
Jamison V. Kovach, Ph.D.

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Education

<i>Ph.D. in Industrial Engineering</i>	August 2006
<i>M.S. in Industrial Engineering</i> Clemson University, Clemson, SC	August 2004
<i>M.S. in Textile Technology</i> Institute of Textile Technology, Charlottesville, VA	June 2001
<i>B.S. in Textile Engineering</i> North Carolina State University, Raleigh, NC	May 1998

Professional Appointments

<i>University of Houston, Cullen College of Engineering, Houston, TX</i>	
Associate Dean for Student Success and Undergraduate Support Services	2023-present
<i>University of Houston, Cullen College of Engineering–Technology Division, Houston, TX</i>	
PMI Houston Endowed Professor in Project Management, Department of Construction Management	2023-present
<i>University of Houston, College of Technology, Houston, TX</i>	
PMI Houston Endowed Professor in Project Management, Department of Construction Management	2019-2023
Associate Professor, Department of Construction Management	2016-2019
Associate Professor, Department of Information & Logistics Technology	2012-2016
Assistant Professor, Department of Information & Logistics Technology	2006-2012
Director, Lean Six Sigma Professional Training Program	2006-present
<i>Clemson University, College of Engineering, Clemson, SC</i>	
Instructor, Department of Industrial Engineering	2004-2006

Research and Scholarship

Research Awards and Recognition

Affiliate Faculty Member, University of Houston Population Health, 2023-present.
Outstanding Professor in Lean Six Sigma award, Industrial Engineering and Operations Management (IEOM) Society International, 2023.

Fulbright Scholar, Iscte-Instituto Universitário de Lisboa, Business Research Unit, Lisbon, Portugal, Project: *Leveling Up: Enhancing Portugal's Achievement of Industrial Performance Improvements*, 2021 (delayed to 2022 due to COVID-19).

Outstanding Professor in Lean Six Sigma award, Industrial Engineering and Operations Management (IEOM) Society International, 2021.

Award for the Advancement of Six Sigma, ASQ Six Sigma Forum, 2019.

Fellow, ASQ, 2019.

Research Fellow, MH-RITES (Mental Health Research Innovation Treatment Engagement Service) Center, Graduate College of Social Work, University of Houston, Houston, TX, 2019.

Faculty Research Excellence Award, College of Technology, University of Houston, Houston, TX, 2019.

Fulbright Specialist Roster Candidate, 2016-2021.

[Gender Summit 8 Delegate](#), American Association for the Advancement of Science, sponsorship provided by the National Science Foundation, Mexico City, Mexico, 2016.

Best Paper Award, presented on behalf of the International Academy for Quality at the ASQ World Conference on Quality and Improvement, Nashville, TN, 2015.

Best Paper Award in Quality Engineering and Management, presented on behalf of the European Academy of Management and Business Economics (AEDEM) and the European Research on Management and Business Economics Journal (IEDEE) at the 1st International Conference on Quality Engineering and Management, Guimaraes, Portugal, 2014.

Named as one of the “40 New Voices of Quality” by ASQ’s premier monthly publication, *Quality Progress*, November, 2011.

Faculty Research Excellence Award, College of Technology, University of Houston, Houston, TX, 2011.

Feigenbaum Medalist, ASQ, 2010.

Faculty Excellence Award, Association of Technology, Management, and Applied Engineering, 2010.

Refereed Journal Articles (73 total)

Kovach, J.V., Almatri, F.M., & Lakas, E.L. (in press). Lean in an engineering research laboratory: Applications to improve staff onboarding and reduce material stock outs, *International Journal for Quality Research* (accepted April 2024), doi: 10.24874/IJQR19.01-15.

Kovach, J.V., Cardoso-Grilo, T., Cardoso, M., Kalakou, S., & Martins, A.L. (2024). Advancing Business Process Management lifecycle implementation through the integration of the Design for Six Sigma method, *Business Process Management Journal*, 30(2), 341-365.

- Kovach, J.V.**, Gearing, R.E., Washburn, M., Robinson, A., Lastovica, K., Britt, L., & Brown, W. (2024). Exception reporting: A novel approach to tracking of multiple behavioral health outcomes, *Community Mental Health Journal*, *60*, 620-625.
- Gearing, R.E., Washburn, M., **Kovach, J.V.**, Olson, L., Lastovica, K., Clark, D., Robinson, A., Foo, S., Cunningham, K., Johnson, C., Rose, D., Renteria, A., Alkhadra, H., Brown, A., Collins, K., Gadison, C., Nelson, K., McCullum, D., Woods, K., Garlic, D., Elwood, N., Frank, M., Guzman, R., Hailey Jr, S., Cox, J., Parsons, A., Sheth, S., Bobb, D., Drexler, D., Shahani, L., Jiles, M., Thomas, K., Muzquiz, S., Britt, L., & Young, W. (2024). AOT program evolution through the application of a social work lens. *Research on Social Work Practice*, *34*(3), 256-264.
- Vermaelen, V., & **Kovach J.V.** (2022). Driving meeting effectiveness through organizational process improvement – A Lean Six Sigma case study, *Organizational Dynamics*, *51*, 1-9.
- Gearing, R.E., Washburn, M., Brewer, K.B., **Kovach, J. V.**, Mandiberg, J.M., Borja, S., Barthelemy, J., Savani, S., Smith, L., Robinson, A., & Gardner, J. (2022). Center for Mental Health Research and Innovations in Treatment Engagement and Service (MH-RITES Center) at the University of Houston, *Research on Social Work Practice*, *32*(7), 743-750.
- Kovach J.V.**, & Pollonini, L. (2022). Designing devices to communicate effectively with intensive care nurses to prevent pressure injuries: A qualitative study, *Intensive and Critical Care Nursing*, *71*, 103244.
- Kovach J.V.**, Obanua, F., & Hutchins, H.M. (2022). Pilot testing a series of value-based care training courses, *Advances in Medical Education and Practice*, *13*, 319-322.
- Choo, A.S., **Kovach J.V.**, & Fredendall, L.D., (2021). Effects of surprises during quality improvement projects: A longitudinal study on method-driven learning in behavioral healthcare, *IEEE Transactions on Engineering Management*, *68*(6), 1758-1772.
- Carden, L., & **Kovach, J.V.**, and Flores, M. (2021). Enhancing human resource management in process improvement projects, *Organizational Dynamics*, *50*(2), 1-6.
- Ponder, A., & **Kovach, J.V.** (2021). Signature solutions – Getting unstuck from print-sign-scan processes using Lean methods, *Quality Progress*, *54*(5), 36-42.
- Kovach, J.V.**, & Flores, M.N. (2021). Streamlining admissions to outpatient substance use treatment using Lean methods, *Journal of Substance Use*, *26*(3), 306-312.
- Kovach, J.V.**, & Akhuli, M. (2020). Reducing the length of clinic visits: A process analysis case report, *International Journal of Health Planning and Management*, *35*(1), 409-416.
- Kovach, J.V.**, & Ingle, D. (2020). An approach for identifying and selecting improvement projects, *Total Quality Management & Business Excellence*, *31*(1/2), 149-160.
- Kovach, J.V.** (2019). Data: Guilty until proven innocent – Use alternative measurement system analysis techniques to avoid making erroneous decisions with costly business results, *Quality Progress*, *52*(9), 28-37.
- Kovach, J.V.**, & Dash, A. (2019). Using the Lean Six Sigma methodology to reduce mouse cage sanitation time for animal care and use programs, *Journal of the American Association for Laboratory Animal Science*, *58*(5), 551-557.

- Kovach, J.V., & Ingle, D.** (2019). Using Lean Six Sigma to reduce patient cycle time in a nonprofit community clinic, *Quality Management in Health Care*, 28(3), 169-175.
- Hutchins, H., & **Kovach, J.V.** (2019). ADVANCING women academic faculty in STEM careers: The role of HRD in supporting institutional change toward gender and racial equity, *Advances in Developing Human Resources*, 21(1), 72-91 (**invited, issue received ADHR outstanding issue award**), <https://doi.org/10.1177/1523422318814547>.
- Deithorn, A., & **Kovach, J.V.** (2018). Achieving aggressive goals through Lean Six Sigma: A case study to improve revenue collection, *Quality Engineering*, special issue on *Lean Six Sigma for Operational and Service Excellence*, 30(3), 371-388.
- Kovach, J.V.** (2018). The selfishness vs. selflessness of leadership, *The Quality Management Forum*, 44(4), 1, 4 (**invited**).
- Kovach, J.V., & Ingle, D.** (2018). The more the merrier – The amount of support from top management can make or break a lean Six Sigma project, *Lean & Six Sigma Review*, 18(1), 14-15.
- Kovach, J.V., & Borikar, S.** (2018). Enhancing financial performance: An application of Lean Six Sigma to reduce insurance claim denials, *Quality Management in Health Care*, 27(3), 165-171.
- Kovach, J.V., & Lima, F.** (2018). Improving measurement systems to support process improvement efforts in health care, *Journal of Healthcare Communications*, 3(2:27), 1-4.
- Kovach, J.V., & Sharma, P.** (2018). Impeding progress – Seven challenges to implementing process improvements and ways to get around them, *Quality Progress*, 51(3), 38-43.
- Kovach, J.V., Curiel, V., York, A.F., Bogard, S., & Revere, L.** (2017). Enhancing information sharing in Family Drug Courts: A Lean Six Sigma case study, *Juvenile and Family Court Journal*, 68(3), 27-41.
- Okpe, O., & **Kovach, J.V.** (2017). A redesign approach for improving animal care services for researchers, *Journal of the American Association for Laboratory Animal Science*, 56(4), 462-471.
- Libérale, A.P., & **Kovach, J.V.** (2017). Reducing the time for IRB reviews: A case study, *Journal of Research Administration*, 48(2), 37-50.
- Kovach, J.V.** (2016). Value through meaningful learning opportunities, *The Quality Management Forum*, 42(1), 1, 4-5.
- Mitchel, E.M., & **Kovach, J.V.** (2016). Improving supply chain information sharing using Design for Six Sigma, *European Research on Management and Business Economics/Investigaciones Europeas de Dirección y Economía de la Empresa*, 22(3), 147-154.
- Grover, S., **Kovach, J.V., & Cudney, E.A.** (2016). Case study: Integrating strategic planning and quality improvement methods to create sustainably high performance, *Journal for Quality and Participation*, 39(2), 23-32.
- Pak, A., Carden, L.L., & **Kovach, J.V.** (2016). Integration of project management, human resource development, and business teams: A partnership, planning model for organizational training and development initiatives, *Human Resource Development International*, 19(3), 245-260.

- Martinez, M., & **Kovach J.V.** (2016). Project: Redesign – ASQ section revamps information management process using Design for Six Sigma, *Six Sigma Forum Magazine*, 15(2), 18-27.
- Kovach J.V.** & Zohra, T.Z. (2016). Back to basics: Taking quality online – ASQ’s Houston section used Six Sigma to redesign its website, *Quality Progress*, 49(5), 72.
- Kulkarni, A., & **Kovach, J.V.** (2016). Improving room scheduling for special events in academic environments – A Lean Six Sigma case study, *Quality Approaches in Education*, 7(2), 22-29.
- Kovach, J.V.**, & Fredendall, L.D. (2015). Learning during Design for Six Sigma projects – A preliminary investigation in behavioral healthcare, *Engineering Management Journal*, special issue on *Healthcare Systems*, 27(3), 109-123.
- Herod, B., & **Kovach, J.V.**, (2015). A preliminary investigation of exploration-oriented, learning behaviors for managing project quality, *International Journal of Information Technology Project Management*, 6(2), 18-39.
- Lucas, A.G., Primus, K., **Kovach, J.V.**, & Fredendall, L.D. (2015). Rethinking behavioral health processes by using Design for Six Sigma, *Psychiatric Services*, 66(2), 112-114.
- Kovach, J.V.**, & Fredendall, L.D. (2014). Managerial impacts of learning and continuous improvement practices, *Journal for Quality and Participation*, 37(2), 25-28 (invited).
- Gramajo, C., **Kovach J.V.**, & Carden, L.L. (2014). Energizing efficiency – Lab team applies Lean Six Sigma to reduce cycle time in the semiconductor industry, *Six Sigma Forum Magazine*, 13(3), 12-18.
- Anderson, N., & **Kovach, J.V.** (2014). Reducing welding defects in turnaround projects: A Lean Six Sigma case study, *Quality Engineering*, 26(2), 168-181.
- Kovach, J.V.**, Carden, L.L., & Ramos, M.A. (2014). ‘Flipping’ the Lean Six Sigma classroom, *International Journal of Six Sigma and Competitive Advantage*, special issue on *Six Sigma in Education*, 8(3/4), 227-246.
- Kovach, J.V.**, & Fredendall, L.D. (2013). The influence of continuous improvement practices on learning and knowledge creation: An empirical study, *Quality Management Journal*, 20(4), 6-20.
- Riley, B., **Kovach, J.V.**, & Carden, L. (2013). Developing a policies and procedures manual for a consumer lending department: A Design for Six Sigma case study, *Engineering Management Journal*, 25(3), 3-15.
- Kovach, J.V.**, Revere, L., & Black, K. (2013). A roadmap for proactive error proofing implementation in healthcare, *Leadership in Health Services*, 26(2), 107-117.
- Miertschin, S., **Kovach, J.V.**, & O’Neil, S.L. (2013). Leadership for building collaborative professional relationships, *Business Education Forum*, 67(3), 40-44.
- Kovach, J.V.**, & Mairani, J. (2012). Exploring quality initiatives’ success and failure, *Journal for Quality and Participation*, 35(3), 24-28.
- Kovach, J.V.**, Miley, M., & Ramos, M. (2012). Using online studio groups to improve writing competency: A pilot study in a quality improvement methods course, *Decision Sciences Journal of Innovative Education*, 10(3), 363-387.
- Revere, L., & **Kovach, J.V.** (2011). Online technologies for engaged learning: A meaningful synthesis for educators, *Quarterly Review of Distance Education*, 12(2), 113-124.

- Awad, M.I., & **Kovach, J.V.** (2011). Multiresponse optimization using multivariate process capability index, *Quality and Reliability Engineering International*, 27(4), 464-477.
- Kovach, J.V.**, Ding, D., Miertschin, S., & O'Neil, S.L. (2011). To "C" or not to "C" (collaborate, that is): When you want team efforts that really work, *Texas Business and Technology Educators Association Journal*, 12(1), 57-61.
- Kovach, J.V.**, & Hutchins, H. (2011). Time for action – keep problem solving in-house to enhance improvement efforts, organizational knowledge, *Quality Progress*, 44(1), 25-31.
- Awad, M., & **Kovach, J.V.** (2011). Improving the ergonomic design of transmission oil cooler hoses using Taguchi methods: A case study, *International Journal of Experimental Design and Process Optimisation*, 2(2), 125-144.
- Kovach, J.V.**, Cudney, E.A., & Elrod, C.C. (2011). The use of continuous improvement techniques: A survey-based study of current practices, *International Journal of Engineering, Science and Technology*, special issue on *Quality Management*, 3(7), 89-100.
- Long, P., **Kovach, J.**, & Ding, D. (2011). A Design for Six Sigma case study: Creating an IT change management system for a mid-size accounting firm, *International Journal of Engineering, Science and Technology*, special issue on *Quality Management*, 3(7), 56-72.
- Kovach, J.V.**, Ding, D.X., & O'Neil, S.L. (2010). Using podcasting and video productions to create valuable student learning experiences, *Quality Approaches in Higher Education*, 1(1), 10-17.
- Kovach, J.V.**, Ding, D., Miertschin, S., McCroskey, S., & O'Neil, S.L. (2010). Building successful and highly productive collaborative endeavors, *Business Education Forum*, 64(4), 13-15.
- Cho, B.R., Shin, S., Choi, Y., & **Kovach, J.** (2009). Development of a simultaneous multidisciplinary optimization process for designing optimal pharmaceutical formulations with constrained experimental regions, *International Journal of Advanced Manufacturing Technology*, 44, 841-853.
- Kovach, J.**, & Cho, B.R. (2009). A D-optimal design approach to constrained multiresponse robust design with prioritized mean and variance considerations, *Computers and Industrial Engineering*, 57(1), 237-245.
- Kovach, J.**, Cho, B.R., & Antony, J. (2009). Development of a variance prioritized multiresponse robust design optimization framework, *International Journal of Quality and Reliability Management*, 26(4), 380-396.
- Shaibu, A.–B., Cho, B.R., & **Kovach, J.** (2009). Development of censored robust design model for time-oriented quality characteristics, *Quality and Reliability Engineering International*, 25(2), 181-197.
- Patrick, X., **Kovach, J.**, & Cheng, L.–C. (2009). Experimentally examining the effectiveness of loss prevention technology: A case study, *International Journal of Experimental Design and Process Optimisation*, 1(2/3), 262-284.
- Kovach, J.**, & Cho, B.R. (2008). Development of a multidisciplinary-multiresponse robust design optimization model, *Engineering Optimization*, 40(8), 805-819.
- Kovach, J.**, & Cho, B.R. (2008). Constrained robust design experiments and optimization with the consideration of uncontrollable factors, *International Journal of Advanced Manufacturing Technology*, 38, 7-18.

