

RESUME

Eitan Naveh

Identity No.: 22898399

Date and place of birth: April 21, 1967, Haifa, Israel

Marital status: Married to Galit+3

Web site: <https://web.iem.technion.ac.il/en/people/userprofile/naveh.html>

ACADEMIC DEGREES

1990 B.Sc., Industrial Engineering and Management, Technion.

1991 M.Sc., Quality Assurance and Reliability, Technion.

1995 (March 19) D.Sc., Quality Assurance and Reliability, Technion.

ACADEMIC APPOINTMENTS

2008 - Associate Professor, *Technion*, Faculty of Industrial Engineering and Management.

2001 - 2008 Senior Lecturer, *Technion*, Faculty of Industrial Engineering and Management.

2016 - 2017 Visiting scholar, *Harvard University*, Harvard T.H. Chan School of Public Health, Department of Health Policy and Management.

2010 - 2011 Visiting scientist, *MIT – Massachusetts Institute of Technology*, Engineering System Division.

1999 - 2001 Visiting Assistant Professor, *University of Minnesota*, Institute of Technology, Mechanical Engineering, Department of Industrial Engineering.

1998 - 2001 Post-doc fellow, *University of Minnesota*, Institute of Technology, Center for the Development of Technological Leadership and Carlson School of Management.

1995 - 1997 Post-doc fellow, *The Hebrew University*, School of Business Administration.

RESEARCH INTERESTS

My research centers on *quality* and refers mainly to two streams of organizational research: (1) *Errors in organizations*. Every organization is confronted by errors. Thus, a better understanding of the causes of and ways to cope with errors in organizations is increasingly important, given the potential consequences of such errors. (2) *Linkage between innovation and quality*. Organizations face intense pressure to produce innovations that will put them in the market's spotlight and increase their market share. In order to succeed, organizations also need to provide high-quality and defect-free products and services. Thus, there is a significant opportunity for the development of stronger links between quality and innovation.

The growing complexity, dynamism, and interconnectedness of contemporary business environments compel organizations to cope simultaneously with multiple contradicting and tensional requirements and priorities. This change resonates with organizational research, but only to a limited extent. I have suggested a theory and shown that, in many circumstances, the findings from the literature on single prioritization in

organizations or teams do not always apply to multiple priority situations. I have contributed to the understanding of errors, innovation, and quality by revealing the hidden tensions resulting from multiple priority situations and exploring their consequences.

I explore these and other topics in both research and development teams in hi-tech companies and medical teams in medical centers. I use conventional cross-sectional research design as well as interventional design that strengthens the ability to infer causality.

TEACHING EXPERIENCE

Technion

Quality Engineering	M.Sc. Industrial Engineering; Master of Engineering (ME) with specialization in Quality Assurance and Reliability, 2008- .
Quality, Productivity, and Maintenance	B.Sc. in Industrial Engineering and Management; M.Sc. in Quality Assurance and Reliability; Master of Engineering (ME) with specialization in Quality Assurance and Reliability, 2002- .
Quality Management Principals	M.Sc. in Quality Assurance and Reliability, 2002, 2003, 2005, 2006.
The Human Dimension in Quality	B.Sc. in Industrial Engineering and Management; M.Sc. in Quality Assurance and Reliability, 1996, 1997, 2001.

Outside the Technion

Social Entrepreneurship and Innovation Lab (SE Lab, i-lab)	<i>Harvard</i> , Harvard T.H. Chan School of Public Health, Hi-Harvard Innovation Lab, Final projects examiner, 2017.
Quality Engineering	<i>University of Minnesota</i> , Institute of Technology, Master of Sciences in Manufacturing Systems, 1998-2000.
Statistics, Quality and Reliability	<i>University of Minnesota</i> , Institute of Technology, Mechanical Engineering, Department of Industrial Engineering, B.Sc in Industrial Engineering, 1999, 2000.
Issues in Quality	<i>University of Minnesota</i> , Institute of Technology, Master of Sciences in Manufacturing Systems, 1999.
Quality Management	<i>University of Minnesota</i> , Institute of Technology, Center for the Development of Technological Leadership, Management of Technology (MOT), 1999; <i>The Hebrew University</i> , School of Business Administration, B.A and MBA, 1996, 1997; and Executive-MBA Program with specialization in Quality Management, 1997.
Project in Quality	<i>The Hebrew University</i> , School of Business Administration, Executive-MBA Program with specialization in Quality Management, 1997-1998.

