*, Entrepreneurship Division, Virtual, July 30-August 3.
4. Stoddard, D. and Glover, W. (2018) Beyond Wireless. *United States Association for Small Business and Entrepreneurship Conference (USASBE)*. Los Angeles, CA, January 10-14.
5. Aleu, F., Van Aken, E., Cross, J., and Glover, W. (2017) Determinants of Goal Achievement for Continuous Improvement Projects in Hospitals. *Proceedings of the 2017 Industrial Engineering Research Conference*, Pittsburg, PA, May 20-23, CD-ROM. (\*Engineering Management Track Best Paper)
6. Glover, W. and Bailey, J. (2016) Comparing Lean and Design Thinking: A Human Systems Integration Approach. *Proceedings of the 2016 Industrial Engineering Research Conference*, Anaheim, CA, May 21-24, CD-ROM.
7. Novikov, Z., Glover, W., Goldfract, M., and Naveh, E. (2015) How do integrative practices influence patient centered care? An exploratory study comparing diabetes and mental health care. *Academy of Management Conference*, Healthcare Management Division, Vancouver, BC, Canada, August 7-11.
8. Blank, T., Glover, W., Naveh, E. (2014) Achieving Radical Innovation under Time Pressure: Stop & Think and Exploration. *Academy of Management Conference Proceedings*, Technology and Innovation Management Division, Philadelphia, PA, August 2-5.
9. Glover, W., Poopunsri, T., and Hurley, R. (2014) Applying Lean to Non-Profit Organizations: A Food Bank Case Study. *Proceedings of the 2014 Industrial Engineering Research Conference*, Montreal, QC, May 18-22, CD-ROM.
10. Wood, D., Pfothenauer, S., Glover, W., and Newman, D. (2013) Disruptive Innovation in Public Service Sectors: Ambidexterity and the Role of Incumbents. *Proceedings of the 2013 European Conference of Innovation and Entrepreneurship*, September 19-20, CD-ROM.
11. Li, Q., Glover, W., Naveh, E., and Gross, M. (2013) Improving Departmental Quality with Interdepartmental Integration in Hospitals. *Proceedings of the 2013 Industrial Engineering Research Conference*, San Juan, PR, May 18-22, CD-ROM. (\*Engineering Management Track Best Paper)

12. Pagani, P. and Glover, W. (2013) Describing Systems of Systems: Preliminary Comparison of the Literature to Current State Practices. *Proceedings of the 2013 Industrial Engineering Research Conference*, San Juan, PR, May 18-22, CD-ROM.
13. Glover, W. (2011), "Soft Skills" in Healthcare Teams and Enterprises. Position Paper for the Soft Skills – What You Haven't Been Told about Delivering Successful Systems Panel. *Proceedings of the 2011 International Council on Systems Engineering International Symposium*, June 21–23, CD-ROM.
14. Wang, J., Kamin, C., and Glover, W. (2011), A Review of Systems and Improvement Approaches for Psychological Healthcare. *Proceedings of the 2011 Industrial Engineering Research Conference*, Reno, NV, May 21–25, CD-ROM.
15. Glover, W., Kamin, C., Wang, J., Srinivasan, J., Kenley, B., and Nightingale, D., (2011), Continuum of Care for Post-Traumatic Stress in the US Military Enterprise. *Proceedings of the 2011 Society of Health Systems Conference*, Orlando, FL, February 17–19, CD-ROM.
16. Glover, W., Farris, J., Van Aken, E., and Doolen, T. (2010), Sustaining Technical System Outcomes from Kaizen Events. *Proceedings of the 2010 American Society for Engineering Management Conference*, Fayetteville, AR, October 13–16, CD-ROM.
17. Glover, W., Farris, J., Van Aken, E., Doolen, T., and Worley, J. (2010), Sustaining Human Resource Outcomes from Kaizen Events. *Proceedings of the 2010 Industrial Engineering Research Conference*, Cancun, MX, June 6–9, CD-ROM. (\*Engineering Management Track Best Paper)
18. Glover, W. (2009), Evaluating the Psychometric Properties of Survey Measures for Kaizen Event Post-Event Factors. *Proceedings of the 2009 American Society for Engineering Management Conference*, Springfield, MO, October 14–17, CD-ROM.
19. Liu, W., Farris, J., Glover, W., and Van Aken, E. (2009), Perceptions of Determinants of Kaizen Event Effectiveness: A Comparison Between Facilitators and Team Member Responses. *Proceedings of the 2009 American Society for Engineering Management Conference*, Springfield, MO, October 14–17, CD-ROM.
20. Glover, W., Van Aken, E., Creehan, K., and Skevington, J. (2009), Using Lean Techniques to Improve Turnaround Time and First Case Starts in the Operating Room: A Case Study. *Proceedings of the 2009 Society of Health Systems Conference*, Chicago, IL, April 1–4, CD-ROM.
21. Glover, W. (2008), Assessing the Maturity of the Kaizen Event Research Literature. *Proceedings of the 2008 American Society for Engineering Management Conference*, West Point, NY, November 12–15, CD-ROM.
22. Devens, B., Glover, W., and Liu, W. (2008), Qualitative Analysis of Contributors and Obstacles to Kaizen Event Success: A Preliminary Analysis of Team Member Perceptions. *Proceedings of the 2008 American Society for Engineering Management Conference*, West Point, NY, November 12–15, CD-ROM.
23. Chearskul, P., and Glover, W. (2008), Defining and Assessing Key Practices in the Effective Use of Performance Measurement Systems: A Case Study. *Proceedings of the 2008 American Society for Engineering Management Conference*, West Point, NY, November 12–15, CD-ROM. (\*ASEM Merl Baker Award)
24. Glover, W., Hunter, S., Farris, J. Van Aken, E., and Triantis, K. (2008), Evaluating Kaizen event performance using data envelopment analysis for categorical data. *Proceedings of the 2008 Industrial Engineering Research Conference*, Vancouver, Canada, May 17–21, CD-ROM.
25. Glover, W., Farris, J., Van Aken, E., Doolen, T., and Worley, J. (2008), The sustainability of Kaizen event outcomes: preliminary results. *Proceedings of the 2008 Industrial Engineering Research Conference*, Vancouver, Canada, May 17–21, CD-ROM. (\*Engineering Management Track Best Paper)
26. Glover, W. (2007), Assessing the measurement of business performance and cultural changes from Kaizen events. *Proceedings of the 2007 American Society for Engineering Management Conference*, Chattanooga, TN, November 8–10, CD-ROM.