- Kovach, J., & Cho, B.R.** (2008). Solving multiresponse optimization problems using quality function based robust design, *Quality Engineering*, 20(3), 346-360.
- Kovach, J., Cho, B.R., & Antony, J.** (2008). Development of an experiment-based robust design paradigm for multiple quality characteristics using physical programming, *International Journal of Advanced Manufacturing Technology*, 35, 1100-1112.
- Kovach, J., de la Torre, L., & Walker, D.** (2008). Continuous improvement efforts in healthcare: A case study exploring the motivation, involvement, and support necessary for success, *International Journal of Six Sigma and Competitive Advantage*, 4(3), 254-269.
- Kovach, J., & Cho, B.R.** (2007). Development of a *D*-optimal robust design model for restricted experiments, *International Journal of Industrial Engineering*, 14(2), 117-128.
- Kovach, J.** (2007). Designing efficient Six Sigma experiments for service process improvement projects, *International Journal of Six Sigma and Competitive Advantage*, 3(1), 72-90.
- Kovach, J., Fredendall, L.D., & Cho, B.R.** (2007). The interconnectedness among auxiliary benefits and supporting practices within the Quality Function Deployment process, *International Journal of Six Sigma and Competitive Advantage*, 3(2), 137-155.
- Kovach, J., & Cho, B.R.** (2006). A *D*-optimal design approach to robust design under constraints: A new Design for Six Sigma tool, *International Journal of Six Sigma and Competitive Advantage*, 2(4), 389-403.
- Cho, B.R., Phillips, M.D., & **Kovach, J.** (2005). Designing the optimum configurations of circular and spherical product specifications for multiple quality characteristics, *Journal of Systems Science and Systems Engineering*, 14(4), 385-399.
- Kovach, J., Stringfellow, P., Turner, J., & Cho, B.R.** (2005). The house of competitiveness: The marriage of agile manufacturing, Design for Six Sigma, and lean manufacturing with quality considerations, *Journal of Industrial Technology*, 21(3), 1-10.
- Kovach, J., & Cho, B. R.** (2004). Development of product family-based robust design: A case study, *International Journal of Six Sigma and Competitive Advantage*, 1(4), 403-419.

Referred Conference Proceedings (25 total)

- Mitchel, E.M., & **Kovach, J.V.** (2014). Improving supply chain information sharing using Design for Six Sigma, 1st International Conference on Quality Engineering and Management, Guimarães, Portugal (**best paper award** recipient).
- Villanueva, J., & **Kovach, J.V.** (2013, May). Reducing engineering/design time for EPC oil and gas projects, in *Proceedings of the annual Industrial and Systems Engineering Research Conference*. Presented at the corresponding conference held in San Juan, Puerto Rico.
- Haight, M., **Kovach, J.V.**, & Tiwari, V. (2012, May). Redesigning the SKU creation process using Design for Six Sigma, in *Proceedings of the annual Industrial and Systems Engineering Research Conference*. Presented at the corresponding conference held in Orlando, FL.

- Croft, C., & **Kovach, J.V.** (2012, May). Reducing defects in the production of natural gas dehydration equipment, in *Proceedings of the annual Industrial and Systems Engineering Research Conference*. Presented at the corresponding conference held in Orlando, FL.
- Kovach, J.V.**, Fredendall, L.D., & LaGanga, L. (2011, November). A preliminary study of continuous quality improvement in mental healthcare, in *Proceedings of the Decision Sciences Institute Annual Conference*. Presented at the corresponding conference held in Boston, MA.
- Kovach, J.V.**, Miley, M., & Ramos, M. (2011, November). Improving student's writing competency through online writing groups/studios, in *Proceedings of the Decision Sciences Institute Annual Conference (finalist in the Decision Sciences Institute Instructional Innovation Competition – honorable mention)*. Presented at the corresponding conference held in Boston, MA.
- Burcher, P.G., Lee, G.L., **Kovach, J.V.**, Awan, M.U., & Ganotakis, P. (2010, June). How global are quality initiatives?, in *Proceedings of the Annual European Operations Management Association Conference*.
- Burcher, P.G., Lee, G.L., & **Kovach, J.V.** (2010, May). Approaches to quality used by companies on both sides of the Atlantic, in *Proceedings of the annual Production and Operations Management Society Conference*. Presented at the corresponding conference held in Vancouver, British Columbia, Canada.
- Long, T., & **Kovach, J.V.** (2010, June). Designing a method for effectively managing information technology system changes in mid-size accounting firms, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Cancun, Mexico.
- Bhongale, N., Zanwar, R., **Kovach, J.V.**, & Gurkan, D. (2010, June). Using continuous improvement techniques to improve joint venture production reporting in the Oil and Gas industry, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Cancun, Mexico.
- Cudney, E., Elrod, C., & **Kovach, J.V.** (2010, June). An empirical evaluation of the effectiveness of continuous improvement techniques, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Cancun, Mexico.
- James, L., & **Kovach, J.V.** (2009, June). Improving home healthcare using Six Sigma, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Miami, FL.
- Sparks, A. B., Cho, B. R., & **Kovach, J.V.** (2008, May). Leveraging the DMAIC model to drive improvement in a service process, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Vancouver, British Columbia, Canada.
- Kovach, J.**, & Cho, B. R. (2007, May). An experimental-based optimization model for constrained multiresponse robust design problems, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Nashville, TN.
- Kovach, J.**, & Cho, B. R. (2007, May). Design for Six Sigma projects using quality function deployment priorities within multiresponse robust design problems, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Nashville, TN.

- Kovach, J., & Cho, B. R.** (2006, May). Optimization of constrained experiments with the consideration of uncontrollable factors, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Orlando, FL.
- Kovach, J., Cho, B. R., & Fredendall, L. D.** (2006, May). Latent benefits and connections within quality function deployment, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Orlando, FL.
- Shaibu, A. -B., **Kovach, J., & Cho, B. R.** (2005, May). Investigation of convergence properties of the expectation maximization algorithm, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Atlanta, GA.
- Kovach, J., & Cho, B. R.** (2005, May). Development of information-driven robust design: A bayesian view, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Atlanta, GA.
- Kovach, J., Shaibu, A. -B., & Cho, B. R.** (2005, May). Analysis of the criteria for optimal experimental designs, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Atlanta, GA.
- Turner, J., **Kovach, J.,** Stringfellow, P., and Cho, B. R. (2005, May). Combinations for competitiveness: Balancing production and quality, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Atlanta, GA.
- Chander, V., **Kovach, J., & Cho, B. R.** (2004, May). Analysis of univariate and multivariate quality loss functions, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Houston, TX.
- Kovach, J.,** Chander, V., & Cho, B. R. (2004, May). A computer-generated experimental design for constrained regions, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Houston, TX.
- Kovach, J.,** Chander, V., & Cho, B. R. (2004, May). Tolerance optimization for a skewed process distribution, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Houston, TX.
- Chander, V., **Kovach, J., & Cho, B. R.** (2004, May). Experimental and optimization protocols by combining control and noise factors, in *Proceedings of the annual Industrial Engineering Research Conference*. Presented at the corresponding conference held in Houston, TX.

Grants & Contracts (45 total: \$6,932,342)

Washburn, M., Gearing, R.E., & **Kovach, J.V.,** *Assisted Outpatient Treatment Program for Individuals with Serious Mental Illness: Recovery and Resiliency*, Department of Health and Human Services, Substance Abuse and Mental Health Services

- Administration (SAMHSA SM-24-006), \$1,998,000 (UH sub-contract award from The Gulf Coast Center: \$80,000), 10/2024-9/2028, Project Consultant.
- Kovach, J.V.**, *Lean Six Sigma Implementation Applied Research Project 4*, University of Texas Medical Branch – Correctional Managed Care, \$25,900, 3/2024-12/2024, PI, 100%.
- Carden, L. & **Kovach, J.V.** *Engineered Thermoplastics Bulk Rail & Bulk Truck Movement Optimization*, SABIC Petrochemicals, \$59,994, 8/2023-8/2024, Co-PI, 20%.
- Kovach, J.V.**, *Lean Six Sigma Implementation Applied Research Project 3*, University of Texas Medical Branch – Correctional Managed Care, \$14,245, 8/2022-8/2023, PI, 100%.
- Kovach, J.V.** *Leveling Up: Enhancing Portugal's Achievement of Industrial Performance Improvements*, Fulbright Scholarship, Iscte-Instituto Universitário de Lisboa, Business Research Unit, Lisbon, Portugal, \$13,600, 4/2022-7/2022, PI, 100%.
- Gearing, R.E., & **Kovach, J.V.** *Fort Bend County Community Collaborate Program on Mental Illness and Co-occurring Mental Illness and Substance Abuse for Justice Involved and At-Risk Youth (FOCUS Youth)*, U.S. Department of Justice (DOJ), Office of Justice Programs (OJP), Office of Juvenile Justice and Delinquency Prevention (OJJDP-2020-17927), \$622,883 (UH sub-contract award: \$193,527), 1/2021-12/2024, Co-PI, 50%.
- Kovach, J.V.**, *Lean Six Sigma Implementation Applied Research Project*, Perry Homes, \$64,299, 9/2021-8/2022, PI, 100%.
- Gearing, R.E., **Kovach, J.V.**, & Washburn, M., *The Houston Assisted Outpatient Treatment (AOT) Program*, Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA SM-20-006), \$2,779,299 (UH sub-contract award from The Harris Center for Mental Health and Intellectual Development Disability: \$500,000), 7/2020-7/2024, Co-PI, 50%.
- Luca, P., & **Kovach, J.V.**, *Optical Sensing Patch for Early Detection of Pressure Ulcers*, National Science Foundation, \$250,000, 8/2019-1/2023, Co-PI, 40%.
- Gearing, R.E., **Kovach, J.V.**, & Barthelemy, J., *Fort Bend County Justice Mental Health Collaborative: Stepping Up*, U.S. Department of Justice, Bureau of Justice Assistance (BJA-2019-15100, Category 1), \$559,262 (\$445,082 + \$114,180 match; UH sub-contract award: \$119,526), 10/2019-9/2022, Co-PI, 50%.
- Gearing, R.E., & **Kovach, J.V.**, *Behavioral Health Service Process Improvement and Program Engagement (BHS-PRIME)*, Fort Bend County, TX, \$24,607, 8/2019-7/2020, Co-PI, 50%.
- Kovach, J.V.**, & Carden, L., *Improve STO Export from BKV by Reducing Process Variation Lean Six Sigma Applied Research Project*, SABIC Innovative Plastics U.S. LLC, \$46,085, 5/2019-12/2019, PI, 70%.
- Kovach, J.V.**, *Lean Six Sigma Implementation Applied Research Project 2*, University of Texas Medical Branch – Correctional Managed Care, \$16,574, 12/2018-5/2019, PI, 100%.
- Kovach, J.V.**, *Lean Six Sigma Implementation Applied Research Project 3*, Harris County Public Health and Environmental Services, \$32,650, 8/2018-7/2019, PI, 100%.

Kovach, J.V., *Lean Six Sigma Implementation Applied Research Project*, Covia (formerly Fairmount Santrol), \$107,299, 6/2018-8/2019, PI, 100%.

Kovach, J.V., *Process Standardization and Improvement Lean Six Sigma Applied Research Project*, Universal Plant Services, \$50,273, 1/2018-8/2018, PI, 100%.

Kovach, J.V., *Lean Six Sigma Implementation Applied Research Project*, Lone Star Community College – Montgomery, \$5,999, 6/2017-11/2017, PI, 100%.

Kovach, J.V., *Lean Six Sigma Implementation Applied Research Project*, KLX Energy Services, \$6,249, 4/2017-12/2017, PI, 100%.

Kovach, J.V., *Lean Six Sigma Implementation Applied Research Project*, GSE Environmental, \$36,000, 10/2016-11/2017, PI, 100%.

Kovach, J.V., *Lean Six Sigma Applied Research Project*, Christ Clinic, \$11,300, 8/2016-8/2017, PI, 100%.

Kovach, J.V., *Buying and Inventory Lean Six Sigma Applied Research Project*, Houston Wire and Cable Company, \$31,995, 8/2016-12/2016, PI, 100%.

Kovach, J.V., *Lean Six Sigma Implementation Applied Research Project*, University of Texas Medical Branch – Correctional Managed Care, \$11,999, 7/2016-5/2017, PI, 100%.

Kovach, J.V., *Lean Six Sigma Implementation Applied Research Project 2*, Harris County Public Health and Environmental Services, \$40,000, 7/2016-5/2017, PI, 100%.

Kovach, J.V., *CRM and ERP Selection and Implementation Applied Research Project*, Pro Maxima Manufacturing, \$15,089, 6/2016-8/2016, PI, 100%.

Kovach, J.V., *Lean Six Sigma Implementation Applied Research Project*, Harris County Public Health and Environmental Services, \$8,127, 5/2016-12/2016, PI, 100%.

Kovach, J.V., *Hybrid Lean Six Sigma Green Belt Training – Online Instruction*, University of Texas Health Science Center-Fleming Center training for University of Texas Medical Branch – Correctional Managed Care, \$14,000, 1/2016-12/2016, PI, 100%.

Kovach, J.V., *Lean Six Sigma Executive Overview Training*, Rock Hill Capital, \$8,000, 1/2015-12/2015, PI, 100%.

Richardson, G., **Kovach, J.V.**, Ding, X., & Hopkins, R., *Project Quality Management and Six Sigma Overview*, in *Project Management Training Seminar Series*, Kellogg Brown & Root, \$88,000, 1/2014-12/2014, co-PI, 25%.

Kovach, J.V., *Hybrid Lean Six Sigma Green Belt Training*, DUCO/Technip Umbilicals, Inc., \$30,000, 1/2014-12/2014, PI, 100%.

Kovach, J.V., *Hybrid Lean Six Sigma Green Belt Training – Online Instruction*, University of Texas Health Science Center-Fleming Center training for Baylor College of Medicine, \$20,000, 1/2014-12/2014, PI, 100%.

Kovach, J.V., *Hybrid Lean Six Sigma Green Belt Training – Online Instruction*, University of Texas Health Science Center-Fleming Center training for University of Texas Medical Branch – Correctional Managed Care, \$15,000, 1/2013-12/2013, PI, 100%.

Kovach, J.V., *Lean Six Sigma Black Belt Training*, City of Houston – Finance Department, \$50,000, 8/2012-12/2012, PI, 100%.

Kovach, J.V., *Six Sigma Yellow Belt Training*, Lukoil Drilling Company, \$3,600, 7/2011-9/2011, PI, 100%.

- Richardson, G., **Kovach, J.V.**, Ding, X., & Hopkins, R., *Project Quality Management and Six Sigma Overview*, in *Project Management Training Seminar Series*, Great Wall Drilling Company, \$88,000, 1/2011-12/2011, co-PI, 25%.
- Kovach, J.V.**, *ISO Certification Project*, The Lighthouse of Houston, \$5,100, 9/2010-5/2011, PI, 100% (see <https://www.youtube.com/watch?v=gpYVxpVJCHo>).
- Kovach, J.V.**, Miley, M., & Ramos, M., *The Impact of Writing-Based Collaborative Learning on Writing Competency in a Quality Improvement Methods Course*, Delta Pi Epsilon Research Foundation, \$3,400, 9/2010-8/2011, PI, 40%.
- Richardson, G., **Kovach, J.V.**, Ding, X., & Hopkins, R., *Project Quality Management and Six Sigma Overview*, in *Project Management Training Seminar Series*, Great Wall Drilling Company, \$88,000, 4/2010-12/2010, co-PI, 25%.
- Kovach, J.V.**, *Six Sigma Yellow Belt Training*, Sinopec Drilling Company, \$4,000, 1/2010-3/2010, PI, 100%.
- Kovach, J.V.**, de la Torre, L., Ding, X., & Torrey, A., *Six Sigma Overview Training*, Lawn Management Company, Inc., \$2,750, 1/2010-3/2010, PI, 100%.
- Richardson, G., **Kovach, J.V.**, Ding, X., & Hopkins, R., *Project Quality Management and Six Sigma Overview*, in *Project Management Training Seminar Series*, Great Wall Drilling Company, \$76,000, 9/2009-3/2010, co-PI, 25%.
- Kovach, J.V.**, & de la Torre, L., *Six Sigma Overview Training*, BAE Systems, \$5,500, 1/2009-3/2009, PI, 100%.
- Kovach, J.V.**, & Gurkan, D., *Real Time Optimization Workflows in Production Operations and their Impact on IT Integration Project II*, Society of Petroleum Engineers International, \$12,500, 1/2009-5/2009, PI, 55%.
- Kovach, J.V.**, Ding, X., & O'Neil, S.L., *Sound System for Classroom 101 in the Technology Annex Building*, Houston Assembly of Delphian Chapters, \$1,000, 1/2009-12/2009, PI, 40%.
- Kovach, J.V.**, & de la Torre, L., *Problem Solving/Root Cause Analysis Training*, T3 Energy Services, \$8,000, 10/2008-12/2008, PI, 100%.
- Kovach, J.V.**, & Gurkan, D., *Real Time Optimization Workflows in Production Operations and their Impact on IT Integration Project*, Society of Petroleum Engineers – Gulf Coast Section, \$12,500, 9/2008-12/2008, PI, 55%.
- Kovach, J.V.**, & de la Torre, L., *Six Sigma Overview Training*, City of Longview, TX, \$5,000, 1/2008-5/2008, PI, 100%.

Scholarship of Teaching

Teaching Awards and Recognition

Outstanding Educator Award, Southwest Decision Sciences Institute, 2017.

Teaching Case Competition Second Place Award, for the case entitled “Star of Hope Mission: Survival in the Midst of Hurricanes” by Lila L. Carden (UH), Alix Valenti (UH-Clear Lake), Calixto Mejia II (UH), Raphael O. Boyd (Clark Atlanta University), and Jamison V. Kovach (UH), presented on behalf of the Project Management Institute, 2016.

Difference Maker Award, University Commission on Women, University of Houston, Houston, TX, 2013.

Group Teaching Excellence Award, University of Houston, Houston, TX, 2011.

