

# CV HENRIK ERIKSSON

## CONTACT DETAILS

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## RESEARCH INTEREST

I earned my doctoral degree at Luleå University of Technology in the field of quality management in February 2004. My research in Luleå illuminates quality management initiatives effect on the organisational performance. One way of working with quality management and its values, methodologies and tools is to participate in a quality award process. The purpose of the thesis was to describe and explain the organizational value of participating in quality award processes. One paper investigated the financial performance of quality award recipients compared to competitors and branch indices. Two papers illuminated participation in in-company quality award processes regarding experience and organizational performance and two described the organizational value of participating in the Swedish Quality Award. The main conclusion of the thesis, which is in agreement with earlier published results, is that, if organizations successfully implement quality management, the financial performance is affected positively.

After earning my doctoral degree in Luleå I have conducted research in various subjects concerning the field of quality management, for example integrated management systems and similarities and differences between different management ideas. I have performed research in the field of process management. The research has been performed with researcher at University College of Borås, University West and Chalmers University of Technology. I am part of The Centre for Healthcare Improvement (CHI), see [www.chi-net.se](http://www.chi-net.se). CHI is a research and education centre that focuses on quality improvement in healthcare. Our aim is to support the Swedish healthcare, particularly the Region Västra Götaland, by developing and spreading knowledge within the area of quality management. Our mission is to support Swedish Health Care Organizations with quality improvement, innovation and transformation knowledge through research and education based on translations of practices in industry and international experience.

I was a co-applicant of the project “KASK Innovation” to the EU Interreg IV project and responsible for the sub-project that covered Sweden and Sahlgrenska University Hospital (SU). Half is funded by the EU and the other part by SU, see <http://www.kask-innovation.eu/>. The objective of the KASK Innovation project is to exploit the potential for innovation of the public health sector in the Kattegat/Skagerak area primarily through user-driven and employee-driven innovation. The project is based on a new platform for cooperation between Aalborg Sygehus (Denmark), Ullevaal Universitetssykehus (Norway) and Sahlgrenska Universitetssjukhuset (Sweden).

## SELECTED PUBLICATIONS

Eriksson, H. Bergbrant, I-M, Berrum, I, Mörck, B. (2009), Successful reduction of queues. A study on variation in demand and capacity. Submitted

Hellström, A. and Eriksson, H. (2009). Among Fumblers, Talkers, Mappers, and Organizers. Four applications of process orientation. Submitted

Hellström, A. and Eriksson, H. (2008). "Are you viewing, mapping or organizing your processes?" *The TQM Magazine*, Vol 20 No 2, pp 166-174.

Andersson, R. Eriksson, H. and Torstensson, H. (2006). "Similarities and differences between TQM, Six Sigma and Lean Production". *The TQM Magazine*. Vol 18 No 3, pp. 282 – 296.

Eriksson, H. and Hansson, J. (2005). Integration of Management Systems. Theoretical and practical implications. *Conference Proceedings from the 8<sup>th</sup> Quality Management and Organizational development (QMOD) Conference, Palermo, Italy, 29<sup>th</sup> of June - 1<sup>st</sup> of July, 2005*

Eriksson, H. and Garvare, R. (2005). "Organisational performance improvement through quality award process participation". *International Journal of Quality and Reliability Management*. Vol 22 No 9, pp. 894 – 912.

Eriksson, H. (2004). "*Organisational value of participating in quality award processes*". Doctoral thesis. Luleå, Sweden. Division of Quality & Environmental Management, Luleå University of Technology.

Eriksson, H., Johansson, F. and Wiklund H. (2003). "Effects of in-company quality awards on organizational performance". *Total Quality Management & Business Excellence*. Vol 14 No 2, pp. 235-242.

Eriksson, H. (2003). "Experiences of working with in-company quality awards. A case study". *The TQM Magazine*. Vol 15 No 2, pp. 397-407.

Eriksson, H. (2003). "Organisational value of participating in a quality award process. A Swedish study." *The TQM Magazine*. Vol 16 No 2, pp. 78-92.

Eriksson, H. & Hansson, J. (2002). "The impact of TQM on financial performance". *Measuring Business Excellence*, Vol 7 No 1, pp. 36-50.

## TEACHING

I am currently examiner of IEK311 - Total quality management at Chalmers. The aim of the course is to help the students to acquire knowledge about various quality endeavors to better understand the area of Total Quality Management (TQM). The course also aims to help the students to develop practical skills as a means to facilitate organizational improvement initiatives.