## Technical Reports and other Materials

1. Chearskul, P., Glover, W., and Van Aken, E. (2009). “Assessment of Danaher Performance Review Process,” Blacksburg, Virginia: *Virginia Polytechnic Institute and State University, Department of Industrial and Systems Engineering, Technical Report 09D-01*, January 2009 (16 pages).
2. Glover, W., Farris, J., Van Aken, E., and Creehan, K. (2008), *Designing Successful Kaizen Event Programs, Created for the Center for High Performance Manufacturing*, Virginia Tech (176 pages).

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## GRADUATE STUDENT SUPERVISION

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### Ph.D. Student Committee Memberships

2023 Kimberly Harry, “Kaizen Events in Hospitals,” Industrial and Systems Engineering (ISE), Virginia Tech  
2016 Fernando Gonzalez Aleu “An Empirical Investigation of Imp. Projects in Healthcare,” ISE Virginia Tech

### MBA, S.M., and M.S. Theses Supervised

2014 Jayaprasad Plmanabhan, System Design and Management, Massachusetts Institute of Technology  
2013 Paolo Pagani, Management and Industrial Engineering, Carlo Cattaneo – LIUC University  
2012 Cody Kamin, Technology and Public Policy, Massachusetts Institute of Technology  
2011 Judy Wang, Technology and Public Policy, Massachusetts Institute of Technology

### Undergraduate Honors Thesis Supervised

May 2021 Nicole Yapijakis, Babson College

### Other Graduate Students Supported

2019 Noa Nissinboim, Israel Institute of Technology  
2014 Zhanna Novikov, Israel Institute of Technology  
2012 Tali Hadasa Blank, Israel Institute of Technology

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## TEACHING EXPERIENCE

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### Executive Education-Babson College

	Years
Operations Optimization and Growth, CyberArk	2022
Healthcare Leadership, Cerevel	2022-present
Design Thinking, Codman Square Health Center	2022
Process Innovation, Repligen	2022-present
Inclusive Innovation and Commercialization, Mass General Brigham Innovation	2022-present
Optimizing your Business Operations for Growth, Women’s Bus. Enterp. Nat. Council	2022-present
Team Health through Compassion, Black Executive Wellness Event, Wells Fargo	2021
Operations Bootcamp, Kenyan Women’s Entrepreneurial Leadership Program	2016-present
Networking: Building Out Your Ecosystem, New Voices Foundation	2021
Scaling Operations and Processes, Black Women’s Entrep. Leadership Symposium	2021
Building Your Social Capital, Black Women’s Entrep. Leadership Symposium	2021
All in for Advancement (DE&I), Greater Boston Chamber of Commerce	2020
Operations for Entrepreneurs, Babson Build	2017-2019; 2022-present
Design Thinking for Radiology, American College of Radiology	2018

### Executive Education-Center for Global Enterprise

Operations & Business Process Imp., Women’s Entrep. Cooperative 2018-present

### Graduate Courses-Babson College

Operations and Information Management	Babson College (2023-present)
Experiment to Scale, Vertex Certificate of Advanced Management	Babson College (2023-present)
Experiment to Scale, Pfizer Certificate of Advanced Management	Babson College (2019-2022)
Operations Management in Healthcare	Boston Univ. School of Public Health (2012-2013)

## Graduate Courses-Boston University School of Public Health

Operations Management in Healthcare

2012-2013

## Undergraduate Courses-Babson College

Global Health Innovation Lab

2021-present

Scaling Lean Ventures

2015-present

Technology and Operations Management

2013-present

Engineering Economy

Virginia Tech College of Engineering (2008)

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## EXECUTIVE EDUCATION PROGRAM DIRECTOR, COACHING & CONSULTING

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### Faculty Co-Director

Repligen Senior Leadership Program

Biogen Women's Leadership Program (WLP)