Teaching Excellence Award, College of Technology, University of Houston, Houston, TX, 2009.

Internal Grants (15 total: \$221,020)

Kovach, J.V., *Investigating Access to Care Delays for Adolescents and Young Adults Experiencing Psychosis*, University of Houston – College of Technology, \$10,000, 1/2018-8/2018, PI, 100%.

Kovach, J.V., & Song, L., *Changing Perspectives Regarding Online Education through Collaborative Teaching Teams*, University of Houston Educational Technology/University Outreach Teaching Innovation Program Award, \$23,720, 10/2016-12/2017, Co-PI, 95%.

Kovach, J.V., Ding, X., O’Neil, S.L., & Waite, J., *Staging a Student-Directed Red Carpet Event to Showcase Student Success in a Cross-Class Collaboration*, University of Houston Educational Technology/ University Outreach Curriculum Development Award, \$15,000, 9/2012-8/2013, PI, 20%.

Kovach, J.V., & Carden, L., *The “Flipped” Classroom – Designing a Hybrid Course in Project Quality Management*, University of Houston Educational Technology/University Outreach Faculty Development Initiative Program, \$4,000, 9/2012-8/2013, PI, 60%.

Conklin, A., **Kovach, J.V.**, Cheng, V., Zant, R., & Richardson, G., *Enhancing Student Retention and Writing Competency in the Technology Project Management Master’s Program*, University of Houston Educational Technology/University Outreach Faculty Development Initiative Program, \$25,000, 9/2011-8/2012, Co-PI, 30%.

Ding, X., **Kovach, J.V.**, O’Neil, S.L., & Graham, C.B., *Enhancing Students’ Learning Experience through a Collaborative Multi-Campus, Multi-Program Project*, University of Houston Educational Technology/University Outreach Faculty Development Initiative Program, \$25,000, 9/2011-8/2012, Co-PI, 25%.

Hutchins, H., & **Kovach, J.V.**, *Applying Action Research to Improving Research Competencies in Quality Management*, University of Houston Quality Enhancement Plan Curriculum Development Grant Program, \$10,000, 9/2011-8/2012, Co-PI, 45%.

Kovach, J.V., & Miley, M., *Enhancing Research Skills and Writing Competency via Real-World Quality Improvement Projects*, University of Houston Quality Enhancement Plan Curriculum Development Grant Program, \$5,000, 9/2010-8/2011, PI, 55%.

Kovach, J.V., Ding, X., O’Neil, S.L., & Waite, J., *Enhancing Technology Literacy and Writing Competency via Video Projects in the Organizational Leadership and Digital Media Programs*, University of Houston Educational Technology/ University Outreach Faculty Development Initiative Program, \$25,000, 9/2010-8/2011, PI, 25%.

Kovach, J.V., Ding, X., & O’Neil, S.L., *Curriculum Development Award: Enhancing the Learning Experience through Video Productions in Technology Leadership Courses*, University of Houston Educational Technology/University Outreach, \$2,800, 1/2010-8/2010, PI, 40%.

- Ding, X., **Kovach, J.V.**, & O’Neil, S.L., *FDIP Plan B Matching Grant: Equipment, Software, and Personnel Support Services for a Collaborative Video Project*, University of Houston Educational Technology/University Outreach, \$11,500, 1/2009-12/2009, Co-PI, 30%.
- Ding, X., **Kovach, J.V.**, & O’Neil, S.L., *Integrating Video Technology in Teaching Technology Leadership*, University of Houston Educational Technology/University Outreach Faculty Development Initiative Program, \$25,000, 9/2008-8/2010, Co-PI, 30%.
- Kovach, J.V.**, O’Neil, S.L., & Barnwell, T., *Maximizing Standard Operating Procedures Using Podcasting Technology for Quality-focused Organizational Communication*, University of Houston Educational Technology/University Outreach Faculty Development Initiative Program, \$25,000, 9/2007-8/2008, PI, 40%.
- Richardson, G., Gibson, M., **Kovach, J.V.**, & Evans, J., *Development of a Technical Infrastructure and Prototype Tools to Support Remote Instruction of Technology Project Management (TPM) courses in the Department of Information & Logistics Technology*, University of Houston Educational Technology/University Outreach Grant, \$8,000, 1/2007-12/2007, Co-PI, 25%.
- Kovach, J.V.**, *Industrial Assessment of Product Design Methods: Determination of Best Practices for Quality Function Deployment Projects*, University of Houston New Faculty Grant, \$6,000, 1/2007-12/2007, PI, 100%.

Teaching Cases (5 total)

- Calder, T., & **Kovach, J.V.** (2013). Dealing with service theft—A day in the life of a customer service representative, in *Gale Business Insights: Global Case Study Collection*, Farmington Hills, MI: Gale (Document number: GALE|QUECBN795105118).
- Calder, T., & **Kovach, J.V.** (2013). The invisible nature of change management—One IT department’s experience with maintaining improvements over the long-term, in *Gale Business Insights: Global Case Study Collection*, Farmington Hills, MI: Gale (Document number: GALE|HZWUKA168513378).
- Burugula, V., Hughes, D., & **Kovach, J.V.** (2011). “Human errors in inventory control – Is there a win-win solution?” in *CaseBase: Case Studies in Global Business*, A. Ashwin (Ed.), Detroit, MI: Gale, p. 117-124.
- Long, P., & **Kovach, J.V.** (2011). “Does it pay to be proactive? Considering an IT change management system at Gainer, Donnelly & Desroches,” in *CaseBase: Case Studies in Global Business*, A. Ashwin (Ed.), Detroit, MI: Gale, p. 67-74.
- Ding, X., **Kovach, J.V.**, McCroskey, S., & O’Neil, S.L. (2010). “Inland animal shelter dilemma,” in *Case Studies in Computer Ethics*, P. Meggison (Ed.), Little Rock, AR: Delta Pi Epsilon.

Other Scholarly Work

Chapters in Edited Collections (5 total)

- Kovach, J.V.** (2016). The role of learning and exploration in quality management and continuous improvement, in *Quality in the 21st Century – Perspectives from ASQ Feigenbaum Medal Winners*, P. Sampaio & P. Saraiva (Eds.), Switzerland: Springer International Publishing, p. 75-89.
- Long, T., & **Kovach, J.** (2012). “Designing an IT change management system for a mid-size accounting firm,” in *Design for Six Sigma in Product and Service Development: Applications and Case Studies*, E. Cudney & S. Furterer (Eds.), CRC Press, p. 391-414.
- Miertschin, S.L., O’Neil, S.L., **Kovach, J.**, Ding, D.X., Johnson, B.S., & McCroskey, S. (2012). “Integration of soft skills into business classes,” in *Business Education, 2012 NBEA Yearbook*, W.L. Stitt-Gohdes (Ed.), Reston, VA: National Business Education Association, p. 32-45.
- McCroskey, S., **Kovach, J.V.**, Ding, X., Miertschin, S., & O’Neil, S.L. (2011). “Quality assurance in e-learning,” in *Student Satisfaction and Learning Outcomes in E-Learning: An Introduction to Empirical Research*, S. Eom & J. B. Arbaugh (Eds.), Hershey, PA: IGI Global, p. 231-248.
- Kovach, J.V.**, Ding, X.D., Miertschin, S.L., O’Neil, S.L., & McCroskey, S. (2011). “Quality assurance in online environments,” in *Online Education, 2011 NBEA Yearbook*, L.G. Snyder (Ed.), Reston, VA: National Business Education Association, p. 192-207.

Other Articles (38 total)

- Kovach, J.V.** (2024). In scope: Passing the torch again, *Lean & Six Sigma Review*, 24(1), 2.
- Kovach, J.V.** (2024). In scope: Technical, social or both?, *Lean & Six Sigma Review*, 23(4), 2.
- Kovach, J.V.** (2024). In scope: The social side, *Lean & Six Sigma Review*, 23(3), 2.
- Kovach, J.V.** (2024). In scope: Are your blinders on?, *Lean & Six Sigma Review*, 23(2), 2.
- Kovach, J.V.** (2023). In scope: Truly committing, *Lean & Six Sigma Review*, 23(1), 2.
- Kovach, J.V.** (2023). In scope: Spotlight on NextGen voices, *Lean & Six Sigma Review*, 22(4), 2.
- Kovach, J.V.** (2023). In scope: Which comes first: Problem or tool?, *Lean & Six Sigma Review*, 22(3), 2.
- Kovach, J.V.** (2023). In scope: Integrating Six Sigma and BPM, *Lean & Six Sigma Review*, 22(2), 2.
- Kovach, J.V.** (2022). In scope: Spotlight on design, *Lean & Six Sigma Review*, 22(1), 2.
- Kovach, J.V.** (2022). Serving the Next Generation, *Quality Progress*, 55(11), 24.
- Kovach, J.V.** (2022). In scope: Culture clash?, *Lean & Six Sigma Review*, 21(4), 2.
- Kovach, J.V.** (2022). In scope: What kind of innovator are you?, *Lean & Six Sigma Review*, 21(3), 2.
- Kovach, J.V.** (2022). In scope: Resolve to Catchball, *Lean & Six Sigma Review*, 21(2), 2.

- Kovach, J.V.** (2021). In scope: What's in it for me?, *Lean & Six Sigma Review*, 21(1), 2.
- Kovach, J.V.** (2021). In scope: Where are all the Master Black Belts?, *Lean & Six Sigma Review*, 20(4), 2.
- Kovach, J.V.** (2021). In scope: Lessons learned and the next gen, *Lean & Six Sigma Review*, 20(3), 2.
- Kovach, J.V.** (2021). In scope: Spotlight on female voices, *Lean & Six Sigma Review*, 20(2), 2.
- Kovach, J.V.** (2020). In scope: Managing for the 'new normal,' *Lean & Six Sigma Review*, 20(1), 2.
- Kovach, J.V.** (2020). In scope: Why not more challenging?, *Lean & Six Sigma Review*, 19(4), 2.
- Kovach, J.V.** (2020). In scope: Celebrating the past, analyzing the future, *Lean & Six Sigma Review*, 19(3), 2.
- Kovach, J.V.** (2020). In scope: No problem too big or too small, *Lean & Six Sigma Review*, 19(2), 2.
- Kovach, J.V.** (2019). In scope: The power of reflection, *Lean & Six Sigma Review*, 19(1), 2.
- Anderson-Cook, C., Bhattacharyya, B., Chitre, S.P., Duffy, G., Gaydos, M.D., Jeffries, S., Johnson, H.A., Kendall, K., **Kovach, J.V.**, Radziwill, N., Siegler, A., & Stepniowski, J. (2019). We are doing it – Diverse experiences, united purpose strengthen the women of quality, *Quality Progress*, 52(9), 14-27.
- Kovach, J.V.** (2019). In scope: Expanding your network, *Lean & Six Sigma Review*, 18(4), 2.
- Kovach, J.V.** (2019). In scope: Seizing learning opportunities, *Lean & Six Sigma Review*, 18(3), 2.
- Kovach, J.V.** (2019). In scope: Running with the torch, *Lean & Six Sigma Review*, 18(2), 2.
- Kovach, J.V.** (2019). Getting to know Jami Kovach, *Quality Progress*, 52(2), 11 (invited).
- Kovach, J.V.** (2018). 5 whys – Getting to know a Lean & Six Sigma leader, *Lean & Six Sigma Review*, 18(1), 32 (invited).
- Kovach, J.V.** (2018). Career coach: The path to personal quality – Use personal strategic planning to achieve your career goals, *Quality Progress*, 51(4), 16-17 (invited).
- Kovach, J.V.** (2017). Career coach: A powerful mechanism for success – The positive effect a mentor can have on your career, *Quality Progress*, 50(7), 12-14 (invited).
- Kovach, J.V.** (2017). Forward, in *Kaizen Kanban – A Visual Facilitation Approach to Create Prioritized Project Pipelines*, F. Bouchereau, Milwaukee, WI: ASQ Quality Press, p. xiii-xiv (invited).
- Kovach, J.V.** (2016). Guest editorial: Collaborate and succeed, *Six Sigma Forum Magazine*, 16(1), 5-6 (invited).
- Belinne, J.K., Dauwalder, B., Epling, W.S., **Kovach J.V.**, & Merchant, F.A. (2016). [Career options after tenure](#), *The Chronical of Higher Education*.
- Cudney, E.A., & **Kovach, J.V.** (2015). Introduction to the special issue on healthcare systems, *Engineering Management Journal*, 27(3), 97-98.
- Kovach, J.V.**, (2015). [Cornell Notes: A simple yet effective review method](#), *Faculty to Faculty article*, hosted by the Faculty Design and Instructional Support group at University of Houston.

- Kovach, J.V.** (2014). Final thoughts – Leadership in the “classroom,” *Journal for Quality and Participation*, 37(1), 39-40 (**invited**).
- Kovach, J.V.**, & Revere, L. (2010). An overview of online technologies that improve engaged learning, *ASQ Higher Education Brief*, 3(6).
- Kovach, J.V.**, Ding, D., & O’Neil, S.L. (2009). The next generation of teaching strategies: Podcasting and video productions, *ASQ Higher Education Brief*, 2(5).

Manuscripts in Submission (3 total)

- Kovach, J.V.**, Gomes, D., & Cardoso-Grilo, T. (n.d.). 5S in motion, submitted to *Management Decision* (revised and resubmitted October 2024).
- Washburn, M., Gearing, R.E., & **Kovach, J.V.** (n.d.). Enhancing implementation of a multi-system AOT program to support positive mental health outcomes in high need populations, submitted to *Social Work Journal* (revised and resubmitted November 2024).
- Kovach, J.V.**, Watson, G.H., Mazur, G., & Osada, H. (n.d.). Hoshin Kanri: the Japanese system of management by policy, book chapter (submitted January 2016).

Manuscripts in Preparation (2 total)

- Kovach, J.V.**, Kalakou, S., Carvalho, C., & Martins, A.L. Process improvement in after-sales services: A synergetic approach of action research, lean management, and relational coordination theory, Target journal: *TBD*.
- Gearing, R.E, **Kovach, J.V.**, Washburn, M., & Robinson, A. Assisted Outpatient Treatment (AOT) programs and Illness Management and Recovery (IMR), Target journal: *TBD*.

Conference Presentations (108 total)

- Gearing, R.E., Washburn, M., & **Kovach, J.V.** (June 2024). *The evolution of the Assisted Outpatient Treatment (AOT) Program: Strengthening an evidence-based outpatient treatment for non-adherent adults with a Serious Mental Illness (SMI)*. Presented at the International Congress on Psychology and Behavioral Sciences, Psychology Congress, Tokyo, Japan.
- Washburn, M., Gearing, R.E., Lastovica, K., Johnson, C., Frank, M., & **Kovach, J.V.** (June 2024). *Enhancing mental health and justice system outcomes in high need populations through the use of multisystem liaisons*. Presented at the International Congress on Psychology and Behavioral Sciences, Psychology Congress, Tokyo, Japan (refereed).
- Kovach, J.V.**, Kalakou, S., & Carvalho, C., (2024, May). *No phone for 11 days! Are you kidding me? – A Lean Six Sigma case study*. Presented at the annual ASQ World Conference on Quality and Improvement, San Diego, CA.
- Aviles, A., & **Kovach, J.V.** (2024, April). *Streamlining the intake process for market research projects using Lean Six Sigma*. Presented at the annual meeting of the Southwest Decision Sciences Institute, Galveston, TX.

- Nash, S., & **Kovach, J.V.** (2024, April). *Using the Lean Six Sigma methodology to increase wooden pallet recycling in manufacturing operations*. Presented at the annual meeting of the Southwest Decision Sciences Institute, Galveston, TX.
- Poolla, S., Carden, L., & **Kovach, J.V.** (2024, April). *Optimizing material movement via bulk rail using Lean Six Sigma*. Presented at the annual meeting of the Southwest Decision Sciences Institute, Galveston, TX.
- Kovach, J.V.**, Branco, A.C., & Martins, A.L. (2024, February). *Making measurement mystery history*. Presented at the ASQ Lean & Six Sigma Conference, Phoenix, AZ.
- Frendall, L.D., Choo, A.S., & **Kovach, J.V.** (2023, November). *Identifying the barriers to transferring Six Sigma skills from training to the job*. Presented at the annual meeting of the Decision Sciences Institute, Atlanta, GA.
- Kovach, J.V.**, Gomes, D., & Cardoso-Grilo, T. (2023, September). *Using Lean practices to overcome challenges with improving warehouse operations*. Presented at the European Network for Business and Industrial Statistics conference, Valencia, Spain (**invited** – ASQ sponsored session).
- Carvalho, C., **Kovach, J.V.**, & Kalakou, S. (2023, July). *Reducing mobile phone repair cycle time for a telecommunications company using Lean Six Sigma*. Presented at the Industrial Engineering and Operations Management conference, Lisbon, Portugal.
- Gomes, D., **Kovach, J.V.**, & Cardoso-Grilo, T. (2023, July). *Using Lean practices to overcome challenges with improving warehouse operations*. Presented at the Industrial Engineering and Operations Management conference, Lisbon, Portugal.
- Branco, A.C., **Kovach, J.V.**, & Martins, A.L. (2023, July). *Reducing inbound logistics process cycle time using Lean Six Sigma*. Presented at the Industrial Engineering and Operations Management conference, Lisbon, Portugal.
- Kovach, J.V.**, Gomez, D., & Cardoso-Grilo, T. (2023, February). *Improving warehouse operations using Lean principles*. Presented at the ASQ Lean & Six Sigma Conference, Phoenix, AZ.
- Kovach, J.V.**, Martins, A.L., Cardoso-Grilo, T., & Kalakou, S. (2022, October). *Transforming warehouse operations using Lean Six Sigma*. Presented at the ASQ Quality in the Triangle Conference, Raleigh, NC.
- Kovach, J.V.**, Martins, A.L., Cardoso-Grilo, T., & Kalakou, S. (2022, September). *Transforming warehouse operations using Lean Six Sigma*. Presented at the ASQ Greater Houston Section and Inspection Division Conference, Houston, TX.
- Cardoso, M., **Kovach, J.V.**, Cardoso-Grilo, T., Martins, A.L., & Kalakou, S. (2022, September). *From gap to resolution for a Portuguese hospital*. Presented at the annual Institute of Industrial and Systems Engineers' Engineering Lean Six Sigma & Data Science Conference, Atlanta, GA.
- Kovach, J.V.**, Martins, A.L., Cardoso-Grilo, T., & Kalakou, S. (2022, August). *Transforming warehouse operations using Lean Six Sigma projects*. Presented at the PMI Houston Conference & Expo, Houston, TX.
- Cardoso, M., **Kovach, J.V.**, Cardoso-Grilo, T., Martins, A.L., & Kalakou, S. (2022, July). *Resolving gaps using Design for Six Sigma in healthcare*. Presented at the 5th International Conference on Quality Engineering and Management, Braga, Portugal.

