

CV. Henrik Eriksson.

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Formal Education

Associate Professor, 2013. Chalmers University of Technology.

Diploma of Higher Education, 2011. (15 credits) Chalmers University of Technology

Doctor of Philosophy (Ph.D.). Quality Management (“Kvalitetsutveckling”), 2000-2004 (240 credits). Luleå University of Technology, Luleå, Sweden. (Completed in 3,5 years.)

Licentiate in Engineering. Quality Management. 2000-2002 (120 credits).
Luleå University of Technology, Luleå, Sweden.

Master of Engineering. Material Science and Quality Management. 1995-1999 (270 credits).
The Royal Institute of Technology (KTH), Stockholm, Sweden. (Completed in 4 years)

Advanced Engineering and Business Courses, including two in Quality Management, 1998 (60 credits). University of Utah, Salt Lake City, USA.

Studies in Mathematics. 1994-1995 (60 credits).
University of Stockholm, Stockholm, Sweden.

Employments

Chalmers University of Technology, 2010-present

Professor, main supervisor and co-supervisor of doctoral student. Basics training for healthcare professionals, and education for students at Chalmers. Performing research in various subjects, such as Quality Improvement in healthcare, Quality management in theory and practice, and Excellence and Quality Awards.

Sahlgrenska University Hospital. 2008-2010

Director Development & Quality Improvement. The position included a responsibility of supporting the hospital and its organization, leaders and employees (16 000 employees work full time at SU) in the organizational development. The work comprehended leading different groups and especially the team that worked at my unit (nine employees in total). Responsible for accessibility and efficiency programs at the whole university hospital and also responsible for the overall transformation program at the hospital. Lead a group of quality managers from the six divisions. Developed and executed training programs in quality improvement for healthcare professionals. Budget: 20 million SEK/year.

Southern Älvsborg Hospital. 2006-2007

Director Quality. The position includes a responsibility of supporting the hospital and its organization, leaders and employees (4 000 employees) in the organizational development and quality improvement. The work comprehended leading different groups of employees that are working full-time or part-time with quality improvement and organizational development. Budget: 5 million SEK/year.

Sahlgrenska University Hospital. The division of Orthopedics. 2006.

Quality Manager (Kvalitetschef). Manage and coordinate the work with organizational development and quality at the division. The position includes managing three persons working with quality improvement.

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.

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.

Others**Work Training**

Participated in a various training programs like Media Training (for researchers), Start-up Camp (for entrepreneurs), Auditor (ISO 9001), Examiner (SIQ Model), Staff Appraisal for Managers, and different courses for managers.

Research capabilities

Journal Papers

The number in the parenthesis shows #citation 2018-09-17 in Google Scholar. AJG stands for Academic Journal Guide. The level (1 to 4) in AJG is shown for each publication if the journal is represented in AJG. If the journal is not represented in AJG, the impact factor (if any) is instead shown.

1. Dahlin, S., Eriksson, H., & Raharjo, H. (2019). Process Mining for Quality Improvement: Propositions for Practice and Research. *Quality Management in Healthcare*, 28(1), 8-14
Joint design, literature review and analysis mainly by Dahlin. Joint writing. (Impact factor: 0,898)
2. Enam, A., Torres-Bonilla, J., & Eriksson, H. (2018). Evidence-Based Evaluation of eHealth Interventions: Systematic Literature Review. *Journal of medical Internet research*, 20 (11).
Joint design and writing. Data collection and analysis by Enam and Torres. (Impact factor: 4,67)
3. Fundin, A., Bergquist, B., Eriksson, H. and Gremyr, I. (2018) Challenges and Propositions for Research in Quality Management." *International Journal of Production Economics. Vol 199, May, Pages 125-137.*
Project leader Fundin. Joint design, systematic literature review and writing. Data analysis by Bergquist. (#citation:3, AJG:3)
4. Raharjo, H. and Eriksson, H. (2017). Exploring differences between private and public organizations in business excellence model" *International Journal of Operations and Production Management. Vol. 37 No 12, pp.1795-1816,*
Data collection by Eriksson. Data analysis by Raharjo. Joint design and writing (#citation:0, AJG:4).
5. Eriksson (2016). Outcome of quality management practices: Differences among public and private, manufacturing and service, SME and large organisations. *International journal of quality and reliability management. Vol 33 No 9, pp.1394 – 1405*
Single-authored paper (#citations:11, AJG:2)
6. Eriksson, H. Gremyr, I, Garvare R. Bergquist, B, Fundin, A., Wiklund, H., Sörqvist, L. & Wester M. (2016). Exploring Quality Challenges and the Validity of Excellence Models. *International Journal of operation and production management. Vol 36 No 10, pp.1201-1221.*
Project leader Eriksson. Data collection by Eriksson and Wester. Joint data analysis and writing with Eriksson doing more in total (#citations:15, AJG:4)
7. Bröchner, J. Eriksson H. Camen C, Garvare R. (2016) Quality and legal aspects in public care procurement. *TQM Journal, Vol 28, No 4, pp. 648-663.*
Joint design and writing. Data analysis by Bröchner (#citations:1, AJG:1)
8. Raharjo, H., Guglielmetti Mugion, R. Eriksson, H. Gremyr, I. Di Pietro, L. and Francesca Renzia, M. (2015). Excellence Models in the Public Sector Relationships between Enablers and Results in Excellence Models. *International Journal of Quality and Service Sciences. Vol. 7 No 1 pp. 120 – 135.*