All in for Advancement (DE&I), Greater Boston Chamber of Commerce

### Organization, Year

Babson College (2023-present)

Babson College (2022-2023)

Babson College (2019)

### Executive Coaching

Biogen Activate, Reflect, Co-Create (ARC)

Babson College (2020, 2022, 2023)

Biogen Women's Leadership Program (WLP)

Babson College (2018-2023)

Kenyan Women's Entrepreneurial Leadership Program

Babson College (2017-2018)

### Consulting

Healthcare Imp. Trainer and Analyst, Montgomery Reg. Hospital, VA

Schultz-Cheenan LLC (2008-2009)

Associate Healthcare Consultant

Stockamp & Associates (2005-2006)

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## REPRESENTATIVE PROFESSIONAL SERVICE ACTIVITIES

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### Editorial Professional Service and Leadership

*Associate Editor, Special DEI Issue*, Production and Operations Management Journal

09/2022-present

*Associate Editor*, Engineering Management Journal

09/2012-2022

*Reviewer for Journals and Programs including:*

*Operations Management Journals:* Production and Operations Management Journal, IEEE Transactions for Engineering Management, Journal of Operations Management, International Journal for Production Research, International Journal for Production Economics

*Healthcare Management Journals:* Medical Care, Safety Science, FY 19 Defense Medical Research and Development Program (DMRDP) Accelerating Innovation in Military Medicine (AIMM) Peer Review, BioMed Central (BMC) Health Services Research, British Medical Journal (BMJ) Quality and Safety

### Institute, Society and Board Leadership and Service

*VP Outreach*, College of Healthcare Operations Management

01/2023-present

Production and Operations Management Society (POMS)

*Research Committee Member*

08/2020-present

Healthcare Division, Academy of Management (AOM)

08/2023-present

*Teaching Incubator Facilitator*

Healthcare Division, Academy of Management (AOM)

*Board Member*, Greater Boston Manufacturing Partnership

09/2019-present

*Advisory Committee Member*, Lifebox, Inc.

05/2019-present

*Cabinet Member*, Kletjian Foundation

01/2017-present

*Professional Society Memberships*, AOM and POMS

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## REPRESENTATIVE INSTITUTIONAL SERVICE AND LEADERSHIP

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### **Babson College Service and Leadership**

<i>Co-Chair, Appointments Decision Making Body (ADMB)</i>	09/2022-present
<i>Member, Academic Working Group, EYP Babson Organizational Design Committee</i>	05/2023-08-2023
<i>Member, Faculty Research Angel Fund Review Committee</i>	05/2022
<i>Member, Appointments Decision Making Body (ADMB)</i>	09/2021-present
<i>Member, Operations Management Faculty Search Committee</i>	09/2021-present
<i>Research Director, KMH Center for Health Innovation and Entrepreneurship</i>	01/2024-present
<i>Founding Faculty Director, KMH Center for Health Innovation and Entrepreneurship</i>	04/2020-12/2023
<i>Co-Chair, Dean of Faculty Search Committee</i>	01/2019-04/2019
<i>Faculty Senate Executive Committee Member, Babson College</i>	01/2016-12/2016
<i>Co-Creator and Advisor, Operations Management Concentration, Babson College</i>	01/2015-08/2021

### **Previous College Service and Leadership**

<i>Founding Member and President, MIT Postdoctoral Association</i>	12/2011-09/2012
<i>Mentor, Mentor Advocate Partnership, MIT Office of Minority Education</i>	08/2010- 05/2012
<i>Co-Founder, VT Industrial and Systems Engineering Graduate Leadership Board</i>	2008
<i>Vice President, VT Black Graduate Student Organization</i>	2007–2008

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## MEDIA CONTRIBUTIONS

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Glover, Wiljeana (2024) “Successful Businesses Have This One Thing in Common.” Entrepreneur.com  
<https://www.entrepreneur.com/growing-a-business/successful-businesses-have-this-one-thing-in-common/472059>

Glover, Wiljeana (2023) “Note from Teaching Innovation Award Winner Wiljeana Glover” POMS Chronicle  
[https://www.poms.org/sites/default/files/chronicles/Vol29%20Issues12\\_1.pdf](https://www.poms.org/sites/default/files/chronicles/Vol29%20Issues12_1.pdf)

Crawford, John (2023), “When Healthcare Startups and Investors Come Together”  
<https://entrepreneurship.babson.edu/healthcare-startups-investors/>

Chadwick, Lauren (2023) <https://www.euronews.com/next/2023/09/25/as-european-doctors-retire-could-ai-help-to-solve-a-health-workforce-shortage>

Coppola, Rachel (2023), “They're making the business case for health equity”  
<https://coverage.bluecrossma.com/article/making-business-case-health-equity>

Greene, Hannah (2022), “Babson wins first NIH grant to support entrepreneurs tackling the opioid epidemic”  
<https://www.bizjournals.com/boston/inno/stories/fundings/2022/09/02/babson-wins-its-first-nih-grant-opioid-overdose.html>

Sulkowski, Adam (2022), “First Health Hackathon in Rwanda Highlights Babson-UGHE Collaboration”  
<https://entrepreneurship.babson.edu/babson-ughe-health-hackathon/>

