

## **Wiljeana Glover (Facilitator)**

Wiljeana Glover is an Assistant Professor of Technology, Operations, and Information Management and the Faculty Director of the Schlesinger Fund for Global Healthcare Entrepreneurship at Babson College in Wellesley, MA. Prof. Glover specializes in the use of systems thinking to achieve change and the failures that occur in its absence. She focuses on the role of boundary spanning, performance measurement, and the interplay between social and technical components. She has had extensive experience with healthcare organizations such as Clalit Health Systems-Israel and the U.S. Military Health System as well as experience with manufacturing and other service organizations.

Prof. Glover received her Ph.D. and M.S. in Industrial and Systems Engineering from Virginia Tech, her B.S. in Industrial and Systems Engineering from the Georgia Institute of Technology, and her B.A. in Mathematics from Albany State University. She completed postdoctoral studies with the Lean Advancement Initiative and the Sociotechnical Systems Research Center (SSRC) at the Massachusetts Institute of Technology. She has been an officer for SEMS and a member of SHS and ASEM.