- Kovach, J.V.**, Martins, A.L., Cardoso-Grilo, T., & Kalakou, S. (2022, July). *Problem solving using Lean Six Sigma – Cases in Portugal*. Presented at the 5th International Conference on Quality Engineering and Management, Braga, Portugal.
- Choo, A.S., Fredendall, L.D., & **Kovach, J.V.** (2022, April). *Do time constraints negatively affect training transfer in Design for Six Sigma training?* Presented at the annual meeting of the Production and Operations Management Society (online).
- Kovach, J.V.** (2021, November). *Data: Guilty until proven innocent*. Presented at the 6th North American Industrial Engineering and Operations Management Conference, Monterrey, Mexico (**invited**).
- Kovach, J.V.** (2021, September). *Data: Guilty until proven innocent*. Presented at the Sandholm Associates 50-year Anniversary Quality Weeks, online (**invited**).
- Rueda, L., **Kovach, J.V.**, & Pollonini, L. (2020, November). *Designing a communication pathway for healthcare*. Presented at the annual meeting of the Decision Sciences Institute, online.
- Kovach, J.V.**, & Brammer, D.W. (2020, November). *Lean Six Sigma case example: Reducing mouse cage sanitation time*. Presented at the AALAS National Meeting, virtual Animal Care Systems' booth, online (**invited**).
- Rueda, L., **Kovach, J.V.**, & Pollonini, L. (2020, October). *Designing a communication pathway for actionable patient information*. Presented at the annual Institute of Industrial and Systems Engineers' Engineering Lean & Six Sigma Conference, online.
- Kovach J.V.** (2019, December). *Quality improvement and Lean Six Sigma in healthcare*. Presented at the 3rd World Quality Forum and 13th Shanghai International Symposium on Quality hosted by the International Academy for Quality and Shanghai Association for Quality and co-organized by the Chinese Institute for Quality Research, Shanghai Jiao Tong University, Shanghai, China.
- Kovach J.V.** (2019, November). *Action learning – An application of problem solving, reflection, and learning*. Presented at the Texas Gulf Coast Association for Healthcare Quality conference, Houston, TX (**invited keynote**).
- Flores, M., & **Kovach J.V.** (2019, September). *Reducing no-shows and admission time in substance abuse treatment*. Presented at the annual Institute of Industrial and Systems Engineers' Engineering Lean & Six Sigma Conference, Houston, TX.
- Ponder, A., & **Kovach J.V.** (2019, September). *Contract purchase order acknowledgement time reduction project*. Presented at the annual Institute of Industrial and Systems Engineers' Engineering Lean & Six Sigma Conference, Houston, TX.
- Kovach, J.V.** (2019, June). *Mentoring and personal strategic planning – Powerful mechanisms for achieving your career goals*. Presented at the annual Project Management Institute Houston Conference and Expo, Houston, TX.
- Choo, A.S., Fredendall, L.D., & **Kovach, J.V.** (2019, May). *When events violate expectations: Learning during quality improvement projects*. Presented at the annual meeting of the Production and Operations Management Society, Washington, D.C.

- Edeh, I., Paramashiva, H., & **Kovach, J.V.** (2019, March). *Application of a Lean process improvement approach for designing a consolidated digital platform*. Presented at the annual meeting of the Southwest Decision Sciences Institute, Houston, TX.
- Flores, M.N., & **Kovach, J.V.** (2019, March). *Using Lean Six Sigma to reduce in-take no-show rates and admission process time for a substance abuse treatment program*. Presented at the annual meeting of the Southwest Decision Sciences Institute, Houston, TX.
- Sanni, D., & **Kovach, J.V.** (2019, March). *Improving revenue collection for the University of Houston's Speech-language and Hearing Clinic using Lean Six Sigma*. Presented at the annual meeting of the Southwest Decision Sciences Institute, Houston, TX.
- Jadhav, A.A., & **Kovach, J.V.** (2018, May). *Reducing order frequency for supplies at Texas Children's Hospital*. Presented at the annual Industrial and Systems Engineering Research Conference, Orlando, FL.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2018, May). *Learning and unlearning in improvement projects*. Presented at the annual meeting of the Production and Operations Management Society, Houston, TX.
- Lima, F., & **Kovach, J.V.** (2017, September). *Improving revenue collection by reducing the time to close patients' charts*. Presented at the annual Institute of Industrial and Systems Engineers' Engineering Lean & Six Sigma Conference, Orlando, FL.
- Kovach, J.V.**, & Ingle, D. (2017, June). *Useful problem solving partnerships*. Presented at the annual Project Management Institute Houston Conference and Expo, Houston, TX.
- Madarasu, L., Jeeva, J., & **Kovach, J.V.** (2017, May). *Improving research administration processes using Lean Six Sigma*. Presented at the annual Industrial and Systems Engineering Research Conference, Pittsburgh, PA.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2017, May). *Team learning and process design in behavioral healthcare*. Presented at the annual meeting of the Production and Operations Management Society, Seattle, WA.
- Okpe, O., & **Kovach J.V.** (2017, February). *Redesigning the interface between investigators and the animal care operations unit at a research institution using Design for Six Sigma*. Presented at the annual Texas Branch American Association for Laboratory Animal Science, Houston, TX.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2016, November). *Learning during Six Sigma projects in healthcare*. Presented at the annual meeting of the Decision Sciences Institute, Austin, TX.
- Kovach, J.V.**, Carden, L.L., & Ramos, M.A. (2016, November). *Reducing the confoundedness of course evaluations*. Presented at the annual meeting of the Decision Sciences Institute, Austin, TX.
- Kovach, J.V.** (2016, November). *Engagement methods to support active learning*. Presented at the ASQ Quality Education Conference & Workshop, Houston, TX.
- Curiel, V., & **Kovach, J.V.** (2016, September). *Reducing complexity in a court system*. Presented at the annual Institute of Industrial and Systems Engineers' Engineering Lean & Six Sigma Conference, San Antonio, TX.
- Pescina, A., & **Kovach, J.V.** (2016, September). *Review and approval process cycle time reduction project*. Presented at the annual Institute of Industrial and Systems Engineers' Engineering Lean & Six Sigma Conference, San Antonio, TX.

- Desale, S., & **Kovach J.V.** (2016, June). *An answer to your most pressing issues*. Presented at the annual Project Management Institute Houston Conference and Expo, Houston, TX.
- Kovach, J.V.**, Carden, L.L., & Ramos, M.A. (2016, May). *Are course evaluations confounded?* Presented at the annual Industrial and Systems Engineering Research Conference, Anaheim, CA.
- Kulkarni, A., & **Kovach, J.V.** (2016, May). *Academic room scheduling cycle time reduction efforts*. Presented at the annual Industrial and Systems Engineering Research Conference, Anaheim, CA.
- Kovach, J.V.** (2016, May). *Workforce e-quality and implicit gender bias*. Presented as a “flip session” at the annual ASQ World Conference on Quality and Improvement (sponsored by the ASQ Education Division), Milwaukee, WI.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2016, May). *Individual and team learning in Design for Six Sigma projects*. Presented at the annual meeting of the Production and Operations Management Society, Orlando, FL.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2016, February). *Using learning collaboratives to facilitate process design/redesign efforts*. Presented at the Industrial and Systems Engineering Society for Health Systems’ Healthcare Systems Process Improvement Conference, Houston, TX.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2015, November). *Design for Six Sigma and learning in Behavioral Healthcare*. Presented at the annual meeting of the Decision Sciences Institute, Seattle, WA.
- Kovach, J.V.**, Carden, L.L., Ramos, M.A., & Korpel, S. (2015, November). *Effectiveness of innovative instructional methods*. Presented at the ASQ Quality Education Conference & Workshop, Houston, TX.
- Oliveria, C., Carden, L.L., & **Kovach J.V.** (2015, November). *Quality focused risk management framework for research and development programs*. Presented at the ASQ Houston Regional Quality Conference, Houston, TX.
- Jain, S., Feng, Q., **Kovach, J.V.**, & Pollonini, L. (2015, June). *An integrated assessment for optimizing cardiopulmonary rehabilitation*. Presented at the annual Industrial and Systems Engineering Research Conference, Nashville, TN.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2015, May). *Learning through Design for Six Sigma projects in Behavioral Healthcare settings*. Presented at the annual meeting of the Production and Operations Management Society, Washington, D.C.
- Kovach, J.V.** (2015, May). *Making quality personal*. Presented as a “flip session” at the annual ASQ World Conference on Quality and Improvement (sponsored by the ASQ Education Division), Nashville, TN (**best paper award** presented by the International Academy for Quality).
- Jain, S., Feng, Q., **Kovach, J.V.**, & Pollonini, L. (2015, April). *An integrated assessment for optimizing cardiopulmonary rehabilitation*. Presented at the INFORMS 1st UH Industrial Engineering Research Conference and Expo, Houston, TX.
- Materan, E., & **Kovach, J.V.** (2015, March). *Case study: Streamlining the receiving process using Lean Six Sigma*. Presented at the annual meeting of the Southwest Decision Sciences Institute, Houston, TX.

- Oliveira, C., Carden, L.L., & **Kovach, J.V.** (2015, March). *Case study: A quality focused risk management framework for research and development programs*. Presented at the annual meeting of the Southwest Decision Sciences Institute, Houston, TX.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2014, November). *Learning through Design for Six Sigma in Behavioral Healthcare*. Presented at the annual meeting of the Decision Sciences Institute, Tampa, FL.
- Kovach, J.V.** (2014, October). *Applications and benefits of using Design for Six Sigma in services*. Presented at the American Society for Engineering Management 2014 International Annual Conference, Virginia Beach, VA.
- Mitchel, E.M., & **Kovach, J.V.** (2014, September). *Improving supply chain information sharing using Design for Six Sigma*. Presented at the 1st International Conference on Quality Engineering and Management, Guimaraes, Portugal.
- Kovach, J.V.**, & Fredendall, L.D. (2014, June). *An application of Design for Six Sigma in Behavioral Healthcare*. Presented at the annual Industrial and Systems Engineering Research Conference, Montreal, Canada.
- Meilo, J., Carden, L., & **Kovach, J.V.** (2014, June). *Designing a technical support reference manual at a major oil company*. Presented at the annual Industrial and Systems Engineering Research Conference, Montreal, Canada.
- Kovach, J.V.**, Fredendall, L.D., & Choo, A.S. (2014, May). *Organizational learning in Behavioral Healthcare*. Presented at the annual meeting of the Production and Operations Management Society, Atlanta, GA.
- Kovach, J.V.**, & Hutchins, H. (2014, May). *Facilitating problem-solving using Action Learning*. Presented as a “flip session” at the annual ASQ World Conference on Quality and Improvement (sponsored by the ASQ Education Division), Dallas, TX.
- Kovach, J.V.**, & Fredendall, L.D. (2013, November). *The impact of Design for Six Sigma in Behavioral Healthcare: A preliminary qualitative study*. Presented at the annual meeting of the Decision Sciences Institute, Baltimore, MD.
- Mitchell, E., & **Kovach J.V.** (2013, November). *A supply chain Design for Six Sigma application*. Presented at the ASQ Houston Regional Quality Conference, Houston, TX.
- Herod, B., & **Kovach J.V.** (2013, June). *Exploratory project quality management techniques*. Presented at the annual Project Management Institute Houston Conference and Expo, Houston, TX.
- Lucas, A., Grabowski, D., Iverson, C., LaGanga, L., **Kovach J.V.**, & Fredendall, L. D. (2013, May). *Design for Six Sigma – Applications in Behavioral Healthcare*. Presented at the Production and Operations Management Society College of Healthcare Operations Management mini-conference, Denver, CO (invited).
- Gramajo, C., **Kovach J.V.**, & Carden, L. (2012, November). *Case study: Reducing the production cycle time for solar cell samples*. Presented at the annual meeting of the Decision Sciences Institute, San Francisco, CA.
- Anderson, N., & **Kovach J.V.** (2012, June). *Reducing the weld repair ratio for JV Industrial Companies: A Six Sigma case study*. Presented at the annual Project Management Institute Houston Conference and Expo, Houston, TX.
- Riley, B., **Kovach, J.V.**, & Carden, L. (2012, June). *Developing a banking procedural loan manual using Design for Six Sigma*. Presented at the annual Project Management Institute Houston Conference and Expo, Houston, TX.

- Kovach, J.V.**, & Mairani, J. (2012, May). *Quality initiatives – drivers of success and failure*. Presented at the annual ASQ Institute for Continuous Quality Improvement Conference (sponsored by the ASQ Education Division), Anaheim, CA.
- Cudney, E., & **Kovach, J.V.** (2012, May). *Application-based projects in Six Sigma training*. Presented at the annual ASQ World Conference on Quality and Improvement (sponsored by the ASQ Education Division), Anaheim, CA.
- Kovach, J.V.**, & Fredendall, L.D. (2012, April). *Learning and knowledge creation in continuous improvement efforts – A pilot study*. Presented at the annual meeting of the Production and Operations Management Society, Chicago, IL.
- Balakrishnan, M., & **Kovach, J.V.** (2011, June). *A framework for reducing IT system downtime in small-medium size firms*. Presented at the annual Project Management Institute Houston Conference and Expo, Houston, TX.
- Perminov, Y., **Kovach, J.V.**, & Cheng, L.–C. (2011, May). *Designing a framework for inventory management within equipment rental operations*. Presented at the annual Industrial Engineering Research Conference, Reno, NV.
- Kovach, J.V.**, & Revere, L. (2011, May). *Online technologies that improve engaged learning*. Presented at the annual ASQ World Conference on Quality and Improvement (sponsored by the ASQ Education Division), Pittsburg, PA.
- Kovach, J.V.**, Fredendall, L.D., & LaGanga, L. (2011, April). *Linking continuous improvement to quality of care in mental healthcare: A preliminary study*. Presented at the annual meeting of the Production and Operations Management Society, Reno, NV.
- Balakrishnan, M., **Kovach, J.V.**, & Ding, D. (2011, March). *Using Six Sigma to improve IT help desk customer service*. Presented at the annual southwest regional meeting of the Decision Sciences Institute, Houston, TX.
- Perminov, Y., **Kovach, J.V.**, & Cheng, L.–C. (2011, March). *Designing an inventory management system for tool room operations within equipment rental providers*. Presented at the annual southwest regional meeting of the Decision Sciences Institute, Houston, TX.
- Kovach, J.V.**, Fredendall, L.D., & LaGanga, L. (2010, November). *Quality management's link to performance in mental health outpatient services: A preliminary study*. Presented at the annual meeting of the Decision Sciences Institute, San Diego, CA.
- Long, P. & **Kovach, J.V.** (2010, June). *Designing a framework for IT change management in mid-size accounting firms*. Presented at the annual Project Management Institute Houston Conference and Expo, Houston, TX.
- Kovach, J.V.**, Revere, L., & Black, K. (2010, May). *Are healthcare mistakes all the same? A look at rankings of error proofing strategies*. Presented at the annual meeting of the Production and Operations Management Society, Vancouver, British Columbia, Canada.
- Black, K., **Kovach, J.V.**, & Revere, L. (2010, March). *Mistake proofing solutions endorsed by the Agency for Healthcare Research and Quality – Is that all there is?* Presented at the annual southwest regional meeting of the Decision Sciences Institute, Dallas, TX.

