Dr Victoria Hanna

The Department of Procurement and Operations Management

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About

Victoria is a Lecturer in Operations Management. She has previously worked at The University of Melbourne (Australia), University of Canterbury (New Zealand) and Rolls-Royce Plc. Victoria has taught project management, operations management and technology management at undergraduate and master's level and researches in the fields of small business networking and supply chain performance.

Qualifications

- Ph.D. Loughborough
- B.Eng. (Hons) Sheffield

Biography

Victoria studied for her undergraduate degree in Chemical Engineering and Biotechnology at the University of Sheffield and gained a PhD in Manufacturing Engineering from Loughborough University. Her early career involved working at Rolls-Royce Plc in Supply Chain Management and she continues to work very closely with industry, researching and publishing in the areas of supply chain management, small firm networking and business performance. More recently she has looked at applying fundamental operations management principles in non-traditional settings such as healthcare organizations and not-for-profit groups. Victoria is a reviewer for a number of journals including International Journal of Operations and Production Management, International Small Business Journal, International Journal of Management Reviews and the British Journal of Management.

Teaching

Current Teaching

- BSc Module in Project Management
- BSc Module in Operations Management
- GDBA Module Operations Management

Postgraduate supervision

Victoria is interested in supervising PhDs in the field of Operations and Supply Chain Management. Her preference is for PhD students who use qualitative research methods and who take a critical and reflective perspective.

Research

- Operations and Supply Chain Performance, particularly relating to local West Midlands organizations.
- Small Firm Networking and Collaboration
- Operations Management Principles Applied in Non-Traditional Settings such as Healthcare and Not-for-Profit Organisations

Other activities

Post-Doctorial Tutor and Co-ordinator: April 2014 Onwards

Year 1 Tutor: September 2012 April 2014

Welfare Tutor: April 2012-September 2012

Publications

Journal Papers

Power, D, Hanna, V., Singh, P.J. & Samson, D.(2010) Electronic markets, data access and collaboration: relative value to performance in firm operations, *Supply Chain Management: An International Journal,* Vol 15, No 3, pp. 238-251.

Hanna, V, Sethuraman, K, Stephens, L, Rosen,H. Meara, JG. (2009) Case cancellations on the day of surgery: an investigation in an Australian paediatric hospital, *ANZ Journal of Surgery*, vol 79, pp.636-640.

Hanna, V. and Walsh, K. Interfirm cooperation among small manufacturing firms (2008) *International Small Business Journal*, Vol: 26, No3, 2008, pp 299-321.

Hanna, V. Exploiting complementary competencies via interfirm cooperation (2007). *International Journal of Technology Management*, Vol 37, No. 3/4, pp 247-58.

Hanna, V., Backhouse C.J. and Burns, N.D. (2004) Linking employee behaviour to external customer satisfaction using quality function deployment. *Proceedings of the IMechE. Part B: Journal of Engineering Manufacture*. Volume: 218, pp.1167–1177.

V Hanna and K Walsh: How to co-operate for competitive advantage (2004). *IEE Engineering Management Journal*: August/September, pp28-31.

Hanna, V. and Walsh, K. Small Firm Networks: A Successful Approach to Innovation? (2002) *R&D Management Journal*, Vol 32, No, pp 201-07.

Hanna, V., Burns, N.D. and Backhouse C.J. (2000) Realigning Organisational Variables to Support Workplace Behaviour. *International Journal of Operations and Production Management*, Vol 20, No 12, pp1380-91.

Book Chapters

Hanna, V. (2008) *Operations Management in Different Organizational Settings*, in Operations Management: An Integrated Approach, editors Danny Samson and Prakash Singh.

Hanna, V. (2008) *Why is the patient resident time so long? The Case of St. Martin's and Charity Private Hospital*, Operations Management in Different Organizational Setting in Operations Management: An Integrated Approach, editors Danny Samson and Prakash Singh.

Hanna, V. and Sethuramen, K. (2008), *Classification of Waste in Hospitals* in Encyclopedia of Healthcare Information Systems, edited by Dr. Wickramasinghe IGI Global publication.

Hanna, V. and Sethuramen, K. (2008), Reducing *Patient Delays in a Day Surgery Unit of a Hospital* in Encyclopedia of Healthcare Information Systems, edited by Dr. Wickramasinghe IGI Global publication.

Hanna, V Burns, N.D. and Backhouse, C.J. (1998) *Research into behavioural aspects of performance measures* in Strategic Management of the Manufacturing Value Chain. Eds. Bititci, U.S. and Carrie, A., pp185-192

Refereed Conference Proceedings

Hanna, V. Servitization and Small Firm Networks, Proceedings of the Spring Servitization Conference (20-21 May 2013), editors Tim Baines, Ben Clegg and David Harrison, pp75-81, 2013.

Hanna, V. Collaborating with Suppliers in the New Product Development Process: The Small Firm Perspective, Proceedings of 10th International Conference on Manufacturing Research (11-13 September 2012), editors Tim Baines, Ben Clegg and David Harrison, pp474-479, 2012.

Sargent, L., Allen, B., Hanna, V, Harley, W. *Up to scratch? The effects of nursing home compliance and staff ratios on medication errors, resident care and emotional exhaustion*, presented at The Australia and New Zealand Academy of Management Conference Proceedings, 2009.