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Glover, Wiljeana. (2016) "A Doctor, An Engineer, and an Entrepreneur Walk Into A Surgical Suite." Babson/The Lewis Institute Blog Series. <http://blogs.babson.edu/social/2016/08/24/a-doctor-an-engineer-and-an-entrepreneur-walk-into-a-surgical-suite/>

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Knight, Rebecca. (2014). "A carmaker's tricks oils non-profit wheels." Financial Times, Business Education, September 28. <http://www.ft.com/cms/s/2/bb11c930-e80c-11e3-b923-00144feabdc0.html#axzz4C9Hjhoiz>

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## KEYNOTE PRESENTATIONS AND INVITED PANELS

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1. Glover, W.-Keynote Speaker (2024). "Global Health Innovation and Entrepreneurship" Dr. Kenrad Nelson Lecture Series, Tumaini Foundation for Global Health & Humanitarianism.
2. Glover, W.-Panel Participant (2024), "Panel 1: Strategies for excellence in teaching," Production and Operations Management Society (POMS) Emerging Scholar Program.
3. Glover, W.-Panel Participant (2023), "Future of Healthcare Innovation", MassChallenge RESOLVE Conference, February 16.
4. Glover, W.-Panel Participant (2022), "Healthcare Innovation," Hunger2Health Collaboratory Fall Summit, November 17.
5. Glover, W.-Keynote Speaker (2022), "Innovating for High Performance: A Multi-Level Systems Approach" Relational Coordination Collaborative (RCC) Annual Roundtable, November 5.
6. Glover, W.-Panel Participant (2022), "Preparing for the Unimaginable" Massachusetts Medical Device Development Center & Biotech Incubator (M2D2) Barracuda Bowl, October 3.
7. Glover, W.-Panel Moderator (2022), "Health Equity Internationally: What are the challenges to achieving health equity around the world?" Mass Challenge Health Equity Event Series, June 1.
8. Glover, W. (2021) "Leading Change with Lives on the Line- Keynote Speech and Moderator," 9<sup>th</sup> Annual Babson Center for Women's Entrepreneurial Leadership Disruption Dinner, Babson Park, MA, November 15.

## SYMPOSIA AND PROFESSIONAL DEVELOPMENT WORKSHOP LEADERSHIP

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1. Glover, W. Co-Organizer (2024). Research In Practice Participant Organizer and On-Site Coordination. SYNAPSE: Applied Healthcare Operations Management & Research Conference, *Production and Operations Management Society Conference*, Minneapolis, MN, April 25. [https://drive.google.com/file/d/1ZD8R7qK7f9vOX222UBrNpO\\_QOddG487y/view?pli=1](https://drive.google.com/file/d/1ZD8R7qK7f9vOX222UBrNpO_QOddG487y/view?pli=1)
2. Glover, W., Lead Organizer (2024) Research in the Rough Professional Development Workshop. Healthcare Management Division, Academy of Management Conference, Chicago, TBD.
3. Glover, W., Naveh, E., and Katz-Navon, T. Lead Organizer and Author (2023). Paradoxical and Dynamic Performance of Lean Practices: Problem Solving, Temporality, and Teams. Symposium. Healthcare Management Division, Operations and Supply Chain Management Division, and Human Resources Division. *Academy of Management Conference*, Boston, August 8.
4. Crocker, A., Glover, W., Gai, Y., Zaandam, A., and Brush, C., Co-Organizers and Authors (2023), “Multi-Stakeholder and Multi-Level Perspectives on Healthcare Innovation and Entrepreneurship,” *Healthcare Management Professional Development Workshop*, Academy of Management Conference, Chicago, IL, August 11.
5. Glover, W. Co-Organizer and Panel Participant (2023). Research and Education Programs. SYNAPSE: Applied Healthcare Operations Management & Research Conference, *Production and Operations Management Society Conference*, Orlando, FL, May 21. <https://pomsmeetings.org/conf-2023/documents/CHOM.pdf>
6. Glover, W. Lead Organizer (2023) Hot Methods Professional Development Workshop. Healthcare Management Division and Operations and Supply Chain Management Division, *Academy of Management Conference*, Boston, August 5.
7. Glover, W. Co-Organizer (2022) Research in the Rough Professional Development Workshop. Healthcare Management Division, *Academy of Management Conference*, Seattle, August 6.
8. Glover, W. Co-Organizer (2021) Research in the Rough Professional Development Workshop. Healthcare Management Division, *Academy of Management Conference*, Online, August 7.
9. Glover, W., Lei, Z., Naveh, E. Co-Organizers (2021), “Facing the Profitability-People Dilemma during Crisis: New Perspectives and Practices,” *Academy of Management Showcase Symposium*, invited panelists included Sutcliffe, K., Besharov, M., Kanov, J., Vogus, T., Waller, M., and Carroll, J., Virtual, August 2.
10. Glover, W., Brush, C., Crocker, A., and Randolph, A. Co-Organizers (2018), “Developing a Research Agenda in Global Healthcare Management, Innovation & Entrepreneurship,” *Healthcare Management Professional Development Workshop*, Academy of Management Conference, Chicago, IL, August 11.