- Kovach, J.V.**, & Fredendall, L.D. (2009, November). *Investigating quality management's link to performance: A knowledge-based perspective*. Presented at the annual meeting of the Decision Sciences Institute, New Orleans, LA.
- Kovach, J.V.** (2009, May). *Podcasting-An innovative instructional technology*. Presented at the annual ASQ World Conference on Quality and Improvement (sponsored by the ASQ Education Division), Minneapolis, MN.
- Kovach, J.V.**, & Fredendall, L.D. (2009, May). *Modeling the relationship of quality management and knowledge on performance*. Presented at the annual meeting of the Production and Operations Management Society, Orlando, FL.
- Kovach, J.V.** (2009, May). *A learning and knowledge-based framework for teaching quality management*. Presented at the annual meeting of the Production and Operations Management Society, Orlando, FL.
- Kovach, J.V.** (2008, November). *A learning and knowledge-based perspective on teaching quality management*. Presented at the annual meeting of the Decision Sciences Institute, Baltimore, MD.
- Kovach, J.V.** (2008, October). *Exploring the effects of factor-level constraints on a robust design investigation*. Presented at the annual meeting of the Institute for Operations Research and the Management Sciences, Washington, D.C
- Kovach, J.V.**, de la Torre, L., & Walker, D. (2008, May). *Continuous improvement efforts in healthcare: Exploring the motivation, involvement, and support necessary for success*. Presented at the annual Industrial Engineering Research Conference, Vancouver, British Columbia, Canada (**invited**).
- Kovach, J.V.**, Fredendall, L. D., & Ellis, S. (2008, May). *Modeling the relationship of quality practices and knowledge to quality performance*. Presented at the annual meeting of the Production and Operations Management Society, San Diego, CA.
- Kovach, J.V.**, Cho B. R., Shin, S., & Choi, Y. (2008, April). *A multidisciplinary D-optimal approach for designing pharmaceutical formulations*. Presented at the annual southwest regional meeting of the Institute for Operations Research and the Management Sciences, College Station, TX.
- Kovach, J.V.**, & Fredendall, L. D. (2008, March). *Knowledge creation through the use of quality improvement methods*. Presented at the annual southwest regional meeting of the Decision Sciences Institute, Houston, TX.
- Kovach, J.V.**, & Fredendall, L. D. (2007, November). *A survey-based analysis of the use and importance of quality improvement methods in industry*. Presented at the annual meeting of the Decision Sciences Institute, Phoenix, AZ.
- Kovach, J.V.** (2007, November). *A robust design approach for experiments with restricted design points*. Presented at the annual meeting of the Institute for Operations Research and the Management Sciences, Seattle, WA.
- Patrick, X., & **Kovach, J.V.** (2007, July). *An experimental study to quantify the effectiveness of RFID technology*. Presented at the annual international meeting of the Institute for Operations Research and the Management Sciences, San Juan, Puerto Rico.
- Kovach, J.V.**, & Cho, B. R. (2007, May). *Integration of quality function deployment priorities within multiresponse robust design problems*. Presented at the annual Industrial Engineering Research Conference, Nashville, TN.

- Patrick, X., & **Kovach, J.V.** (2007, May). *A Six Sigma project in the retail industry: Using RFID technology to reduce inventory shrinkage*. Presented at the annual meeting of the Production and Operations Management Society, Dallas, TX.
- Kovach, J.**, & Fredendall, L. D. (2006, November). *An investigation of practices within quality function deployment projects*. Presented at the annual meeting of the Decision Sciences Institute, San Antonio, TX.
- Kovach, J.**, & Cho, B. R. (2006, November). *A robust design optimization model considering multiple responses of different types*. Presented at the annual meeting of the Institute for Operations Research and the Management Sciences, Pittsburgh, PA.
- Kovach, J.**, & Fredendall, L. D. (2006, April). *Quality management tools that support QFD objectives*. Presented at the annual meeting of the Production and Operations Management Society, Boston, MA.
- Kovach, J.**, & Cho, B. R. (2005, November). *Product and process optimization for constrained experimental situations*. Presented at the annual meeting of the Decision Sciences Institute, San Francisco, CA.
- Kovach, J.**, & Cho, B. R. (2005, November). *Robust design under physical restrictions and constraints*. Presented at the annual meeting of the Institute for Operations Research and the Management Sciences, San Francisco, CA.

Panel Discussions (13 total)

- Kalakou, S. (moderator), **Kovach, J.V.** & Martins, A.L. (2023, September). *Keys to success in industry-academia projects: The use of Lean Six Sigma tools*. Research seminar presented at Iscte-Instituto Universitário de Lisboa, Business Research Unit, Lisbon, Portugal (**invited**).
- Kovach, J.V.** (moderator), Harkze, A.J., Idris, Y., & Moore, M. (2023, June). *Lean Six Sigma panel discussion*, Presented at the Industrial Engineering and Operations Management conference, Houston, TX (**invited**).
- Kovach, J.V.** (moderator), Conger, S., & Fredendall, L.D., & Hu, M. (2023, May). *Business Process Management, process redesign and improvement*, Presented at the annual Production and Operations Management Society Conference, Orlando, FL (**invited**).
- Kovach, J.V.** (moderator), Hopkins, C., & Rodgers, K. (2021, May). *A focus on NextGen food for thought – live panel discussion*, Presented at the annual ASQ World Conference on Quality and Improvement, online (**invited**).
- Meuleners, M. (moderator), **Kovach, J.V.**, Howard, J., Davis, C., Delisle, D., & Soloy, M.B. (2021, February), *Your best decade: Skills, traits and strategies for your quality career*. Panel discussion at the ASQ Lean & Six Sigma Conference – NextGen Quality Professionals Day, online (**invited**).
- Kovach, J.V.** (moderator), Marhevko, J.D., Siegler, A., & Grealis, A. (2020, December), *From surviving to thriving: Aligning purpose, passion, and service*. Panel discussion at the inaugural ASQ Women in Quality Symposium, online (**invited**).
- Kovach, J.V.** (moderator). (2019, November). *Project quality management: A discussion*. Panel discussion at the annual meeting of the Decision Sciences Institute, New Orleans, LA.

- Kovach, J.V.** (moderator). (2019, November). *Managing quality in projects: A panel discussion*. Panel discussion at the ASQ Houston Regional Quality Conference, Houston, TX.
- Kovach, J.V.** (moderator), Fredendall, L.D., Johnson, S., & McFadden, K. (2018, November). *Innovations and the future of quality and safety in healthcare*. Panel discussion at the annual meeting of the Decision Sciences Institute, Chicago, IL.
- Obabi, J.O., Cudney, E., Genovese, S., **Kovach, J. V.**, Marquez, K., Reid, B., Sapra, A., Shambeau, T. (2016, May). *Students' career development*. Panel discussion held at the annual meeting of the Institute of Industrial and Systems Engineers, Anaheim, CA.
- Parasuraman, A., Lillrank, P., **Kovach, J.V.**, & Sachdev, A. (2015, October). *Quality in service*. Panel discussion held at the World Quality Forum of the International Academy for Quality, Budapest, Hungary.
- Kovach, J.V.**, Hartley, J., Lutze, H., & Narayanan, A. (2012, August). *Integrating corporate and organizational requirements into program and course curriculum: Perspectives and opportunities*. Panel discussion held at the annual meeting of the Academy of Management, Boston, MA.
- Kovach, J.V.**, Draper, M., Turner, E., Kelley, T., & Villarreal, I. (2012, June). *The future of Lean Six Sigma*. Panel discussion hosted by the Houston Lean Six Sigma Professionals Group, Houston, TX.

Posters (10 total)

- Kovach, J.V.** (2018, September). *Integrating project quality management and Lean Six Sigma processes to improve product quality*. Presented at the NASA Academy of Aerospace Quality 2018 Workshop, Cleveland, OH.
- Kovach, J.V.** (2017, October). *Improving supply chain information sharing: An application of the Design for Six Sigma methodology*. Presented at the Breakbulk Americas conference, Houston, TX.
- Anderson, N., & **Kovach J.V.** (2017, May). *Reducing weld repairs in pipeline construction using the Lean Six Sigma methodology*. Presented at the Bechtel Future Fund Event, Houston, TX.
- Kovach J.V.**, Belinne, J.K., Dauwalder, B., Epling, W.S., Merchant, F.A., & Sharma, P. (2016, May). *Developing the next generation department leaders – A career path design project*. Presented at the NSF ADVANCE/Gender in Science and Engineering Program Workshop, Baltimore, MD.
- Kovach J.V.**, Belinne, J.K., Dauwalder, B., Epling, W.S., Merchant, F.A., & Sharma, P. (2016, April). *Designing career paths to support women's leadership development*. Presented at Gender Summit 8, Mexico City, Mexico.
- Lucas, A., Grabowski, D., **Kovach, J.V.**, & Fredendall, L.D. (2014, May). *Things go better working together: Breakthrough improvements using a learning collaborative*. Presented at the National Council for Behavioral Health Conference, Washington, D.C.
- LaGanga, L., **Kovach, J.V.**, & Fredendall, L.D. (2011, August). *The impact of continuous quality improvement on Mental Healthcare*. Presented at the Mayo Clinic Conference on System Engineering and Operations Research in Health Care, Rochester, MN.

- Long, P., & **Kovach, J.V.** (2010, July). *Designing a framework for IT change management in mid-size accounting firms*. Poster presented at the 2010 Project Management Institute Education and Research Conference, Washington, D.C.
- Kovach, J.V.**, Fredendall, L.D., & LaGanga, L. (2010, May). *Investigating quality management's link to performance in mental health outpatient services: A knowledge-based perspective*. Presented at the Healthcare Mini-conference at the annual meeting of the Production and Operations Management Society, Vancouver, British Columbia, Canada.
- Kovach, J.**, & Cho, B. R. (2005, April). *Decision-support multidisciplinary robust design optimization under uncertainty*. Presented at the Clemson University Research Day, Clemson, SC.

Invited Talks (48 total)

- Kovach, J.V.** (2023, December). *Process improvement using the Lean Six Sigma methodology*. Research seminar presented at Iscte-Instituto Universitário de Lisboa, Business Research Unit, Lisbon, Portugal (**invited**).
- Kovach, J.V.** (2023, September). *Keys to success in industry-academia projects: A focus on action research and continuous improvement studies*. Research seminar presented at Iscte-Instituto Universitário de Lisboa, Business Research Unit, Lisbon, Portugal (**invited**).
- Kovach, J.V.** (2022, June). *Data: Guilty until proven innocent*. Research seminar presented at Iscte-Instituto Universitário de Lisboa, Business Research Unit, Lisbon, Portugal (**invited**).
- Jordan, A., Templin, J., **Kovach, J.V.**, & Sampaio, P. (2021, October). *Driving quality transformation through global collaboration*, Presented at the annual ASQ Quality 4.0 Summit, online (**invited**).
- Kovach, J.V.** (2021, May). *A focus on NextGen food for thought*, Presented at the annual ASQ World Conference on Quality and Improvement, online (**invited**).
- Picciotti, D., Wiadacz, L., **Kovach, J.V.**, & Sturm, W. (2021, May). *ASQE: Inspiring excellence through quality benchmarking*, Presented at the annual ASQ World Conference on Quality and Improvement, online (**invited**).
- Kovach, J.V.** (2021, April). *A focus on NextGen food for thought*, Presented at the ASQ Joint TCC/GCC meeting, online (**invited**).
- Kovach, J.V.** (2020, November). *The secrets of process improvement*, Presented at Quality Day 2020, Home Appliances Cluster, "Clelac," Monterrey, N.L., Mexico, online (**invited keynote**).
- Kovach, J.V.** (2020, November). *Update: ASQ Technical Communities NextGen Committee – What do young quality professionals want?* Presented at the ASQ TCC Lunch & Learn series, online (**invited**).
- Kovach, J.V.** (2020, September). *Lean Six Sigma overview*. Seminar presented for EMGT5331 Six Sigma Quality, University of Houston Clear Lake, Clear Lake, TX (**invited**).
- Vermaelen, V., & **Kovach J.V.** (2020, May). *Stakeholder engagement throughout the life cycle of a Lean Six Sigma project*, Presented at a professional development online meeting for ASQ Greater Houston Section 1405, Houston, TX.

- Kovach, J.V.** (2020, February). *Overview of The Houston Assertive Outpatient Treatment (AOT) Program*. Presented at the Harris County Probate Court #3 AOT Oversight Committee Meeting, Judge Jason Cox presiding, The Harris Center, Houston, TX (**invited**).
- Kovach, J.V.** (2019, November). *Data: Guilty until proven innocent – Using alternative measurement system analysis techniques to avoid making erroneous decisions with costly business results*. Presented at the monthly professional development online meeting for the ASQ Dallas Section, Dallas, TX.
- Kovach, J.V.** (2019, September). *Quality improvement and Lean Six Sigma in healthcare*. Seminar presented for visiting Chinese delegation, Baylor College of Medicine, Houston, TX.
- Kovach, J.V.** (2019, April). *Quality improvement and Lean Six Sigma in healthcare*. Seminar presented for visiting Chinese delegation, Baylor College of Medicine, Houston, TX.
- Kovach, J.V.** (2019, April). *Mentoring and personal strategic planning – Powerful mechanisms for achieving your career goals*. Presented at the monthly professional development online meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Kovach, J.V.** (2019, February). *Lean Six Sigma overview*. Seminar presented for the Delta Speaker Series, University of Houston Clear Lake, Clear Lake, TX.
- Kovach, J.V.** (2018, December). *Quality improvement and Lean Six Sigma in healthcare*. Seminar presented for visiting Chinese delegation, Baylor College of Medicine, Houston, TX.
- Kovach, J.V.** (2018, November). *Mentoring and personal strategic planning – Powerful mechanisms for achieving your career goals*. Presented at the American Chemical Society South Texas Section, UTRGV, Edinburg, TX.
- Kovach, J.V.** (2018, November). *Lean & Six Sigma Review: An important ASQ publication gets a new look*. Presented as a [webcast](#), ASQ, Milwaukee, WI.
- Kovach, J.V.** (2018, March). *Lean Six Sigma overview*. Lunch and learn presented for Fluor, Sugar Land, TX.
- Kovach, J.V.** (2017, October). *Quality improvement and Lean Six Sigma in healthcare*. Seminar presented for visiting Chinese delegation, Baylor College of Medicine, Houston, TX.
- Ingle, D., & **Kovach, J.V.** (2017, July). *Standardizing the patient visit process – A Lean Six Sigma case study in healthcare*. Webinar presented for Schlumberger’s Continuous Improvement Community, Houston, TX.
- Kovach, J.V.** (2017, May). *Making the invisible visible – The secret of process improvement*. Presented at the monthly professional development dinner meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Ingle, D., & **Kovach, J.V.** (2017, May). *Standardizing the patient visit process – A Lean Six Sigma case study in healthcare*. Presented as a tutorial at the monthly professional development dinner meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Kovach, J.V.** (2017, April). *Making the invisible visible – The secret of process improvement*. Presented at the ASQ Student Branch’s XVI Quality Congress, University of Monterrey, Monterrey, Mexico.

- Kovach, J.V.** (2016, September). *Problem solving and the learning labyrinth*. Presented at the Congreso IDEA 2016 hosted by la Division de Ingenieria y Tecnologias da la Universidad de Monterrey/the Division of Engineering and Technology at the University of Monterrey, Monterrey, Mexico.
- Kovach, J.V.** (2016, September). *Lean Six Sigma in healthcare*. Seminar presented for visiting Chinese delegation, Baylor College of Medicine, Houston, TX.
- Deithorn, A., & **Kovach, J.V.** (2016, August). *Revenue collection process improvement – Reducing the time-to-invoice*. Presented at Houston Lean Six Sigma Professionals’ best practices sharing event, Houston, TX.
- Kovach, J.V.** (2016, May). *Workforce equality and implicit gender bias*. Seminar presented to the faculty and students at the University of Illinois, College of Pharmacy, Chicago, IL.
- Kovach, J.V.** (2016, April). *Innovative applications and studies of quality improvement methods*. Seminar presented to the faculty at Universidad de Monterrey, Monterrey, Mexico.
- Kovach, J.V.** (2016, April). *Innovative applications and studies of quality improvement methods*. Seminar presented to the faculty at Tecnológico de Monterrey, Monterrey, Mexico.
- Kovach, J.V.** (2016, March). *The impact of implicit gender biases*. Presented at the monthly lunch meeting for the American Business Women’s Association, Greenspoint Chapter, Houston, TX.
- Taylor, T., & **Kovach, J.V.** (2015, November). *Creating an inventory storage plan using Lean and 5S principles*. Presented as a tutorial at the monthly professional development dinner meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Martinez, M., & **Kovach, J.V.** (2015, June). *Developing an information management process for ASQ Houston using Design for Six Sigma*. Presented as a tutorial at the monthly professional development dinner meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Zohra, F.T., & **Kovach, J.V.** (2014, November). *Redesigning the ASQ Houston website using Design for Six Sigma*. Presented as a tutorial at the monthly professional development dinner meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Kovach, J.V.** (2013, November). *A Design for Six Sigma learning collaborative in Behavioral Healthcare*. MoreSteam and Air Academy Associates Executive Briefing on "Excellence in Process Improvement," Houston, TX.
- Kovach, J.V.**, & Hutchins, H. (2013, April). *Action Learning workshop*. Presented at the Lean & Flexible Conference: Making the Lean & Flexible Factory a Reality, Houston, TX.
- Kovach, J.V.** (2013, January). *Action Learning workshop*. Presented at the quarterly meeting of the Houston Lean Six Sigma Professionals Group, Houston, TX.
- Kovach, J.V.** (2012, September). *Quality in projects and non-routine processes*. Presented at the monthly professional development dinner meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Kovach, J.V.** (2012, January). *Learning and knowledge creation in continuous improvement efforts – A pilot study*. Presented as a tutorial at the monthly

- professional development dinner meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Perminov, Y., & **Kovach, J.V.** (2011, October). *Using Design for Six Sigma in supply chain management: Streamlining an inventory management process*. Presented as a tutorial at the monthly dinner meeting for the Houston Section of APICS, Houston, TX.
- Long, T., Perminov, Y., & **Kovach, J.V.** (2011, April). *A tale of two Design for Six Sigma projects*. Presented as a tutorial at the monthly professional development dinner meeting for the ASQ Greater Houston Section 1405, Houston, TX.
- Kovach, J.V.** (2010, December). *The future of Lean Six Sigma*. Presented at the quarterly meeting of the Houston Lean Six Sigma Professionals Group, Houston, TX.
- Bhongale, N., Zanwar, R., **Kovach, J.V.**, & Gurkan, D. (2009, April). *Joint venture production reporting workflow documentation workshop*. Presented at the annual Digital Energy Conference, Marriott Houston Westchase, Houston, TX.
- Kovach, J.V.** (2008, April). *Lean and Six Sigma in supply chain management*. Presented at the DuPont Carrier Conference, Marriott Hotel – Bush Intercontinental Airport, Houston, TX.
- Kovach, J.V.** (2007, August). *Lean and Six Sigma in supply chain management*. Presented at the National Defense Transportation Association's monthly meeting, Brady's Landing, Houston, TX.
- Kovach, J.V.**, de la Torre, L., & Amador, J. (2007, August). *An overview of continuous improvement for healthcare*. Presented at the Texas Gulf Coast Association for Healthcare Quality monthly educational luncheon, Texas Nurses Association, Hilton Hotel – Medical Center, Houston, TX.