Joint design and writing. Data collection by Eriksson and Mugion. Analysis by Raharjo (#citations:6, AJG:1)

9.Santos, M., Tygesen, H., Eriksson, H., Herlitz, J. (2014). Clinical decision support system (CDSS) – effects on care quality. *International journal of health care quality assurance*, Vol 27 No 8, pp. 707-718.

Joint design, analysis and writing, with Santos doing most of the work in total. Data collection by Santos (#citations:11, AJG:1)

10.Santos, M. & Eriksson, H. (2014). Making quality registers supporting improvements. A systematic review of the data visualization in five quality registries. *Quality Management in Healthcare*, Vol 23 No 2 pp. 119-128.

Joint design, analysis and writing, with Santos doing most of the work in total. Data collection by Santos (#citations:3, impact factor: 0,898)

11.Siverbo, K. Eriksson, H., Raharjo, H. and Moonen, M. (2014). Attitudes Towards Quality Improvement Among Healthcare Professionals: Lessons from a Hospital-Wide Quality Initiative. *International Journal of Quality and Service Sciences*. Vol. 6 No 2/3, pp. 203-212.

Joint design, analysis and writing (#citations:5, AJG:1)

12.Santos, M, & Eriksson, H. (2014) "Insights into Physician Scheduling: a case study of public hospital departments in Sweden", *International Journal of Health Care Quality Assurance*, Vol 27 No 2, pp.76-90.

Joint design, analysis and writing, with Santos doing more work in total. Data collection by Santos (#citations:4, AJG:1)

13.Hellström, A. and Eriksson, H. (2013). Among Fumblers, Talkers, Mappers, and Organizers. Four applications of process orientation. TQM and Business Excellence. *Total Quality Management & Business Excellence* 24 (5-6), 733-751

Joint design, data collection, analysis and writing, with Hellström doing more work in total. (#citations:16, AJG:2)

14.Siverbo, K., Eriksson, H., Wijk, H (2013). An Improvement Engine for empowered change in healthcare." *International Journal of Productivity and Performance Management* Vol. 62 No. 2, pp.156 - 167

Intervention, data collection and analysis by Siverbo. Design and writing mainly by Eriksson and Siverbo. (#citations:5, AJG:1)

15.Assarlind, M., Eriksson, H., Gremyr, I and Jakobsson, T. (2012). “Adopting New Ways of Working in SMEs: Findings from Interventions in twelve European Companies”. *Total Quality Management and Business Excellence*, 24 (8) s. 945-958.

Co-authored paper by Assarlind, Eriksson and Gremyr. Data collection by Jakobsson. (#citations:8, AJG:2)

16.Bergquist, B., Garvare, R., Eriksson, H., Hallencreutz, J., Langstad, J., Vanhatalo, E, Zobel, T. (2012) “Alive and kicking—but will Quality Management be around tomorrow? A Swedish academia perspective”, *Quality Innovation Prosperity Journal*, 16 (2) pp. 1-18.

Project leader: Eriksson. Study design by Eriksson and Hallencreutz. Data collection jointly. Analysis by Hallencreutz. Writing jointly. Eriksson responsible and main writer of introduction and theory. (#citations:5)

17. Rönnbäck, Å. and Eriksson, H. (2012). A Case Study on Quality Management and Digital Innovation. Relationship and Learning Aspects. *International Journal of Quality and Service Sciences* 4 (4), 408-422.

Data Collection and analysis by Rönnbäck. Design and writing by Rönnbäck and Eriksson (#citations:6, AJG:1)

18. Eriksson, H. Bergbrant, I-M, Berrum, I, Mörck, B. (2011), Reducing queues: demand and capacity variations. *Health care quality Assurance*, Vol 24 Issue 8.