Davis,H, Hanna,V, Audehm, R et al *From Pre-conception to Post-Partum: Envisaging ICT Support for Women with Type 1 Diabetes*, 'Designing for healthy living' workshop, OZCHI 2009, November 23-27, Melbourne, Australia, 2009.

Power, D.J., Hanna, V., Singh, P.J., and Samson, D. *Electronic Markets, Data Access and Collaboration: Relative Value to Performance in Firm Operations*, presented at POM Tokyo 2008

Hanna, V. and Siow, C-L. *Motor Vehicle Recalls in Australia*. presented at the 6th ANZAM Operations Management Symposium, 2008.

Hanna, V. and Sethuraman, K. *Translating Operations Management Principles for Healthcare*. Proceedings of the 5th ANZAM Operations Management Symposium, 2007, 6th and 7th June 2007 ISBN 978- 0-7340-3752-7.

Hanna, V., Sethuraman, K., Meara, J. and Stephens, L. *Cancellations on the Day of Surgery: Reasons and Prescriptions*. Proceedings of the 10th Annual International Conference of the Society of Operations Management, December 21-23, 2006 Ahmedabad, India.

Hanna, V. *Competencies for Networked Operations*. Proceedings of the 11th Cambridge Symposium on International Manufacturing: Managing Global Manufacturing and Supply Networks. 27-28 September 2006, Moller Centre, Churchill College, Cambridge, UK.

Hanna, V., Sethuraman, K., Meara, J. and Stephens, L. *Surgical Case Cancellations on the Day of Surgery*. Proceedings of the 4th ANZAM Operations Management Symposium, 6-7 June 2006, Victoria University of Wellington, NZ, pp 1801-09.

Hanna, V. and Sethuraman, K. (2005). *Development and Application of Lean Principles in Health Care Delivery: Preliminary Results from a Pilot Study*. Proceedings of the 4th International Conference on the Management of Healthcare & Medical Technology, 25-26 August 2005, University of Aalborg, Denmark, pp357-372.

Hanna, V. and Sethuraman, K. (2005). *The Diffusion of Operations Management Concepts into the Health Care Sector*. Proceedings of the 3rd ANZAM Operations Management Symposium, Central Queensland University, Rockhampton, Australia, June 13-14 2005, pp132-140.

Hanna, V. *Strategic Competence Development via Co-operative Arrangements*. Proceedings of the 5th International CINet Conference, 22-25 September 2004, Sydney, Australia, pp683-691.

Hanna, V. *Inter-firm Co-operation: A New Zealand Perspective*. Proceedings of the 2002 IEEE International Engineering Management Conference, St Johns College, Cambridge, UK, 18-20 August 2002, pp755-760.

Hanna, V., Reed, F., and Walsh, K. *Alliances As A Response To Maturing Industries*. Proceedings of the 10th International Conference on Management of Technology (IAMOT 2001) Lausanne, Switzerland, March 19-22, 2001.

Hanna, V. and Walsh, K. *Small Firm Networks: A Successful Approach To Innovation?* Proceedings of the 21st International Conference on R&D Management (R&D 2001), Victoria University of Wellington, New Zealand, Feb 7-9, 2001, pp 263-9.

Hanna, V. and Walsh, K. *Networks & Alliances In The Value Chain*. Proceedings of the 5th Cambridge Research Symposium on International Manufacturing, Churchill College, Cambridge University, September 3-5, 2000.

Hanna, V. and Walsh, K. (2000*) Alliances: The Small Firm Perspective*. Proceedings of the 4th International Conference on Managing Innovative Manufacturing (MIM 2000), MCB University Press, Aston Business School, Aston University, Birmingham, July 19-21, 2000, pp333-40.

Hanna, V., Burns, N.D. and Backhouse, C.J., *"Research into Behavioural Aspects of Performance Measures"*, Strategic Management of the Manufacturing Value Chain, Proceedings of International Conference of the Manufacturing Value-Chain, Troon, Scotland, August 1998, pp 185-192.

Hanna, V., Burns, N.D. and Backhouse, C.J., *"The Aligned Performance Measurement System"*, Performance Measurement - Theory and Practice, Proceedings of International Conference on Performance Measurement, Cambridge, UK, July 1998, pp 63 – 69.

Hanna, V. and Burns, N.D., *"The Behavioural Implications of Performance Measures"*, Proceedings of the Thirty-Second International Matador Conference, A.K. Kochhar (ed), Macmillan Press Ltd, Manchester, July 1997, pp 21-26.

Hanna, V. and Burns, N.D., *"Performance Measurement Systems: Charting the Consequences"*, Proceedings of the Managing Enterprises - Stakeholders, Engineering, Logistics and Achievement Conference (ME-SELA), Mechanical Engineering Publications, Loughborough University, July 1997, pp 653-662.

Books and Media

Wright, D.T., Rudolph, M.M., Hanna, V., Gillingwater, D. and Burns, N.D., *Managing Enterprise - Stakeholders, Engineering, Logistics and Achievement* (ME-SELA'97),Mechanical Engineering Publications Ltd., London and Bury St Edmunds, UK, 1997, pp1-677. ISBN 1 86058066 1
Hanna, V. and Burns, N.D., Behaviour in the workplace, VHS Video, June 1998.

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