Campus Talks (37 total)

- Kovach, J.V.** (2025, February). Piloting on-demand AI tutoring using 'Tailored Tutor' in applied thermodynamics, Presented at UH EIT Presents: Teaching and Learning with AI, University of Houston, Houston, TX.
- Kovach, J.V.** (2020, November). *The secrets of process improvement*, Presented to the International Student Organization, University of Houston, online.
- Kovach, J.V.** (2019, February). *Using the Quality Matters rubric*, Presented to College of Technology faculty, University of Houston, Houston, TX.
- Kovach, J.V.** (2018, November). *Obtaining research funding from industry*, Presentation at the Center for ADVANCING UH Faculty Success Mid-career Workshop, Houston, TX.
- Spitzmueller, C., & **Kovach, J.V.** (2018, October). *Obtaining research funding from industry*, Panel discussion held at the Center for ADVANCING UH Faculty Success Mid-career Workshop, Houston, TX.
- Kovach, J.V.**, & McCormick, K. (2018, March). *Sexism in the professional world*, Panel discussion held at the University of Houston Women and Gender Resource Center, Houston, TX.
- Hutchins, H., & **Kovach, J.V.** (2017, November). *Diversifying COT faculty: Data and opportunities*, Presented at the College of Technology's strategic planning retreat, Houston, TX.

- Kovach, J.V.** (2017, September). *Using the Quality Matters rubric*, Presented to Construction Management Department's Teaching Innovation Program Grant Committee, University of Houston, Houston, TX.
- Kovach, J.V.** (2017, April). *Implicit gender bias in the workplace – A personal perspective and related research*. Presented at the Empower Women's Student Leadership Conference, University of Houston, Houston, TX.
- Kovach, J.V.** (2017, March). *Active engagement methods*, Presented to Construction Management Department's Teaching Innovation Program Grant Committee, University of Houston, Houston, TX.
- Kovach, J.V.** (2017, February). *Mentoring – A powerful mechanism for ADVANCING faculty success*, Presented to Construction Management Department Tenure and Tenure-track Faculty, University of Houston, Houston, TX.
- Kovach, J.V.** (2016, November). *The nontraditional course delivery model used in a Quality Improvement in Project Management course*, Presented to the Project Management Institute's Global Accreditation Committee, College of Technology, University of Houston, Houston, TX.
- Kovach, J.V.** (2016, November). *Lean Six Sigma Professional Training Program overview*, Presented to the Construction Management Department faculty, College of Technology, University of Houston, Houston, TX.
- Kovach, J.V.** (2016, September). *Industry-academia partnerships and sponsored student projects*, Presented to the College of Technology faculty, University of Houston, Houston, TX.
- Kovach, J.V.** (2016, April). *Mentoring – A powerful mechanism for ADVANCING faculty success*, Presented to the Chinese Faculty Association, University of Houston, Houston, TX.
- Kovach, J.V.** & Grover, S. (2016, April). *Active engagement methods*, Presented at the Innovative Teaching and Learning Symposium hosted by the University of Houston System, Houston, TX.
- Kovach, J.V.** (2015, September). *Lean Six Sigma overview*. Presented at the Division of Research Staff Meeting, University of Houston, Houston, TX.
- Kovach, J.V.** (2015, May). *Women faculty in STEM: A personal perspective and related research*. Presented at the Cougar Chair's Leadership Academy summer cohort gathering. University of Houston, Houston, TX.
- Kovach, J.V.**, (2015, April). *Women faculty in STEM: A personal perspective and related research*. Invited **keynote presentation** for the 2015 Annual Houston Research Symposium in Education and Psychology hosted by the Educational Psychology Graduate Student Organization, University of Houston, Houston, TX.
- Ding, D., O'Neil, S.L., & **Kovach, J.V.** (April, 2013). *Operations Reality Show and Red Carpet Event*. Presented at Innovat8, University of Houston, Houston, TX.
- Kovach, J.V.**, et al. (2012, October). *Faculty-writing staff partnerships*, Panel discussion held as part of the Lunch and Learn: Partnering with Writing Specialists – part of the Quality Enhancement Planning initiatives, organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Kovach, J.V.**, Chapman, T., & Dauwalder, B. (2012, September). *Making the first few years count: A reflection by Associate and Assistant Professors*, Panel discussion held as part of the New Faculty Brownbag Series for the Commission on Women, University of Houston, Houston, TX.

- Kovach, J.V.** (2012, September). *Enhancing learning through Techality (instructional technology + quality improvement)*. Invited **keynote presentation** for the Lunch and Learn: Partnering with Instructional Designers session – part of the Quality Enhancement Planning initiatives, organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Miley, M., & **Kovach, J.V.** (2012, April). *Online writing studios: Enhancing student engagement through the research/writing process*. Presented at the UH Effective Teaching Practices Showcase, Organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Hutchins, H., **Kovach, J.V.**, Miley, M., & Alexander, R. (2012, April). *Applying action research to improve research competencies in quality management*. Presented at the UH Effective Teaching Practices Showcase, Organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Ding, D., **Kovach, J.V.**, O’Neil, S. L., & Waite, J. (2012, April). *Connecting theory to management practice through service learning and storytelling*. Presented at the UH Effective Teaching Practices Showcase, Organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Kovach, J.V.** (2011, May). *Quality management: Past, present, and future directions*. Presented to the College of Technology Dean’s Board Meeting, University of Houston, Houston, TX.
- Kovach, J.V.**, Ding, D., O’Neil, S. L., Miertschin, S., & Waite, J. (2011, April). *Enhancing engaged learning through student-led podcasting and video production projects*. Presented at the UH Effective Teaching Practices Showcase, Organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Kovach, J.V.**, Miley, M., & Alexander, R. (2011, April). *Real-world research projects supported by online writing studios*. Presented at the UH Effective Teaching Practices Showcase, Organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Kovach, J.V.** & Miley, M. (2011, January). *Enhancing writing competency: A perspective from one college of technology class*. Presented to the College of Technology’s Graduate Academic Committee, University of Houston, Houston, TX.
- Ding, D., **Kovach, J.V.**, & O’Neil, S. L. (2010, April). *Integrating video technology in teaching production and service operations*. Presented at the UH Effective Teaching Practices Showcase, Organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Ding, D., **Kovach, J.V.**, & O’Neil, S. L. (2010, March). *Using videos and YouTube to teach production and service operations*. Presented at the Cougar Social Media Showcase, Organized by Educational Technology and University Outreach, University of Houston, Houston, TX.
- Kovach, J.V.** (2009, January). *Useful skills for effective problem solving – Demonstrated through case studies*. Presented for the College of Technology, University of Houston, Houston, TX.
- Kovach, J.V.**, Barnwell, T., & O’Neil, S. L. (2008, February). *Maximizing SOPs (standard operating procedures) using podcasting technology for quality-focused organizational communication*. Presented at the University of Houston Faculty

Showcase: Teaching for the New Millennium, Organized by Educational Technology and University Outreach, University of Houston, Houston, TX.

Kovach, J.V., & Cheng, L.-C. (2007, August). *Lean and Six Sigma in supply chain management*. Presented for the College of Technology, University of Houston, Houston, TX.

Kovach, J.V., de la Torre, L., & Amador, J.(2007, August). *An overview of continuous improvement for healthcare*. Presented for the College of Technology, University of Houston, Houston, TX.

Kovach, J.V., de la Torre, L., & Amador, J.(2007, August). *Six Sigma overview*. Presented for students in the College of Technology, University of Houston, Houston TX.

Teaching

University of Houston, M.S. in Project Management Program

TEPM 6304: Quality Improvement in Project Management	2007-present
TEPM 6303: Quality Assurance and Risk Management	2007
<i>Specialization in Engineering Technology Innovation and Management</i>	2020
ETIM 6310: Fundamentals of Innovation	2021-2023

University of Houston, B.S. in Organizational Leadership and Supervision Program

TELS 4342: Quality Improvement Methods	2007-2016
TELS 4341: Production and Service Operations	2006-2007

University of Houston, [Lean Six Sigma Professional Training Program](#)

Design for Six Sigma for Service Processes	2019-present
Lean Six Sigma Executive Overview	2015-present
Lean Six Sigma Overview	2015-present
Lean Six Sigma Yellow Belt course	2013-present
Lean Six Sigma Black Belt course	2012-present
Lean Six Sigma Green Belt course	2007-present

Clemson University, Department of Industrial Engineering

IE 460/660: Quality Improvement Methods	2005-2006
IE 465/665: Facilities Planning and Design	2004
IE 201: Systems Design I: Product and Process Design (<i>GTA for lab</i>)	2003-2005

Clemson University, Six Sigma Training and Certification Program

Six Sigma Green Belt course	2006
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Graduate Student Advising

Ph.D. Dissertation Committees (4 total):

- Seth, S., Industrial Engineering student, Dissertation: *Probability Risk and Efficiency Analysis of Transportation Infrastructures*, Committee Member: Fall 2012-Summer 2023.
- Dirr, B.A., Industrial and Organizational Psychology student, Dissertation: *Occupational Injuries Among Burnt-out Workers: Interplay of Physical and Emotional Exhaustion*, Committee Member: Fall 2018.
- Peng, H., Industrial Engineering student, Dissertation: *Integrated Quality and Reliability Methodology for Complex Systems Subjected to Multiple Failure Processes*, Committee Member: Spring 2007-Fall 2010.
- Magar, K., Industrial Engineering student, Dissertation: *Health, Safety and Environmental Climate: An Evaluation within an International Organization*, Committee Member: Spring 2006-Fall 2009.

Master's Thesis Committees (13 total):

- Alves, R., Management: Specialization in Operation Management, Logistics, and Supply Chain Management student, Iscte-Instituto Universitário de Lisboa, Lisbon, Portugal, Thesis: *Reducing Warehouse Distribution Cycle Time at Santos e Vale Using Lean Six Sigma*, Committee Co-chair: Fall 2023-Fall 2024.
- Sousa, M.J., Management: Specialization in Operation Management, Logistics, and Supply Chain Management student, Iscte-Instituto Universitário de Lisboa, Lisbon, Portugal, Thesis: *Reducing In-store Picking Cycle Time Through Lean Management*, Committee Co-chair: Fall 2023-Fall 2024.
- Gomes, D., Management: Specialization in Operation Management, Logistics, and Supply Chain Management student, Iscte-Instituto Universitário de Lisboa, Lisbon, Portugal, Thesis: *Improving Repair Services and Material Storage for a Small Warehouse at Iberlim Using Lean Principles and Practices*, Committee Co-chair: Summer 2022-Fall 2024.
- Branco, A.C., Management: Specialization in Operation Management, Logistics, and Supply Chain Management student, Iscte -Instituto Universitário de Lisboa, Lisbon, Portugal, Thesis: *Reducing Inbound and Outbound Cycle Time at Santos e Vale Using Lean Six Sigma*, Committee Co-chair: Summer 2022-Fall 2023.
- Carvalho, C.C., Management: Specialization in Operation Management, Logistics, and Supply Chain Management student, Iscte -Instituto Universitário de Lisboa, Lisbon, Portugal, Thesis: *Reducing Mobile Phone Repair Cycle Time at NOS Using Lean Six Sigma*, Committee Co-chair: Summer 2022-Fall 2023.
- Cardoso, M., Management: Specialization in Operation Management, Logistics, and Supply Chain Management student, Iscte -Instituto Universitário de Lisboa, Lisbon, Portugal, Thesis: *Designing an Internal Communication System for the Oncology Department at Hospital Professor Doutor Fernando Fonseca Using Design for Six Sigma*, Committee Co-chair: Spring 2022-Fall 2022.
- Li, Q., Supply Chain and Logistics Technology student, University of Houston, Thesis: *Examining the Relationship between Contract Manufacturing Inventory*

Efficiency and Information System Investment: A Longitudinal Study of the U.S. Manufacturing Sector, Committee Member: Fall 2014-Spring 2015.

Aldmour, H., Network Communications student, University of Houston, Thesis: *Reducing Security Risks for DCN*, Committee Member: Fall 2009-Spring 2011.

Shinde, M., Industrial Engineering student, Thesis: *Pictures/Signs for Language-less Training*, Committee Member: Fall 2009-Spring 2011.

Jaradat, T., Network Communications student, University of Houston, Thesis: *Energy Efficient Cross Layer Scheme for Wireless Sensor Networks Based on Fuzzy Logic*, Committee Member: Fall 2008-Spring 2010.

Zanwar, R., Network Communications student, University of Houston, Thesis: *Workflows in Production Operations and Their Potential Impact on Oil & Gas Industry*, Committee Member: Fall 2008-Spring 2010.

Bhongale, N., Network Communications student, University of Houston, Thesis: *Using Workflow Documentation to Improve Oil and Gas Production Operations*, Committee Member: Spring 2008-Fall 2009.

Sahin, H., Industrial Engineering student, University of Houston, Thesis: *Risk and Economic Analysis for Designing Airport Passenger and Baggage Screening Strategies*, Committee Member: Spring 2006-Summer 2008.

Master's Project Committees – Technology Project Management Program (70 total):

Cherukuri, Y., Project: *Using Lean to Improve Shrimp Peeling and Deveining Process Throughput*, Committee Chair: Fall 2024-Spring 2025.

Thummar, K., Project: *Using Lean to Reduce the Manufacturing Process Cycle Time for a Thin Cracker*, Committee Chair: Fall 2024-Spring 2025.

Vuppala, S.A., Project: *Using Lean to Increase Pharmaceutical Manufacturing Process Throughput*, Committee Chair: Fall 2024-Spring 2025.

Agwamba, I., Project: *Improving Engineering Undergraduate Student Graduation Rates through Student Organization Involvement*, Committee Chair: Spring 2024-Fall 2024.

Aviles, A., Project: *Streamlining the Intake Process for Market Research Projects Using Lean Six Sigma*, Committee Chair: Fall 2023-Spring 2024.

Poolla, S., Project: *Optimizing Bulk Rail Transportation for a Chemical Manufacturer*, Committee, Chair: Fall 2023-Spring 2024.

Nash, S., Project: *Increasing Wooden Pallet Recycling at NOV Using Lean Six Sigma*, Committee Chair: Fall 2023-Spring 2024.

Almatri, F.M., Project: *UH A.I.M. Laboratory Inventory Management Process Improvement Project*, Committee Chair: Spring 2023-Fall 2023.

Barrelier, E.L., Project: *Standardizing the Onboarding Process UH A.I.M. Laboratory*, Committee Chair: Spring 2023-Fall 2023.

Shreim, R.J., Project: *Leading a Kaizen Event at NASA*, Committee Chair: Spring 2023-Fall 2023.

Alhakeem, O., Project: *Documenting and Improving the TEPM Prospective Student Inquiry-Follow-up Process*, Committee Chair: Fall 2021-Spring 2022.

Thomas, L., Project: *Increasing Minutes of Small Group Instruction for Students that Failed their Annual Achievement Tests*, Committee Chair: Fall 2021-Spring 2022.

Franks, S.C., Project: *Using Lean to Standardize Financial Reporting*, Committee Chair: Fall 2020-Spring 2021.

Obanua, F., Project: *Pilot Test Assessment of Humana Training Courses*, Committee Chair: Fall 2020-Spring 2021.

Rueda Castrillon, L., Project: *Designing How to Communicate Actionable Early Detection Pressure Injury Information to ICU Nurses*, Committee Chair: Spring 2020-Fall 2020.

Alvarez, R., Project: *Reducing Structural Steel Invoice Approval Cycle Time at Fluor Enterprises*, Committee Chair: Fall 2019-Spring 2020.

Clifford, W., Project: *Reducing Bid Preparation Cycle Time at Network Oil and Gas Limited*, Committee Chair: Fall 2019-Spring 2020.

Peivandizadeh, A., Project: *Reducing Wait Times and Missed Calls for Tasnim E-Commerce's Call Center*, Committee Chair: Fall 2019-Spring 2020.

Vermaelen, N., Project: *Meeting Summary Minutes Cycle Time Reduction with Lean Six Sigma*, Committee Chair: Fall 2019-Spring 2020.

Yadav, S., Project: *Improving the Internal Mail Delivery System for Harris County Public Health*, Committee Chair: Fall 2019-Spring 2020.

Flores, M., Project: *Using Lean Six Sigma to Reduce In-take No-show Rates and Admission Process Time for a Substance Abuse Treatment Program*, Committee Chair: Spring 2019-Fall 2019.

Ponder, A., Project: *Contract Purchase Order Acknowledgement Cycle Time Reduction*, Committee Chair: Spring 2019-Fall 2019.

Edeh, I., Project: *Field Accounting Business Process Improvement Project*, Committee Chair: Fall 2018- Spring 2019.

Paramashiva, H., Project: *Improving the Benefits Tracking Process for Universal Plant Services Using a Lean Process Mapping Methodology*, Committee Chair: Fall 2018- Spring 2019.

