Dana Johnson
Research

Major category 1
  • Impact of Service Quality on Patient Satisfaction (Healthcare)

Major category 2
  • Woody Biomass Supply Chain for Alternative Energy (Liquids & Solids)


2016 ASQ Gryna Award for the largest single contribution to the extension of understanding and knowledge of the philosophy, principles, or methods of quality management.
Scholarly Contributions – Service Quality in Healthcare

- Principal components analysis (PCA) & Structural equation modeling (SEM)
- Ordinal logistic regression