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## RESEARCH AND PROFESSIONAL PRESENTATIONS-PRESENTATION ONLY

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1. Glover, W., Pachamanova, D., and Li, Z. (2024) The New IPO: An Inclusive Practice Options Framework for Achieving Financial, Operational, and Community Outcomes. *Production and Operations Management Society Conference*, Minneapolis, MN, April 28.
2. Questioning Organizational Complexity: A Conceptual Framework for Scaling Operations. *Production and Operations Management Society Conference*, Orlando, FL, May 24.
3. Glover, W. (2023) Questioning Organizational Complexity: A Conceptual Framework for Scaling Operations. *Production and Operations Management Society Conference*, Orlando, FL, May 24.
4. Harry, K., Van Aken, E., and Glover, W. (2023) Success Factors for Kaizen Events in Hospitals. *Production and Operations Management Society Conference*, Orlando, FL, May 24.

5. Shaw, J. and Glover, W. (2022) "The Political Economy of Digital Health Equity. Achieving Health Equity in a World of Data, October 21-22.
6. Glover, W. and Bernier, M. (2022), "Using Entrepreneurship Education to Impact Healthcare," *Babson Academy One Hour Entrepreneurship Educator Webinar Series*, October 26.
7. Glover, W. (2022), "Healthcare Innovation and Entrepreneurship," Program for Global Surgery and Social Change, *Harvard Medical School*, Online Webinar, September 1.
8. Parker, V., Lemak, C. Glover, W., Garman, A., Lin, M (2022) Managing Growth and Learning Across Career Stages: Academia and Beyond. Professional Development Workshop. Healthcare Management Division, *Academy of Management Conference*, Seattle, August 6.
9. Glover, W., Jacques, S., Obounou, R., Barthélemy, E., and Richard, W. (2022), "The Ties that Bind: Innovation Configuration Linkages in Low and Middle Income Healthcare Delivery Settings," *Organizational Theory in Healthcare Conference*, Birmingham, AL, May 20.
10. Novikov, Z, Glover, W. Olsen, E., Singer, S., and Vogus, T., (2022), "Improvisation as Defense Against Crisis like COVID-19: Applying a Mixed-Level Approach," *Organizational Theory in Healthcare Conference*, Birmingham, AL, May 19.
11. Glover, W., Li, Z., and Pachamanova, D. (2022), "From Complex to Complete: An Empirical Examination of Task Complexity in Healthcare Task Management," *Production and Operations Management Society Conference*, Online, April 24.
12. Glover, W. and Wong, R. (2022), "Global Health Innovation Lab: Experiential Learning in Action," *Production and Operations Management Society Conference*, Online, April 24.
13. Glover, W. (2021), "Defining and Teaching Global Healthcare Entrepreneurship," *Babson Academy One Hour Entrepreneurship Educator Webinar Series*, December 8.
14. Glover, W. J. (2021). "Ethics and Equity-Centred Perspectives in Engineering Systems Design: Themes and Application to Systems of Health," *Industrial Engineering and Operations Management Society (IEOM)*, Virtual. December 3. <https://www.youtube.com/watch?v=eIQswo-Anxk>
15. Glover, W. (2021) "Equitable Approaches to Healthcare Innovation: The Creative Scientist Approach" *National Association of Health Services Executives-Greater Boston Chapter*, Virtual, September 29.
16. Glover, W. Opie, T., and Shaw, J. (2021), "Equity and Disparity," *Healthcare Management Division Hot Topics Professional Development Workshop*, Academy of Management Conference, Online, Aug. 1.
17. Glover, W. (2021) "Defining Global Healthcare Entrepreneurship," *University of Global Health Equity/Babson Innovation Lab Speaker Series*, Virtual, March 1.
18. Glover, W. (2020), "The Augmentation of NICU Care Post-AI: A Multi-Stakeholder Perspective," *Artificial Intelligence in the Neonatal ICU Families, Clinicians and Technologists Designing a Better Future*, Dartmouth Hitchcock Health System, Mount Washington, VT, February 1.
19. Glover, W., Obounou, R., and Barthélemy, E. (2019), "Health Systems Innovation Solution Sets," *Decision Sciences Institute Conference*, New Orleans, LA, November 23.
20. Glover, W. (2019), "Building a Team of Creative Scientists," *Babson Alumni Event*, CVS Headquarters, Woonsocket, RI, May 22.
21. Glover, W., Halevi, N. and Naveh, E. (2019), "On Mimicry: Why Healthcare's Adoption of Approaches from Tech Limits Innovation," *Production and Operation Management Society Conference*, Washington, DC, May 9.