Sanni, D., Project: *Improving Billing/Revenue Collection Process for the University of Houston's Speech-language and Hearing Clinic Using Lean Six Sigma*, Committee Chair: Fall 2018- Spring 2019.

Akhuli, M., Project: *Reducing Patient Cycle Time for the UH Health Center Using the Lean Six Sigma Methodology*, Committee Chair: Spring 2018-Fall 2018.

Bankale, O., Project: *Improving Five Year Graduation Rate for the UH Digital Media Program*, Committee Chair: Spring 2018- Spring 2018-Fall 2018.

Adelaga, A., Project: *Improving the Efficiency of the Non-conformance Material Process for Cummins Inc. Using Lean Six Sigma*, Committee Chair: Fall 2017-Spring 2018.

Dash, A., Project: *Reducing the Cost of Cleaning Mouse Cages at the University of Houston*, Committee Chair: Fall 2017-Spring 2018.

Fidvi, S., Project: *Reduce Order Recording Errors for Neo Petrotech Using Lean Six Sigma*, Committee Chair: Fall 2017-Spring 2018.

Flores, L., Project: *Increasing the number of Patient Visits for the McClung Clinic Using Lean Six Sigma*, Committee Chair: Fall 2017-Spring 2018.

Jadhav, A.A., Project: *Reducing the Frequency of Orders for Cardiovascular Operating Room Supplies at Texas Children's Hospital*, Committee Chair: Fall 2017-Spring 2018.

Lima, F., Project: *Reduce the Time to Close Patient's Chart at Central Care Integrated Health Services*, Committee Chair: Spring 2017-Fall 2017.

Borikar, S., Project: *Increase Revenue/Cash Collections at Texas Children's Hospital: Reducing the Number of Insurance Claim Denials Using Lean Six Sigma*, Committee Chair: Fall 2016- Spring 2017.

Ingle, D., Project: *Buying/Inventory Process Improvement for Houston Wire and Cable Company Using the Lean Six Sigma Methodology*, Committee Chair: Fall 2016-Spring 2017.

Jeeva, J. Project: *Reducing the Cycle Time of the Contracting Process for External Contracts for the Business Operations Group within University of Houston's Division of Research*, Committee Chair: Fall 2016- Spring 2017.

Madarasu, L., Project: *The University of Houston's Office of Contracts and Grants Cycle Time Reduction Projects*, Committee Chair: Fall 2016- Spring 2017.

Sharma, P., Project: *Information Services Improvement Project at Texas Children's Hospital: Reducing the Cycle Time of a Logged IT Service Ticket*, Committee Chair: Fall 2016- Spring 2017.

Curiel, V., Project: *Reduce Inefficiencies in the Information Flow for the Harris County Infant Toddler Court System*, Committee Chair: Spring 2016-Fall 2016.

Okpe, O., Project: *Redesigning the Interface between Principal Investigators and the University of Houston's Animal Care Operations Using Design for Six Sigma*, Committee Chair: Spring 2016-Fall 2016.

Pescina, A., Project: *The University of Houston-Institutional Review Board's Review and Approval Process Cycle Time Reduction Project*, Committee Chair: Spring 2016-Fall 2016.

Deithorn, A., Project: *Billing Process Improvement Project: Reduction of Time-to-Invoice*, Committee Chair: Fall 2015-Spring 2016 (**awarded 2nd place** at the 2016 University of Houston, College of Technology's Graduate Research Day).

Desale, S., Project: *BK Corrosion Cycle Time Reduction Lean Six Sigma Project*, Committee Chair: Fall 2015-Spring 2016.

Kulkarni, A., Project: *UH, College of Education, Room Scheduling Process Improvement Project*, Committee Chair: Fall 2015-Spring 2016 (**awarded 1st place** at the 2016 University of Houston, College of Technology's Graduate Research Day).

Grover, S., Project: *Establishing Strategic Priorities, Processes, and an Organizational Structure to Ensure ASQ's Education Division Fulfills Members' Needs*, Committee Chair: Fall 2015-Spring 2016.

Korpol, S., Project: *A Longitudinal Study of the Effectiveness of Online Education*, Committee Chair: Spring 2015-Fall 2015.

Taylor, T., Project: *Designing an Inventory Storage Plan Using Lean and 5S Principles at Technip*, Committee Chair: Spring 2015-Fall 2015 (**awarded 3rd place** at the 2015 University of Houston, College of Technology's Graduate Research Day).

Vaidya, A., Project: *Behavioral Healthcare Design for Six Sigma Research Project 2 – Data Analysis Sub-project*, Committee Chair: Fall 2014-Spring 2015.

Materan, E., Project: *Streamlining the Receiving Process Using Lean Six Sigma*, Committee Chair: Fall 2014-Spring 2015.

Martinez, M., Project: *Developing an Information Management Process for ASQ Houston Using Design for Six Sigma*, Committee Chair: Fall 2014-Spring 2015

- (**awarded 1st place** at the 2015 University of Houston, College of Technology's Graduate Research Day).
- Oliveira, C., Project: *Case Study: A Quality Focused Risk Management Framework for Research and Development Programs*, Committee Member: Fall 2014-Spring 2015.
- Zohra, F.T., Project: *Using Design for Six Sigma to Redesign the ASQ Greater Houston Section 1405 Website*, Committee Chair: Spring 2014-Fall 2014 (**awarded 2nd place** at the 2014 University of Houston, College of Technology's Graduate Research Day).
- Meilo, J., Project: *Designing a Training Manual/Quick Reference Guide for Shell Technical Information Centers*, Committee Member: Fall 2013-Spring 2014.
- Pak, A., Project: *Development of an Online Course about Mud Pumps for National Oilwell Varco*, Committee Member: Fall 2013-Spring 2014.
- Zio-Diakite, N., Project: *Designing and Implementing a Scoring Process with Metrics to Measure the Effectiveness of Rowan Company, Inc.'s Current Global Freight Forwarder Partners*, Committee Member: Fall 2013-Spring 2014.
- Mitchell, E., Project: *Designing a SharePoint Site for SeaRiver Maritime, Inc.*, Committee Chair: Spring 2013-Fall 2013 (**awarded 3rd place** at the 2013 University of Houston, College of Technology's Graduate Research Day).
- Herod, B., Project: *How Exploratory Activities Support Project Quality Management – A Preliminary Investigation*, Committee Chair: Fall 2012-Spring 2013 (**awarded 1st place** at the 2013 University of Houston, College of Technology's Graduate Research Day).
- Villanueva, J., Project: *Reducing Engineering/Design Time for EPC Oil and Gas Projects*, Committee Chair: Fall 2012-Spring 2013.
- Gramajo, C., Project: *Solar Cell Gold Contact Deposition Cycle Time Reduction Project: A Six Sigma Case Study*, Committee Chair: Spring 2012-Fall 2012.
- Anderson, N., Project: *Reducing the Weld Repair Ratio for JV Industrial Companies: A Six Sigma Case Study*, Committee Chair: Fall 2011-Spring 2012.
- Riley, B., Project: *Developing a Banking Procedural Loan Manual Using Design for Six Sigma*, Committee Chair: Fall 2011-Spring 2012.
- Croft, C., Project: *Reducing Defects in Manufacturing of Natural Gas Dehydrators Using Six Sigma*, Committee Chair: Fall 2011-Spring 2012.
- Haught, M., Project: *Redesigning the SKU Creation Process Using Design for Six Sigma*, Committee Chair: Fall 2011-Spring 2012.
- Balakrishnan, M., Project: *A Framework for Reducing IT System Downtime in Small-Medium Size Firms*, Committee Chair: Fall 2010-Spring 2011.
- Perminov, Y., Project: *Designing a Framework for Inventory Management for Tool Room Operations*, Committee Chair: Fall 2010-Spring 2011.
- Long, P., Project: *Designing a Framework for IT Change Management in Mid-size Accounting Firms*, Committee Chair: Fall 2009-Spring 2010 (**awarded 2nd place** at the 2010 University of Houston, College of Technology's Graduate Research Day).
- Thomas-Blades, M., Project: *Using Six Sigma to Improve the Quality of Wastewater in Distillation Processes*, Committee Chair: Fall 2008-Spring 2009.
- Grove, C., Project: *A Framework for Improving Supervisory Control and Data Acquisition (SCADA) Security*, Committee Chair: Spring 2008-Fall 2008.

Patrick, X., Project: *An Experimental Study of RFID Technology: Solutions to Inventory Shrinkage for the Retail Industry*, Committee Member: Fall 2006-Spring 2007.
Anderson, L., Project: *Estimating On-orbit Replacement Units for the International Space Station*, Committee Member: Fall 2006-Spring 2007.

Undergraduate Capstone Projects (4 total):

Caraus, V. & Santos, F., Industrial Management and Logistics students, ISCTE-Instituto Universitário de Lisboa, Lisbon, Portugal, Project: *Standardizing and Improving Aftersales Equipment Check-in/Check-out Process at 4 NOS Warehouse Locations*, Project Advisor: Spring 2022-Summer 2022.
Carvalho, M. & Santos, M., Industrial Management and Logistics students, ISCTE-Instituto Universitário de Lisboa, Lisbon, Portugal, Project: *Increasing Availability of Stock at DHL's Vialonga Warehouse*, Project Advisor: Spring 2022-Summer 2022.
Correia, F. & Garcia, D., Industrial Management and Logistics students, ISCTE-Instituto Universitário de Lisboa, Lisbon, Portugal, Project: *Reducing the Time to Build a Pallet at Delta Cafés*, Project Advisor: Spring 2022-Summer 2022.
Inácio, D., Industrial Management and Logistics student, ISCTE-Instituto Universitário de Lisboa, Lisbon, Portugal, Project: *Implementing 5S at an Iberlim Warehouse*, Project Advisor: Spring 2022-Summer 2022.

Service

Disciplinary Service

Editor: Lean & Six Sigma Review, 2019-2024

Associate Editor:

Engineering Management Journal (Topic area: Continuous improvement), 2011-2018.

Quality Approaches in Education (formerly Quality Approaches in Higher Education), 2014-2017.

Guest Editor:

Special issue on "Healthcare Systems," Engineering Management Journal, 27(3), 2015.

Special issue on "Design for Six Sigma," International Journal of Six Sigma and Competitive Advantage, 5(1), 2009.

Editorial Board Member:

International Journal Experimental Design and Process Optimisation

International Journal of Quality Engineering and Technology

Quality and Reliability Engineering International

Quality Management Journal

Six Sigma Forum Magazine (past)

Reviewer:

International Journal of Advanced Manufacturing Technology
International Journal of Quality and Reliability Management
International Journal of Six Sigma and Competitive Advantage
Quality and Reliability Engineering International
Quality Engineering

ASQ (formerly the American Society for Quality):

Counselor, Student Branch at UH, Cullen College of Engineering, University of Houston, TX, 2015-present.

Chair, ASQ Board NextGen Task Force, 2020-2024.

Past Chair, Technical Program Committee, World Conference on Quality and Improvement, 2020-2023.

Member, Conference Council, 2020-2023.



Member (at-large), Board of Directors, 2021-2022.

Moderator, Career nurturing and development networking salon at the ASQ Lean & Six Sigma Conference – Next Gen Quality Professionals Day (online), March 2021.

Moderator, Work-life integration networking salon at the inaugural ASQ Women in Quality Symposium (online), December 2020.

Chair, Technical Program Committee, World Conference on Quality and Improvement, 2018-2020.

Vice Chair, Technical Program Committee, World Conference on Quality and Improvement, 2016-2018.

Member, Awards Board, 2013-2017.

Member, Technical Program Committee, World Conference on Quality and Improvement, 2012-2016.

Mentor, Student Lean Six Sigma project “Establishing Strategic Priorities, Processes, and Organizational Structure,” Education Division, 2015-2016.

Volunteer, World Conference on Quality and Improvement, Houston, TX, 2008.

ASQ Greater Houston Section 1405:

Chair, UH Scholarship Committee, 2019-2020; 2021-2023.

Member, Communications Committee, 2013-2015.

Member, Programs Committee, 2013-2015.

Hosted Region 14A Member Leader Training (January 2015), College of Technology, University of Houston, TX.

Chair, Section Leadership Team, 2014.

Hosted Region 14A Member Leader Training, College of Technology, University of Houston, TX, January 2014.

Member, Membership Committee, 2013-2014.

Vice Chair, Section Leadership Team, 2012-2013.

American Statistical Association (ASA):

Organizing Committee Chair, 2023 Quality and Productivity Research Conference (QPRC), 2022-2023.

Incoming Organizing Committee Chair, 2023 Quality and Productivity Research Conference (QPRC), 2021-2022.

Institute of Industrial and Systems Engineers (IISE):

Emeritus Chair, Research Track, Engineering Lean & Six Sigma Conference Committee, 2016-2017.

Chair, Research Track, Engineering Lean & Six Sigma Conference Committee, 2015-2016.

Chair, Abstract Review Committee, Engineering Lean & Six Sigma Conference Committee, 2015-2016.

Chair, Best Paper Review Committee, Engineering Lean & Six Sigma Conference Committee, 2015-2016.

Incoming Chair, Research Track, Engineering Lean & Six Sigma Conference Committee, 2014-2015.

Member, Abstract/Paper Review Committee, Engineering Lean & Six Sigma Conference Committee, 2014-2015.

Member, Student Involvement/Volunteers Committee, Engineering Lean & Six Sigma Conference Committee, 2014-2015.

Member, Quality Control and Reliability Engineering Division Board, 2011-2013.

Chair, Student Paper Competition Committee, Quality Control and Reliability Engineering Division, 2011-2013.

Association of Technology, Management, and Applied Engineering (ATMAE):

Member, Awards Committee, University Faculty Award for Academic Excellence, 2011, 2012, and 2014.

Other:

Member, Planning Committee (July, 2022), 5th International Conference on Quality Engineering and Management, Braga, Portugal.

Session Moderator, (May, 2021), Quality by any other name, Session at the annual ASQ World Conference on Quality and Improvement, online.

Member, Planning Committee (September, 2020), 4th International Conference on Quality Engineering and Management, online.

Session Co-chair (December, 2019), Future of the Quality Profession, 3rd World Quality Forum and 13th Shanghai International Symposium on Quality hosted by the International Academy for Quality and Shanghai Association for Quality and co-organized by the Chinese Institute for Quality Research, Shanghai Jiao Tong University, Shanghai, China.

Session Chair (March, 2019), Healthcare-I, Annual meeting of the Southwest Decision Sciences Institute, Houston, TX.

Session Chair (May, 2016), Performance and Persistence, Engineering Management Track, Institute of Industrial Engineers Annual Conference, Anaheim, CA.

Session Chair (November, 2015), Leverage Local Entities into Academic Experiences, ASQ Quality Education Conference & Workshop, Houston, TX.

Session Chair (November, 2014), Innovative Approaches to Healthcare Management, Annual meeting of the Decision Sciences Institute, Tampa, FL.

Session Chair (October, 2014), Continuous Improvement III Session, American Society for Engineering Management International Annual Conference, Virginia Beach, VA.

Session Chair (September, 2014), Six Sigma II Session, 1st International Conference on Quality Engineering and Management, University of Minho, Guimaraes, Portugal.

Session Chair (May, 2014), Six-Sigma Performance Improvement Session, Healthcare Operations Track, Production and Operations Management Society Annual Conference, Atlanta, GA.

Session Chair (May, 2013), Student Paper Competition Presentations, Quality Control and Reliability Engineering Division, Institute of Industrial Engineers Annual Conference, San Juan, PR.

Round Table Discussion Leader (May, 2013), Academic/Practitioner Process Improvement/Redesign Action Research, POMS College of Healthcare Operations Management Mini-conference, Denver, CO.

Session Chair (2011, November), Quality in Health Care, Annual meeting of the Decision Sciences Institute, Boston, MA.

Session Chair (2011, March), Economics, Health Care and Quality II, Annual meeting of the Southwest Decision Sciences Institute, Houston, TX.

Track Co-chair (2011, March), Economics, Health Care and Quality Track, Annual meeting of the Southwest Decision Sciences Institute, Houston, TX.

Session Chair (2010, June), Industrial Quality II, Session at the annual Industrial Engineering Research Conference, Cancun, Mexico.

Session Reviewer and Moderator (2010, May), Sessions at the annual ASQ World Conference on Quality and Improvement, St. Louis, MO (invited).

Session Chair (2010, May), Quality and Performance Indicators, Session at the annual meeting of the Production and Operations Management Society, Vancouver, British Columbia, Canada.

Session Chair (2009, June), Quality Improvement in Service Industry – QCRE Division, Session at the annual Industrial Engineering Research Conference, Miami, FL.

Session Chair (2009, June), Tutorial: Robust Design – QCRE Division, Session at the annual Industrial Engineering Research Conference, Miami, FL.

Session Chair (2009, June), Design for Six Sigma – QCRE Division, Session at the annual Industrial Engineering Research Conference, Miami, FL.

Session Chair (2009, May), Approaches to Teaching Quality Management, Invited session at the annual meeting of the Production and Operations Management Society, Orlando, FL.

Session Chair (2009, May), Performance, Session at the annual meeting of the Production and Operations Management Society, Orlando, FL.

Session Chair (2008, October), Decision Analysis II, Session at the annual meeting of the Institute for Operations Research and the Management Sciences, Washington, D.C.

Session Chair (2008, May), Quality Management I – QCRE Division, Session at the annual Industrial Engineering Research Conference, Vancouver, British Columbia, Canada.

Session Facilitator/Panel Moderator (2008, May), *Teaching Six Sigma in Academia: A Panel Discussion*, Session at the annual Industrial Engineering Research Conference, Vancouver, British Columbia, Canada.