Intervention performed by Bergbrant and Mörck. Design by Bergbrant Berrum, Eriksson and Mörck.

Data collection, analysis and writing mainly by Eriksson (#citations: 22, AJG:1)

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

Joint design, data collection, analysis and writing, with Hellström doing more work in total. (#citations: 37, AJG: 1)

20. 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.

Study design and analytical work by Andersson and Eriksson. Writing mainly by Eriksson. (#citations: 550, AJG: 1)

21. Eriksson, H. and Hansson, J. (2005). Integration of Management Systems. Theoretical and practical implications. *Asian Journal for Quality*. Vol 7, No 2. pp. 70-82.

Co-authored paper (authors appear in alphabetical order). Joint design, data collection, analysis and writing (#citations:8)

22. 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.

Study design, data collection, analysis and writing mainly Eriksson (#citations: 38, AJG: 2)

23. 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.

Study design by Johansson and Eriksson, data collection, analysis and writing mainly by Eriksson (#citations:30, AJG:2)

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

Single-authored paper (#citations: 29, AJG:1)

25. 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.

Single-authored paper (#citations: 42, AJG:1)

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

Co-authored paper (authors appear in alphabetical order). Joint design, data collection, analysis and writing (#citations: 118, AJG:1)

27.Hansson, J. & Eriksson, H. (2002). “The impact of TQM on financial performance”. *Measuring Business Excellence*, Vol. 6 Iss: 4, pp.44 – 54.

Co-authored paper (authors appear in alphabetical order). Joint design, data collection, analysis and writing (#citations: 112, AJG:1)

Conference Papers with referees

28.Jurkeviciute, M., Lettieria, E., Enam, A. Torres, J., Eriksson, H. and Hellström, A. (2018) Assessing eHealth initiatives: Do theoretical frameworks matter in practice? MIE 24th to 26th of April 2018, in Gothenburg, Sweden

29.Dahlin, S. Camén, C. and Eriksson, H. (2016). Quality improvements and care procurement. Friends or foes? SERVSIG Massricht Holland June 2016.

30.Santos, M. and Eriksson, H. (2015) Homo Experins– exploring the use of factorial experiments in daily life. Accepted to the 18th QMOD conference on Quality and Service Sciences ICQSS, Soul South Korea, October 2015.

31.Raharjo, H. and Eriksson, H. (2015). The Swedish quality award model for private and public organizations: comparing PLS-SEM and CB-SEM for multiple-group path analysis 2nd International Symposium on Partial Least Squares Path Modeling, Seville (Spain), 2015.

32.Mugion, Roberta Guglielmetti, Raharjo, Hendry Eriksson, Henrik Pietro, Laura Di Gremyr, Ida Renzi, Maria Francesca (2014) The Relationships between Enablers and Results in Excellence Models: Learnings From Italy And Sweden. Proceedings of 17th QMOD conference on Quality and Service Sciences ICQSS, Prague, September 3-5, 2014. Czech Republic, 2014.

33.Raharjo, H. and Eriksson, H. (2014). “What can we learn from Swedish Quality Award? An empirical investigation of the causal relationships.” 4th International Conference on Industrial Engineering and Operations Management (IEOM) Grand Hyatt Bali, Indonesia, January 7-9, 2014.

Data collection by Eriksson, Study design and analysis by Raharjo.

34.Eriksson, H. (2013). Who needs to learn what from whom? Understanding quality management by differentiating organisations and practices. The IEEE International Conference on Industrial Engineering and Engineering Management (IEEM), Bangkok, December 2013. Single-authored paper

35.Siverbo, K. Eriksson, H., Raharjo, H. and Moonen, M. (2013). Training of healthcare professionals in quality improvement. Proceedings of the 16th QMOD-ICQSS conference. pp. 123-135.

36.Assarlind, M., Eriksson, H., Gremyr, I and Jakobsson, T. (2012). “Designing interventions in SMEs: Experiences from a pan-European multiple case study”. Conference Proceedings from the 13th Quality Management and Organizational development (QMOD) Conference, Poznan Poland, 5-7 September, 2012.

Co-authored paper by Assarlind, Eriksson and Gremyr. (Best paper award)

37. Bergquist, B., Garvare, R., Eriksson, H., Hallencreutz, J., Langstad, J., Vanhatalo, E, Zobel, T. (2012) "Alive and kicking—but will Quality Management be around tomorrow? A Swedish academia perspective", 13th Quality Management and Organizational development (QMOD) Conference, Poznan Poland, 5-7 September, 2012.

