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## Research

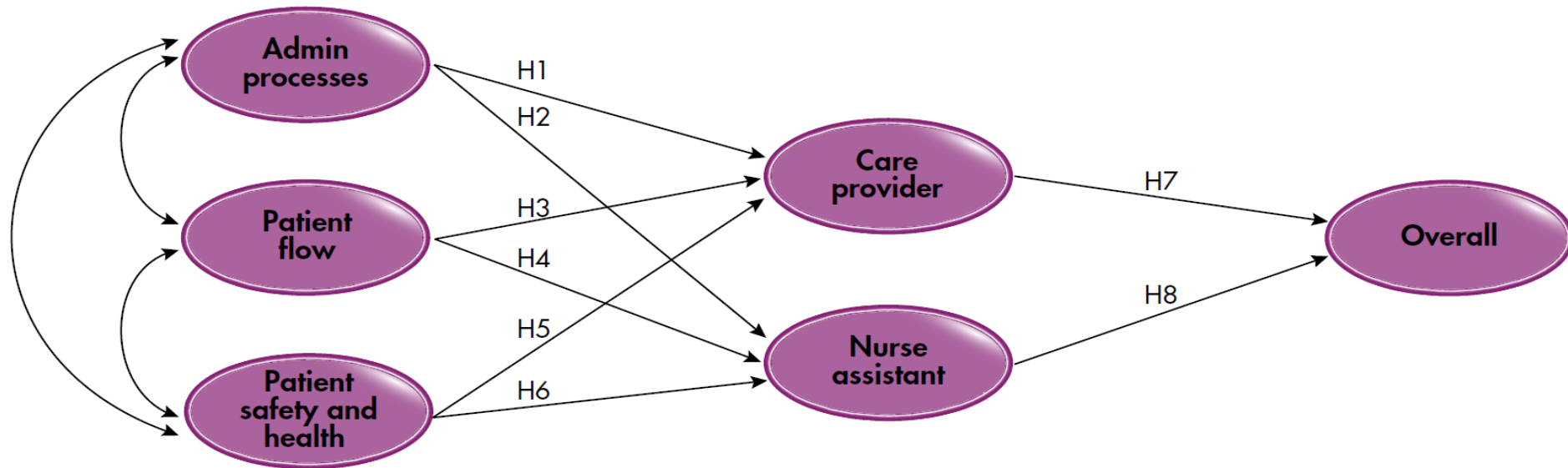
Major category 1

- Impact of Service Quality on Patient Satisfaction (Healthcare)

Major category 2

- Woody Biomass Supply Chain for Alternative Energy (Liquids & Solids)

**Figure 1** Mediators in overall patient satisfaction relationships



## Scholarly Contributions – Service Quality in Healthcare

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