Session Chair (2008, March), Quantitative Methods and Quality, Session at the annual meeting of the Southwest Decision Sciences Institute, Houston, TX.

Session Facilitator/Panel Moderator (2007, November), *Your Journey to a Successful Career: Emotional Intelligence Role Models*, Session in the New Faculty Development Consortium at the annual meeting of the Decision Sciences Institute, Phoenix, AZ.

Session Chair (2007, November), Empirical Research in Quality I, Session at the annual meeting of the Decision Sciences Institute, Phoenix, AZ.

Session Chair (2007, November), Statistics/Quality Control I – QSR Cluster, Session at the annual meeting of the Institute for Operations Research and the Management Sciences, Seattle, WA.

Session Chair (2007, May), Process Modeling and Optimization – QCRE Division, Session at the annual Industrial Engineering Research Conference, Nashville, TN.

Session Chair (2006, May), Optimization in Quality – QCRE Division, Session at the annual Industrial Engineering Research Conference, Orlando, FL.

Departmental Service

Member, Annual Performance Review Committee, Department of Construction Management, University of Houston, Houston, TX, 2024-2025.

Member, Post Tenure Review Committee, Department of Construction Management, University of Houston, Houston, TX, 2024.

Program Manager, ETIM Specialization Track, Department of Construction Management, University of Houston, Houston, TX, 2021-2023.

Mentor, Department Mentoring Program, Department of Construction Management, University of Houston, Houston, TX, 2021-2023.

Leader, Lean Six Sigma Program Endowment (\$250,000), Department of Construction Management, University of Houston, Houston, TX, 2019-present.

Chair, Certification Program Management Committee, Department of Construction Management, University of Houston, Houston, TX, 2020-2021.

Member, Faculty Annual Review Committee, Department of Construction Management, University of Houston, Houston, TX, 2020-2021.

Member, TEPM Program Instructional Faculty Search Committee, Department of Construction Management, University of Houston, Houston, TX, 2019-2021.

Member, Scholarship Selection Committee, Department of Construction Management, University of Houston, Houston, TX, 2017-2020.

Course Scheduler, TEPM Program, Department of Construction Management, University of Houston, Houston, TX, 2017-2019.

Chair, TEPM Program Faculty Search Committee, Department of Construction Management, University of Houston, Houston, TX, 2017-2018.

Member, TEPM Program PMI Accreditation Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2015-2016.

Member, TELS Program ATMAE Accreditation Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2014-2015.

Member, Department of Information & Logistics Technology Search Committee, Member, College of Technology, University of Houston, Houston, TX, 2013.

Member, Project Management Program Revision Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2011-2013.

Member, Project Management Program Instructional Faculty Search Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2010.

Representative, Faculty and Staff Campaign, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2009.

Member, Project Management Program Curriculum Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2008-present.

Member, Department of Information & Logistics Technology Bylaws Committee, College of Technology, University of Houston, Houston, TX, 2008.

Member, Project Management Program Course Delivery via an “On-Demand” Model for Distance Education Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2007.

Chair, Organizational Leadership and Supervision Program Instructional Faculty Search Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2007.

Chair, Supply Chain and Logistics Program Academic Search Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2007.

Member, Organizational Leadership and Supervision Program Curriculum Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2006-2016.

Member, Organizational Leadership and Supervision Program/Project Management Program Academic Search Committee, Department of Information & Logistics Technology, College of Technology, University of Houston, Houston, TX, 2006-2007.

Division Service

Representative, Cullen College of Engineering Promotion and Tenure Committee, Technology Division, University of Houston, Houston, TX, 2023-present.

College Service

- Member, Cullen Gala Award Committee, Cullen College of Engineering, University of Houston, Houston, TX, 2024.
- Member, Grievance Committee, Cullen College of Engineering, University of Houston, Houston, TX, 2024.
- Liaison, Faculty Search Committee, College of Technology, University of Houston, Houston, TX, 2019-2023.
- Member, Faculty Activity Report and Equity Task Force, College of Technology, University of Houston, Houston, TX, 2020-2022.
- Chair, Promotion and Tenure Committee, College of Technology, University of Houston, Houston, TX, 2013-2015; 2019-2021.
- Mentor, Select College of Technology Faculty, College of Technology, University of Houston, Houston, TX, 2017-present.
- Advocate, Center for ADVANCING UH Faculty Success, College of Technology, University of Houston, Houston, TX, 2015-2019.
- Member, DIGM Program Faculty Search Committee, Department of Information and Logistics Technology, University of Houston, Houston, TX, 2018-2019.
- Acting Chair, Promotion and Tenure Committee, College of Technology, University of Houston, Houston, TX, 2018.
- Member, Program Director of Graduate and Professional Program Recruitment Search Committee, College of Technology, University of Houston, Houston, TX, 2018.
- Member, Promotion and Tenure Committee, College of Technology, University of Houston, Houston, TX, 2016-2017.
- Member, Dean Search Committee, College of Technology, University of Houston, Houston, TX, 2017.
- Member, Strategic Planning Committee, Member, College of Technology, University of Houston, Houston, TX, 2016.
- Secretary, College of Technology Faculty, University of Houston, Houston, TX, 2014-2015.
- Member, Construction Management Department Faculty Search Committee, College of Technology, University of Houston, Houston, TX, 2013-2015.
- Chair, College of Technology Faculty, University of Houston, Houston, TX, 2013-2014.
- Chair, Dean's Advisory Committee, College of Technology, University of Houston, Houston, TX, 2013-2015.
- Member, Review Committee, Grants to Enhance and Advance Research (GEAR) Program, College of Technology, University of Houston, Houston, TX, 2012.
- Member, Distance Education Task Force, College of Technology, University of Houston, Houston, TX, 2011-2012.
- Member, Doctoral Program Planning Committee, College of Technology, University of Houston, Houston, TX, 2010-2011.
- Member, Dean's Advisory Subcommittee on Innovation, College of Technology, University of Houston, Houston, TX, 2009-2010.
- Leader, Peer Mentoring Meetings, College of Technology, University of Houston, Houston, TX, 2008-2012.
- Member, Advisory Committee for the Abramson Center for the Future of Health, College of Technology, University of Houston, Houston, TX, 2008-present.

Member, Academic Honesty Committee, College of Technology, University of Houston, Houston, TX, 2006-2012.

University Service

- Member, University of Houston 2.0 Commission, University of Houston, Houston, TX, 2024.
- Participant, Canvas Soft Launch, University of Houston, Houston, TX, 2023.
- Member, Promotion and Tenure Committee, University of Houston, Houston TX, 2021-2023.
- Member, Learning Management System Evaluation and Selection Committee, University of Houston, Houston, TX, 2022.
- Member, Post-doc Search Committee, Graduate College of Social Work, University of Houston, Houston TX, 2020-2021.
- Group Leader, Lean In Circle (women's leadership group), University of Houston, Houston, TX, 2013-2020.
- Member, Medical Education Committee, University of Houston, Houston, TX, 2017-2019.
- Mentor, Student Lean Six Sigma project "Improving the Billing/Revenue Collection Process," Speech-language and Hearing Clinic, University of Houston, Houston, TX, 2018-2019.
- Mentor, Student Lean Six Sigma project "Reducing Patient Visit Time," Student Health Clinic, University of Houston, Houston, TX, 2018.
- Mentor, Student Lean Six Sigma project "Reducing the Cost of Cleaning Mouse Cages," Animal Care Operations, University of Houston, Houston, TX, 2017-2018.
- Mentor, Student Lean Six Sigma project "Reducing Cycle Time for External Contracting," Division of Research's Business Operations Group, University of Houston, Houston, TX, 2016-2017.
- Mentor, Student Lean Six Sigma project "Research Administration Processes Cycle Time Reduction Project," Division of Research's Office of Contracts and Grants, University of Houston, Houston, TX, 2016-2017.
- Chair, Career Paths for Leadership Subcommittee, Center for ADVANCING UH Faculty Success, University of Houston, Houston, TX, 2014-2017.
- Mentor, Student Lean Six Sigma project "The University of Houston-Institutional Review Board's Review and Approval Process Cycle Time Reduction Project," Division of Research's Office of Research Policies, Compliance, and Committees, University of Houston, Houston, TX, 2016.
- Mentor, Student Design for Six Sigma Project "Redesigning the Interface between Principal Investigators and the University of Houston's Animal Care Operations Using Design for Six Sigma," Animal Care Operations, University of Houston, Houston, TX, 2016.
- Member, Departmental Mentoring Subcommittee, Center for ADVANCING UH Faculty Success, University of Houston, Houston, TX, 2015-2016.
- Mentor, Student Lean Six Sigma project "Improving the Room Scheduling Process," College of Education, University of Houston, TX, 2015-2016.
- Manager, Design for Six Sigma Project "Limited Submissions Process Redesign Project," Office of Research Development, University of Houston, Houston, TX, 2015.

Mentor, Student Lean Six Sigma project “Increasing the Pass Rate of Cleaned Mouse Boxes,” Animal Care Operations, University of Houston, Houston, TX, 2015.

Member, Improvement Dimension Committee, Foundations of Excellence Task Force, University of Houston, Houston, TX, 2013-2014.

Member, Faculty Awards Task Force, University of Houston, Houston, TX, 2013.

Mentor, Student Six Sigma project “Solar Cell Gold Contact Deposition Cycle Time Reduction Project,” Center for Advanced Materials – Photovoltaics and Nanostructures Group, University of Houston, Houston, TX, 2012.

Member, University of Houston NSF ADVANCE Institutional Transformation Grant Proposal Working Group 2 (focus: increase support and representation of women STEM faculty in administrative leadership position at departmental, college, and university levels), 2011 and 2013.

Mentor, Student Six Sigma project “Reducing Errors for the University of Houston System Payroll Shared Services,” Human Resources Department, University of Houston, Houston, TX, 2011 (**awarded 1st place** at the 2012 University of Houston, College of Technology’s Graduate Research Day).

Mentor, Student Six Sigma project “Reducing the Work Request Life-cycle for the University of Houston Facilities Maintenance,” Facilities Department, University of Houston, Houston, TX, 2011.

Reviewer, Faculty Development Initiative Program, Educational Technology and University Outreach, University of Houston, Houston, TX, 2008 and 2011.

Mentor, Student Six Sigma project “Improving Customer Service,” Marketing Department, University of Houston, Houston, TX, 2010.

Member, Quality Enhancement Plan Curriculum Task Force, University of Houston, Houston, TX, 2009-2011.

Participant, Blackboard Vista 8 Pilot, University of Houston, Houston, TX, 2009.

Mentee, Pilot Mentoring Program, University Commission on Women, University of Houston, Houston, TX, 2007.

University Service (other universities)

Reviewer, Candidate for promotion and tenure for the College of Technology and Computer Science at East Carolina University, 2014.

Mentor, Student Six Sigma project “Increasing the Consistency of Staff Evaluation Scores within the Performance Management Process at the University of Houston-Downtown,” Human Resources Department, University of Houston-Downtown, Houston, TX, 2011.

Reviewer, Juran Fellowship Program, Joseph M. Juran Center for Leadership in Quality, Carlson School of Management, University of Minnesota, Minneapolis, MN, 2009 and 2010.

Secretary, Alumni Association Board of Directors, Institute of Textile Technology, North Carolina State University, Raleigh, NC, 2006-2009.

Community Service

Manager, Neighborhood cat colony, City of Houston program, Houston, TX, 2020-present.

Volunteer, Tree potting-up and weeding, Houston Botanic Garden, Houston, TX, 2019.

Mentor, Student Lean Six Sigma Project “Reducing No-shows and Admission Time,” Fort Bend Regional Council, Stafford, TX, 2018.

Mentor, Student Lean Six Sigma Project “Reducing the Frequency of Orders for Cardiovascular Operating Room Supplies,” Texas Children’s Hospital, Houston, TX, 2017-2018.

Mentor, Student Lean Six Sigma Project “Reducing Patient Visit Cycle Time,” Central Care Integrated Health Services, Houston, TX, 2017.

Volunteer, Houston Pets Alive, Hurricane Harvey Temporary Pet Shelter, Houston, TX, 2017.

Mentor, Student Lean Six Sigma Project “Reducing Insurance Claims Denials,” Texas Children’s Hospital, Houston, TX, 2016-2017.

Mentor, Student Lean Six Sigma Project “Reducing Inefficiencies in the Hearing Preparation Process for the Harris County Family Intervention Infant Toddler Court System,” Harris County Family Intervention Infant Toddler Court System, Houston, TX, 2016.

Mentor, Student Design for Six Sigma project “Using Design for Six Sigma to Design an Information Management Process for ASQ Greater Houston Section 1405,” Houston, TX, 2014-2015.

Mentor, Student Design for Six Sigma project “Using Design for Six Sigma to Redesign the ASQ Greater Houston Section 1405 Website,” Houston, TX, 2014.

Mentor, Student Lean project “Improving the Set-up/Flow of the Community Donations Quality Control Line,” Houston Food Bank, Houston, TX, 2011.

Member, Corporate Relations Committee, Houston Lean Six Sigma Professionals Group, Houston, TX, 2010-2011.

Mentor, Student Six Sigma project “Maintenance Work Order Reporting Cycle Time Process Improvement Project,” Fort Bend Independent School District, Fort Bend, TX, 2010 (**awarded 1st place** at the 2011 University of Houston, College of Technology’s Graduate Research Day).

Professional Affiliations

Alpha Pi Mu (Industrial Engineering Honor Society)
 American Society for Engineering Management
 ASQ (formerly the American Society for Quality) (Fellow)
 Association for Supply Chain Management (ASCM, formerly APICS)
 Institute of Industrial and Systems Engineers
 International Academy for Quality (Associate 2011; Academician 2015)
 Project Management Institute

Professional Experience

Product and Process Improvement Engineer, Milliken, Spartanburg, SC, 1997-2003

Enterprise Finishing Plant, Marietta, SC – responsibilities:

- Responsible for shade parameters of apparel and automotive jet-dyed fabrics in order to meet and exceed customers’ expectations

- Determined root causes of shade opportunities and implemented corrective actions
- Investigated and implemented cost reduction and product enhancement projects to improve fabric shade consistency
- Worked under both ISO 9000 and QS 9000 quality management systems

Pendleton Finishing Plant, Pendleton, SC – responsibilities:

- Worked with Mezzera preparation range team to eliminate dye stains
- Investigated variables in all processes from yarn manufacturing through dyeing
- Collected sized yarn samples before and after weaving (Cedar Hill location)
- Completed testing to determine wax and oil content of yarn/fabric throughout manufacturing processes (RMC labs)
- Performed designed experiments and statistically analyzed results

Magnolia Finishing Plant, Blacksburg, SC – responsibilities:

- Responsible for maintaining process parameters on Thermosol dye ranges in order to meet maximum production and superior quality
- Determined root causes of product defects
- Standardized procedures to achieve first quality production
- Implemented product and equipment enhancements
- Eliminated downtime
- Investigated mini-range to production range shade correlation
- Utilized shade matching and color measurement systems
- Performed designed experiments and statistically analyzed results
- Worked under ISO 9000 quality management systems

Certifications

LGBTQ+ Cougar Ally Training, University of Houston, Houston, TX. 2021.

Innovation Engineering Black Belt, Eureka! Ranch, Cincinnati, OH, 2021.

Innovation Engineering Blue Belt, Eureka! Ranch, Cincinnati, OH, 2019.

Mental Health First Aid USA, National Council for Behavioral Health, 2018.

Six Sigma Trainer, North Carolina State University, College of Textiles Extension Services, Raleigh, NC, 2008.

Six Sigma Black Belt Training, North Carolina State University, College of Textiles Extension Services, Raleigh, NC, 2005.

Fundamentals of Engineering Exam, 1998.

Digital Badges



[Applying the QM Rubric](#), Quality Matters, 2017



[Peer Reviewer Course](#), Quality Matters, 2017



Statistical Thinking for Industrial Problem Solving, JMP, 2020: [Quality Methods](#) • [Decision Making with Data](#) • [Exploratory Data Analysis](#) • [Statistical Thinking and Problem Solving](#) • [Correlation and Regression](#) • [Design of Experiments](#) • [Predictive Modeling and Text Mining](#)

Leadership Development

Participant, Faculty Success Alumni Program, National Center for Faculty Development and Diversity, 2017-present.

Administrator Fellow, Center for ADVANCING UH Faculty Success, University of Houston, Houston, TX, Project: *UH Space Utilization Study*, Sponsor: Dr. Miguel Ramos, Interim Associate Provost for Institutional Planning and Analysis, 2017-2018.

Participant, The OpEd Project – Write to Change the World, Rice University, 2017.

Participant, Post Tenure Pathfinders Program, National Center for Faculty Development and Diversity, 2017.

Participant, Faculty Success Program, National Center for Faculty Development and Diversity, 2017.

Graduate, Cougar Chair's Leadership Academy (a transformation leadership program for emerging campus leaders), University of Houston, Houston, TX, 2015.

Creative Works

Kovach, J.V. (2016, May). "A *Typical Meeting*," A 10 min. play depicting implicit gender bias, Performed at the ASQ World Conference on Quality and Improvement, Milwaukee, WI.

Kovach, J.V. (2016, May). "A *Typical Meeting*," A 10 min. play depicting implicit gender bias, Performed for faculty and students at the University of Illinois, College of Pharmacy, Chicago, IL.

Kovach, J.V. (2015, December). "A *Typical Meeting*," A 10 min. play depicting implicit gender bias, Performed for the Cougar Chair's Leadership Academy, University of Houston, Houston, TX, Director: Dr. Rob Shimko, Cast: Ms. Kerry Creelman, Dr. Jay Neal, Dr. Gregg Roman, Dr. Darren Bush, and Dr. Badri Roysam.