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A complexity theory perspective of kaizen: a study in healthcare

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Abstract

Kaizen projects (KPs) change the interactions between the elements of socio-technical systems

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Disclosure statement

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Additional information

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Tarcisio A. Saurin is an Associate Professor at the Industrial Engineering Department of the Universidade Federal do Rio Grande do Sul (Brazil). He has a BS in Civil Engineering, MS in Construction Management, and PhD in Industrial Engineering. He was a visiting scholar at the University of Salford (UK) and at Macquarie University, at the Australian Institute of Health Innovation. His main research interests are related to the modelling and management of complex socio-technical systems, resilience engineering, safety management, lean production, process improvement, and performance measurement. He has carried out research and consulting projects on these topics in healthcare, construction, electricity distribution, and manufacturing.

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