Study design by Eriksson and Hallencreutz. Data collection jointly. Analysis by Hallencreutz. Writing jointly.

38. Siverbo, K., Eriksson, H., Wijk, H (2011). Enjoyable change in health care: The development and evaluation of an Innovation Engine.". Published in the Proceedings, Euroma conference 2011, Cambridge, July 2011.

Intervention, data collection and analysis by Siverbo. Design and writing mainly by Eriksson and Siverbo.

39. Hellström, A. and Eriksson, H. (2007). "Are you viewing, mapping or organizing your processes?" Conference Proceedings from the 10th Quality Management and Organizational development (QMOD) Conference, Helsingborg, Sweden, 18-20 June, 2007.

Joint design, data collection, analysis and writing, with Hellström doing the predominant work in all phases (Best paper award)

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

Co-authored paper (authors appear in alphabetical order). Joint design, data collection, analysis and writing

41. Andersson, R. Eriksson, H. and Torstensson, H. (2004). Similarities and differences between TQM, Six Sigma and Lean Production". Conference Proceedings from the 7th Quality Management and Organizational development (QMOD) Conference, Monterrey, Mexico, 4-6 August, 2004.

Study design and analytical work by Andersson and Eriksson. Writing mainly by Eriksson. (Best paper award)

42. Klefsjö, B. and Eriksson, H. (2004) "What is the value of participating in a quality award process? Published in conference proceedings "Part 1: TQM Best Practices & Quality Awards", Bangkok, 2004.

The paper consists of a summary of my thesis. The paper was based on research I performed in the doctoral thesis and the writing is from the thesis.

43. Eriksson, H., Johansson, F. and Wiklund H. (2002). "Effects of in-company quality awards on organizational performance". Conference Proceedings from the 7th World Congress for Total Quality Management: Business Excellence, Make it happen, Verona, Italy, 25-27 June 2002, University of Verona, Faculty of Economics, Vol 2, pp. 197- 204.

Theses

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

Other publications

Camén, C & Eriksson, H. (2019). Kvalitet och upphandling av vård och omsorg. Bokkapitel i ”Upphandling: Sju forskare om offentlig upphandling av vård och omsorg”. Redaktör: Ola Segnestam Larsson.

Aflaki, I.N., Eriksson, H., Schneider, T. (2019). Avslutning av ett idéburet- offentligt partnerskap (IOP). Ett kunskapsunderlag från följeforskning av IOP ensamkommande i Göteborg 2018. Rapport. Chalmers University of Technology, Sweden.

Aflaki, I.N., Eriksson, H., Schneider, T. (2017). Utmaningar och framgångsfaktorer för att initiera, genomföra och anpassa ett idéburet- offentligt partnerskap (IOP). Ett kunskapsunderlag från följeforskning av IOP ensamkommande i Göteborg 2016-2017. Rapport. Chalmers University of Technology, Sweden.

Eriksson, H. (2015). “Kvalitet vid upphandling av vård och omsorg”. Rapport. Forum för Health Policy.

Eriksson, H. and Palmberg, K. (2003). Erfarenheter från utmärkelseprocessen till Utmärkelsen Svensk Kvalitet (USK). Research Report 2003:4. Luleå. Division of Quality and Environmental Management, Luleå University of Technology.

Eriksson, H. and Palmberg, K. (2003). Tre organisationers erfarenheter från utmärkelseprocessen till Utmärkelsen Svensk Kvalitet (USK). Research Report 2003:5. Luleå. Division of Quality and Environmental Management, Luleå University of Technology.

Eriksson, H. (2002). “The effects of in-company quality awards”. Research Report 2002:1. Luleå. Division of Quality Technology and Statistics, Luleå University of Technology.

Eriksson, H. (2002). “Erfarenheter från en företagsintern kvalitetsutmärkelse”. Research Report 2002:2. Luleå. Division of Quality Technology and Statistics, Luleå University of Technology.

Eriksson, H. (1999). ”Duglighetsstudier på Banddivisionen AB Sandvik Steel”. Examensarbete. Stockholm. Institutionen för materialens processteknologi. Kungliga Tekniska Högskolan.