22. Glover, W. (2018), "On Mimicry: Why Healthcare's Adoption of Tech Approaches Limits Innovation," *Babson Faculty Research Fund (BFRF) Faculty Research Discussion*, Babson Park, MA, November 8.
23. Glover, W. and Jebaraj, S. (2018), "Innovation and Entrepreneurship in Health and Healthcare: A Systematic Review and Research Agenda," *Production and Operation Management Society Conference*, Houston, TX (accepted).
24. Glover, W. (2018), "Innovation and Healthcare: U.S. and Abroad," *Babson Alumni Breakfast Club*, Boston, MA, January 8.
25. Glover, W. (2017), "Improving Quality of Care through Integration in a Hospital Setting: A Human Systems Integration Approach," *Babson Faculty Research Fund (BFRF) Faculty Research Discussion*, Babson Park, MA, December 5.
26. Glover, W. (2017), "The Lean Start-up," *MGH-Center for Affordable Medical Technologies (CAMTech) Webinar*, September 28.
27. Glover, W., Jebaraj, S., and McKone-Sweet, K. (2017), "Global Healthcare Innovation: A Framework for Implementation," *Babson Faculty Meeting-Poster Presentation*. Babson Park, MA, September 6.
28. Glover, W., Crocker, A., and Randolph, A. (2017), "At the Interface of Global Healthcare and Entrepreneurship," *Healthcare Management Professional Development Workshop, Academy of Management Conference*, Atlanta, GA, August 4.
29. Glover, W., Smith, N., and Rogers, J. (2017), "What is the Right Problem to Solve?" Panel Session. *Maine Start-Up and Create Week*, Portland, ME, June 19.
30. Glover, W. (2017), "Framework for Enabling Health Care Innovations in Low Resource Countries." *Global Health & Innovation Conference- Unite for Sight*, Yale University, New Haven, CT, April 22.
31. Glover, W. (2017), "Design Thinking in Global Surgery Workshop." *Collaboration Workshop with Harvard Medical School Program for Global Surgery and Social Change and Babson College*, Harvard Medical School, Boston, MA, March 30.
32. Glover, W. (2017), "Global Surgery Webinar: The Lean Start-up," *Center for Affordable Medical Technologies (CAMTech) Uganda Webinar*, March 28.
33. Glover, W. (2016), "Pursuing Business and Social Goals through Hybrid Organizing: Examples in Global Healthcare Systems." *Social Entrepreneurship Day, University of Massachusetts at Amherst*, December 6.
34. Glover, W. (2016). "Lean Business Model Session." *Babson WINLab Lecture*, Boston, MA, November 16.
35. Glover, W. (2016), The Role of Coordination on Global Health System Performance. *GlobeMed at MIT Gala*, Cambridge, MA, November 4.
36. Glover, W. (2016), "Defining the Study and Practice of Global Healthcare Entrepreneurship." *Entrepreneurial Thought and Action®*, *A Catalyst for Change in Global Health. Boston HUBWeek*. Babson College, Boston Campus, Boston, MA, September 29.
37. Glover, W. (2016), "Importance of Entrepreneurship in Global Health." *CAMTech Uganda*, Mbrarra, Uganda, August 20.
38. Glover, W. (2016), "Building and Scaling Lean." *MassChallenge*, Boston, MA, August 4.
39. Glover, W. (2016). "Defining the Managerial Role of TPS: Developing Managerial Role Capabilities." *Industrial and Systems Engineering Research Conference*, Anaheim, CA, May 21-24.
40. Glover, W. (2016). "Student and Organizational Outcomes of Learning [Lean] by Doing." Product Innovation and Technology Management Innovating B-School Education Session. *Production and Operation Management Society Conference*, Orlando, FL, May 9-12.