I have been course responsible the a course called Profound Knowledge of Improvement aimed at directors in the health care industry (7,5 credits) from October 2008 to mars 2009 and between mars 2010 and October 2010. The course examines the concepts of Quality Management and their use in a quality driven organisational development. After completion of the course, the participant should know the principles, approaches and tools for a successful organisational development motivated from a quality point of view.

I have also been responsible for another course, which is aimed at physicians. This course is also 7,5 university credits. The course examines the concepts of Quality Improvement based on science and their use in a quality driven organisational development. After completion of the course, the participant should have acquired a deep understanding of Improvement Knowledge and insights in the leadership role in quality driven organization development.

I was invited to be examiner (spring 2008) of two courses at Borås University College (Ingenjörshögskolan). The first course and thesis work comprises 30 credits and is a compulsory part in the Master of Science with a Major in industrial economics with specialisation in Quality. The other course and thesis comprises 15 credits and is a compulsory part in the Master of Science in Industrial Engineering with a Major in Quality and Environmental Management.

At Luleå University of Technology I was for three years involved in the introductory course in Quality Management (IEK201, 5 credits). In this course I gave lectures in the fields of statistical process control and capability studies, and quality awards and self-assessment. I also supervised a number of master students in the completion of their thesis (IEK 099, 20 credits). At Borås University College (2004 and Ingenjörshögskolan) I was in charge of a planning, lecturing, coordinating and examining a course that at the time was called Organizational development and Excellence. At the time it was the first occasion that the course was given to the master students in quality management at Borås University College.

## **EMPLOYMENT**

### **Sahlgrenska University Hospital. 2008-2010**

Head of development (Utvecklingschef). The position includes a responsibility of supporting the hospital and its organisation, leaders and employees in the organisational development. The work comprehends leading different groups of employees that are working full-time or part-time (nine employees) with organisational development.

### **Southern Älvsborg Hospital. 2006-2007**

Head of quality (Kvalitetschef). The position includes a responsibility of supporting the hospital and its organisation, leaders and employees in the organisational development. The work comprehends leading different groups of employees that are working full-time or part-time with organisational development. Conducted research in the field of process management.

### **Sahlgrenska University Hospital. The division of Orthopaedics. 2006.**

Head of quality (Kvalitetschef). Manage and coordinate the work with organisational development and quality at the division. The position includes managing three persons working with quality issues. Conducted research in the field of process management.

### **Sahlgrenska University Hospital. The division of Laboratory Medicine. 2004-2005.**

Quality Manager (Kvalitetskoordinator). Coordinated the different laboratories work with quality assurance. The laboratories are accredited according to ISO 17025 & 15189. Conducted research in the field of Integrated Management Systems.

### **University College of Borås, 2004.**

Assistant Professor in Quality Management. Gave lectures in Organisational Development and Excellence, and Quality and Quality Standards. Supervised students in different projects.

Conducted research in the field of Quality Management, Six Sigma and Lean Production. and Integrated Management Systems.

**Luleå University of Technology. 2000-2004.**

Ph. D. Student and Lecturer in Quality Management. Conducted research on the effects of Quality Management initiatives on organisational performance. Gave lectures in a number of fields related to Quality Management, for example statistical process control, capability studies, quality awards and self-assessment. Supervised a number of master students.

**NobelBiocare (Procera Sandvik AB). 1999-2000.**

Quality Engineer. Worked among others with issues concerning quality standards (ISO 9000) and development projects concerning of the processes and products (Procera Sandvik is a subsidiary of NobelBiocare that manufactures tooth implants of alumina).

**AB Sandvik Steel. 1999.**

Project Employed. Worked with a project concerning statistical process control and capability studies concerning processes.

## **EDUCATION**

**Doctor of Philosophy (Ph.D.).** Quality Management, 2000-2004 (160 old credits).

Luleå University of Technology, Luleå, Sweden.

**Licentiate in Engineering.** Quality Management. 2000-2002 (80 old credits).

Luleå University of Technology, Luleå, Sweden.

**Master of Engineering.** Material Science and Quality Management. 1995-1999 (180 old credits).

The Royal Institute of Technology (KTH), Stockholm, Sweden.

**Advanced Engineering and Business Courses.** 1998 (40 old credits).

University of Utah, Salt Lake City, USA.

**Studies in Mathematics.** 1994-1995 (40 old credits).

University of Stockholm, Stockholm, Sweden.

**Various Courses.** 2004-2009.

”Communication and Change” (3 days)

Action Research (6 days)

Supervision of Research (3 credits)

Leadership at Southern Älsvborg Hospital (5 days)

Internal Audit (3 days) and other minor seminars.