Google Scholar. Citations

See <https://scholar.google.se/citations?user=zkUUhhsAAAAJ&hl=en>

Scopus. Citations

See <https://www.scopus.com/authid/detail.uri?authorId=56445532800>

Research funding

- Improving the sick leave process. Main applicant. 2019-2021. Total Budget: 3,8 millions SEK
- Terminating a nonprofit private partnership for unaccompanied refugee children, Co-applicant. Vinnova and participating organizations, 2018. Co-applicant. Total budget of 237 000 SEK (shared between Karlstad University, Bräcke Diakoni and Chalmers)
- Procurement and Partnership. Swedish Quality Management Academy, Elected as research partner 2017-2020. Total budget of 1 000 000 SEK. (shared between Karlstad University and Chalmers)
- Management Index, Swedish Quality Management Academy, Elected as research partner. 2016-2019. Total budget of 1 000 000 SEK (shared between Mid Sweden University and Chalmers).
- Nonprofit private partnership for unaccompanied refugee children, Vinnova, Main-applicant, 2016-2017, Total budget: 830 000 SEK (shared between Karlstad University, Bräcke Diakoni and Chalmers)
- DECI, Digital Environment Cognitive Impairment, Horizon 2020, Co-applicant for the total project. Main-applicant from Chalmers. Chalmers budget 3,9 million SEK, 2015-2018 (aiming at helping patients with mild or moderate dementia)
- Educational funding to develop new course material based on, 2015 100 000 SEK, Co-applicant (aims at improve teaching of quality management/ improvement science).
- Operationalization, evaluation and control of quality then procuring care, Forte, Total budget 3,5 million SEK (three parties, but predominant part to Chalmers), 2014-2016. Main applicant.
- Swedish Quality Management Academy, SQMA, Vinnova, 2011-2013, 3 million SEK, 2011-2013 (minor funding for Chalmers). Co-applicant. (aiming at bringing together research and education in the field of quality management).
- Kask Innovation, Europeiska regionala utvecklingsfonden, Interreg IVa, 3 900 000 EURO, 2009-2012 of which approximately one third was the part of the Swedish project and Sahlgrenska University Hospital in specific. Applicant for the Swedish part and co-applicant for the whole project. (aiming at encourage organizational innovation at workplaces in healthcare)

Awards

Awarded for the best paper at Quality Management and organizational development, QMOD in 2004 (“Similarities and Differences between TQM, Lean and Six Sigma”, Monterrey, Mexico) and 2007 (“Are you viewing, mapping or organizing your processes?” Helsingborg, Sweden) and 2012 (“Designing interventions in SMEs: Experiences from a pan-European multiple case study. Poznan, Poland.”).

Paper “Clinical decision support system (CDSS) – effects on care quality” published in *International Journal of Health Care Quality Assurance* has been selected by the journal’s editorial team as a Highly Commended Paper of 2015. Paper “Quality and legal aspects in public care procurement, published in *TQM Journal* published in has been selected by the journal’s editorial team as a Highly Commended Paper of 2017.

Scholarships during PhD or master studies

- Hans Werthén Foundation Scholarship, Luleå University of Technology, (2002). Approximately 150 000 SEK
- The Swedish-America Foundation Scholarship, Luleå University of Technology, (2002). Approximately 150 000 SEK
- Study Abroad Scholarship, KTH, (1997). Approximately 10 000 SEK
- P. Eriksson Scholarship, KTH, (1999). Approximately 20 000 SEK

Popular Science Publication

Eriksson, H. (2019). "Sveriges bästa verksamheter". Book. To be published.

Sörqvist, L. et al. (2018) "Utredningen ignorerar forskning om kvalitet"

<https://www.svd.se/utredningen-ignorerar-forskning-om-kvalitet> Svenska Dagbladet.

Eriksson, H. and Bröchner, J. (2017), [Så kan vi få högre kvalitet i välfärden](#). Göteborgs-Posten.

Eriksson, H., Hansson, J. and Klefsjö, B. (2002). "Långsiktig utveckling lönsamt". Kvalitetsmagasinet. No 4.

Eriksson, H. (2004). "Är det lönsamt att söka kvalitetsutmärkelser?", Kvalitetsmagasinet, N4.

Boards

- Board member in the scientific council to The National Board of Health and Welfare (Socialstyrelsen), 2018-present (Expert in organization and quality)
- Board member of Department council, Technology management and Economics, Chalmers, 2015-present
- Board member, Research Education Council, Technology Management and Economics, Chalmers, 2016-2017
- Board member Educational Council, Technology Management and Economics, Chalmers, 2014-2016
- Board member of Swedish Quality Management Academy (SQMA) (2011-2012)
- Board member of FutureSME (2011)
- Board member of various hospital management boards (2004-2010)
- Board member of the Swedish Association (SFK) for Quality. Region Väst. (2005)
- Board member of SFSs Doktorandkommitté (2002-2003)
- Board member Sveriges Doktorander (2002-2003)
- Board member Luleås Doktorander (2002-2003)
- Board member Kempes Stipendiefond (2002-2003)