41. Glover, W., Li, Q., Naveh, E., and Gross, M. (2016). "Improving Quality through Integrative Practices in a Hospital Setting: A Human Systems Integration Approach." *Production and Operation Management Society Conference*, Orlando, FL, May 6-9.
42. Glover, W. (2016), "Global Healthcare Entrepreneurship." *Global Health & Innovation Conference- Unite for Sight*, Yale University, New Haven, CT, April 17.
43. Glover, W. (2016), "Entrepreneurial Leadership Program for Medical Professionals." *Program for Global Surgery and Social Change Meeting*, Harvard Medical School, Boston MS, March 24.
44. Glover, W. (2015). "Lean For Social Innovation and Pantry Inventory Management." *Waltham Hunger Network Meeting*, Waltham, MA, October 26.
45. Glover, W. (2015). "Lean Business Model Session." *Babson WINLab Lecture*, Boston, MA, October 7.
46. Glover, W. (2015). "Sustaining Lean & Coordinating Healthcare: A Sociotechnical Systems Approach." *Department of Industrial and Systems Engineering Faculty Research Seminar*, Auburn, AL. October 5.
47. Glover, W. (2015). "Lean for Social Innovation: Innovating Education via Rapid Experimentation." *Engineering Lean and Six Sigma Conference*, Atlanta, GA, October 2.
48. Glover, W., Bushong, A., and Toledo, P. (2015). "Lean for Social Innovation Poster Presentations." *Northeast L.E.A.N. Conference*, GBMP-Greater Boston Manufacturing Partnership, Springfield, MA, September 30.
49. Glover, W. (2015). "Defining Lean for Social Innovation." *Industrial and Systems Engineering Research Conference*, Nashville, TN, May 30 – June 2.
50. Glover, W. (2015). "Learn by Doing: Lean for Social Innovation." Product Innovation and Technology Management Innovating B-School Education Panel. *Production and Operation Management Society Conference*, Washington, D.C., May 9-12.
51. Glover, W., Pravodelov, V. Capelson, R., Norgaisse, M., O'Shea, D., Vimalananda, V.G., and Rosenzweig, J.L. (2015) "Does Case Complexity Matter? Diabetes Patient Navigator Activities and Comorbidity on Healthcare Utilization and Patient Outcomes," *Production and Operation Management Society Conference*, Washington, D.C., May 9-12.
52. Novikov Z., Glover, W., Trepman P., Naveh E., & Goldfracht, M. (2015). "How Should Care Providers Implement Integrative Practices to Achieve Patient Centered care? Exploratory Study Comparing Diabetes and Mental Health Care." *Presentation at the 19th Industrial Engineering and Management Conference*, Tel-Aviv, Israel, February 24.
53. Gupte, G., Glover, W. and Suen, W. (2014) Quality Improvement and Lean in Healthcare: Training, Implementation, and Practicing. *Academy of Management Conference Professional Development Workshop*, Healthcare Management Division, Philadelphia, PA, August 2-5.
54. Glover, W. and Simon, B. (2014) "Babson—GBFB Collaboration Marketplace Improvements," *Presentation to the Board of Directors of the Greater Boston Food Bank*, Chelsea, MA, June 17.
55. Glover, W., Pravodelov, V. Capelson, R., Norgaisse, M., O'Shea, D., Vimalananda, V.G., and Rosenzweig, J.L. (2013) "Navigation Program for Patients with Diabetes at an Inner City Hospital Reduces A1C and Improves Healthcare Utilization," *Poster presentation at the 73<sup>rd</sup> Scientific Sessions of the American Diabetes Association*, Chicago, IL, June 21-25.
56. Glover, W., Plmanabhan, J., and Rhodes, D. (2013), "A Systems Approach to the U.S. Military Psychological Health System Using Enterprise Architecting: Preliminary Findings," *Industrial Engineering and Research Conference*, San Juan, PR, May 18 – 22.
57. Glover, W. (2013), "Critical Factors for Sustaining Kaizen Event Outcomes," *IBM Lean Six Sigma Week*, Poughkeepsie, New York, April 1.

58. Glover, W. (2013), "Critical Factors for Sustaining Kaizen Event Outcomes," *LIUC Lean Club Workshop*, Libera Università Carlo Cattaneo, Castellanza, Italy, April 22.
59. Glover, W. (2013), "Critical Factors for Sustaining Kaizen Event Outcomes," *New England Veterans Engineering Resource Center* (VA VISN 1 VERC), Boston, MA, March 28.
60. Glover, W. and Li, Q. (2012), "Coordinating Chronic Care: From Patient Navigation to Enterprise Improvement," "Poster presentation to the *Women in Industrial Engineering Academia Conference*, Istanbul, Turkey, May 30-June 1.
61. Glover, W. (2012) Framework of Enterprise Integration of Health-Related Organizations. *American Society for Engineering Management Conference*, Norfolk, VA, October 17-20.
62. Glover, W. (2012). Managing Successful Integrated Enterprises *Lessons Learned from Healthcare and Engineering Systems*. IIE SEMS Webinar, October 9.
63. Glover, W. (2012). Managing Successful Integrated Enterprises the U.S. Military Health System. IIE Solutions Conference, Orlando, FL, May 21-25.
64. Wang, W. and Glover, W. (2012) Strategic Workforce Management Systems as a Dynamic Capability for High Performance: A Conceptual Case of Operational and Health Outcomes Among OIF/OEF Servicemembers *Industrial Engineering and Research Conference*, Orlando, FL, May 21 – 25.
65. Kamin, C. and Glover, W. (2012) Enterprise Integration Qualitative Analysis of Psychological Health in the U.S. Military. *Industrial Engineering and Research Conference*, Orlando, FL, May 21 – 25.
66. Glover, W., Rhodes, D., and Davidz, H. (2012), Systems Thinking and Social Capabilities: Toward a More Inclusive View of Engineering Competencies for High Performance in Sociotechnical Enterprises. *Presentation to the 2012 International Council on Systems Engineering International Workshop*, January 24.
67. Glover, W. (2011), Enterprise Integration and Sustaining Improvement for High Performance: Field Studies from Production and Healthcare Settings. *Presentation to the Department of Industrial and Systems Engineering, Texas Tech*, Lubbock, TX, November 4.
68. Glover, W., Murman, E., Edwards, K., Kaukeinen, J., Grenier, K., and Lowell, W. (2011), Relational Coordination — The Soft Side of Lean?, *Relational Coordination Research Collaborative Webinar*, J.H. Gittel, Director, October 11.
69. Nightingale, D., Albright, T., Srinivasan, J., and Glover, W. (2011), Post-Traumatic Stress Innovations: U.S. Military Enterprise Analysis. *Briefing to the Joint Chiefs of Staff*, Arlington, VA, September 27.
70. Nightingale, D., Albright, T., Srinivasan, J., and Glover, W. (2011), Post-Traumatic Stress Innovations: U.S. Military Enterprise Analysis: Phase I Summary. *Briefing to the Chairman of the Joint Chiefs of Staff*, Arlington, VA, September 8.
71. Glover, W. (2011), Enterprise Integration: When is More Better? *Industrial Engineering Research Conference*, Reno, NV, May 21-25.
72. Glover, W., Farris, J., Van Aken, E.M. and Doolen, T. (2011), "Determinants of Kaizen Event Team Effectiveness: Comparison of Phase I and Full Study Findings," *Industrial Engineering and Research Conference*, Reno, NV, May 21 – 25.
73. Nightingale, D., Albright, T., Srinivasan, J., Glover, W., and Kenley, B. (2011), Post-Traumatic Stress Innovations: U.S. Military Enterprise Analysis: Phase IA. *Briefing to the Chairman of the Joint Chiefs of Staff*, Arlington, VA, May 16.
74. Nightingale, D., Albright, T., Glover, W., Srinivasan, J., and Kenley, B. (2011), Post-Traumatic Stress Innovations: U.S. Military Enterprise Analysis. *Briefing to the Chairman of the Joint Chiefs of Staff*, Arlington, VA, February 9.

75. Glover, W., Farris, J., Van Aken, E., and Doolen, T. (2010), A Study of Mediating Relationships on Kaizen Event Teams and Outcome Sustainability. *Industrial Engineering Research Conference*, Cancun, MX, June 8.
76. Glover, W. (2010), Post-Traumatic Stress Innovations: U.S. Military Enterprise Analysis. *Lean Advancement Initiative Executive Board Meeting*, Cambridge, MA, October 15.
77. Nightingale, D., Albright, T., Glover, W., Srinivasan, J., and Kenley, B. (2010), Post-Traumatic Stress Innovations: U.S. Military Enterprise Analysis. *Briefing to the Chairman of the Joint Chiefs of Staff*, Arlington, VA, September 28.
78. Glover, W., Farris, J., Van Aken, E., Doolen, T., and Worley, J. (2010), A Study of Mediating Relationships on Kaizen Event Teams and Outcome Sustainability. *Industrial Engineering Research Conference*, Cancun, MX, June 5–9.
79. Glover, W. (2009), Critical Success Factors for Sustaining Kaizen Event Outcomes. *INFORMS Annual Meeting Technical Sessions*, San Diego, CA, October 11–14.
80. Van Aken, E. and Glover, W. (2009), Creating Successful Kaizen Events: Lessons Learned from Research. *Manufacturing Technology Center Lean Six Sigma Peer-to-Peer Meeting*, Blacksburg, VA, September 15.
81. Glover, W. (2009), Current Studies in Kaizen Event Outcome Sustainability. Poster presentation to the *NSF Civil, Mechanical and Manufacturing Innovation (CMMI) Grantees Conference*, Honolulu, HI, June 22–25.
82. Glover, W., Van Aken, E., and Farris, J. (2009), Sustaining Kaizen Event Outcomes. *Industrial Engineering Research Conference*, Miami, FL, May 30–June 3.
83. Van Aken, E. and Glover, W. (2009), Rapid Improvement Events: Keys to Kaizen Event Success and Sustainability. *Virginia's Philpott Manufacturing Extension Partnership*, Danville, VA, May 20.
84. Chearskul, P., and Glover, W. (2009), Defining and Assessing Key Practices in the Effective Use of Performance Measurement Systems: A Case Study. *INFORMS–Virginia Tech Chapter*, Blacksburg, April 1.
85. Glover, W., Van Aken, E., Farris, J., and Creehan, K. (2008), Characteristics of a Mature Kaizen Event Program: Lessons Learned from Case Studies. *American Society for Engineering Management Conference*, West Point, NY, November 12–15.
86. Glover, W. and Van Aken, E. (2008), Designing Kaizen Events for Success and Sustainability. *Virginia's Philpott Manufacturing Extension Partnership*, Blacksburg, VA, November 11.
87. Glover, W. (2008), Current Studies in Kaizen Event Effectiveness, Sustainability, and Programs. *INFORMS Annual Meeting Interactive Session*, Washington D.C., October 12–15.
88. Van Aken, E., Doolen, T., Glover, W., and Farris, J. (2008), Designing successful Kaizen event programs: lessons learned from case studies and the literature. *IIE Annual Conference and Expo*, Vancouver, CA, May 17–21.
89. Glover, W. (2008), Current Studies in Kaizen Event Performance, Sustainability, and Programs. *IIE Annual Conference and Expo*, Vancouver, Canada, May 17–21
90. Glover, W., Farris, J., Van Aken, E., Doolen, T., Worley, J. Hunter, S. et al., (2008), Current Studies in Kaizen Event Performance and Sustainability, *Virginia Tech Research Symposium*, Blacksburg, VA, March 26.
91. Van Aken, E. and Glover, W. (2007), Critical factors influencing Kaizen event team success. *ASQ Roanoke–Radford Section*, Blacksburg, VA, November 13.
92. Glover, W. Hunter, S., Tucker, T., Catalano, T., and Ratnarajah, T. (2007), Secondary mathematics department management systems and performance measurement. *Pre-Planning Curriculum Session for Secondary Mathematics Leadership Team*, Dougherty County, GA, March 9.