TECHNION ACTIVITIES

- 2012 Healthier Life curricula building committee, Technion Cornell Innovation Institute (TCII).
- 2009 Head of the inter-departmental program on Quality Assurance & Reliability.
- 2002 - 2009 Committee of the inter-departmental program on Quality Assurance & Reliability.
- 2004 - Member in the Transportation Research Institute.

DEPARTMENTAL ACTIVITIES

- 2018 - Head of the Industrial Engineering area.
- 2012 - 2016 Undergraduate Studies Coordinator, including new students acceptance activities.
- 2008 - 2012 Head of the Master of Engineering (ME) Programs.
- 2004 - 2009 Representative on the Technion – Department of Education in Technology and Science council.
- 2002 - 2003 Faculty Council Secretary.

SIGNIFICANT PROFESSIONAL PROJECTS

- 2016 - Real time location and errors, *Dana Farber Cancer Institute*, Boston, USA.
- 2011 - 2013 Post Traumatic Stress Innovations, *U.S. Army Medical Research and Materiel Command*.
- 1995 - 1996 *Israeli Prime Minister's Office* – The National Center for Quality and Excellence.
Main topics: Development and implementation of: methodologies for quality improvement in health care, national model for assessing cost of non-quality, quality model for the service sector.

PROFESSIONAL EXPERIENCE

- 2018 Roundtable on Quality Assurance and Reliability education, with the participation of: Rafael, Israel Aerospace industries (IAI), HP Indigo, and Elbit Systems.
- 2013 Developing a quality assurance system for R&D units, *HP Indigo*.
- 2012 - 2013 Integrating healthcare services, *Bnai Zion Medical Center* and *Clalit Health System* (Israel's biggest HMO- health maintenance organizations).
- 2006 - 2007 Roundtable on *Integrated Management Systems*, with the participation of: *Motorola*, *Strauss*, *Carmel Forge* (a United Technologies Company), *Tadiran-Carrier*, *Yes-Cable TV*.

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- 2002 - 2012 Research projects with (partial list) *ABB, Rafael, Elbit, Air force, M-Systems, Teva, Strauss, Hadassah Hebrew University Medical Center.*
- 2000 - 2001 Research projects on ISO 9000 standard with *IBM, Telrad, ECI, and Corning.*
- 1996 - 1998 *The Standards Institution of Israel, Quality and Certification Division.*
Main topics: Development and implementation of new methods for improving third party external ISO 9000 certification audit; “are you satisfied with your registrar” – customer satisfaction program; ISO 9004-2 standardization committee.
- 1997 - 1998 *IDF – Israeli Defense Force.* Consulting on the development of the cost of a quality system.
- 1992 - 1995 *IDF – Israeli Defense Force, Logistics & Technology Division, Quality Improvement manager.* Main topics: Development and implementation of: Quality assurance model; Hierarchical Quality Information System (with emphasis on managing cost of non-quality); quantitative tools for quality improvement (DOE - design of experiments, SPC - statistical process control).
- 1991 - 1992 *IDF - Israeli Defense Force, Logistics & Technology Division, Production manager.* Main topics: Development and implementation of: Methods for production follow up, control and planning; logistics of complex supply chains.

PUBLIC PROFESSIONAL ACTIVITIES

- 2017 - ISO/TC 279 Innovation Management, committee member. Representative of Israel.
- 2017 The Council For Higher Education (Israel), Reviewer for assessment and approval of the new Quality Program for the Electronics Industries, The Academic College Kinneret.
- 2016 Israel Science Foundation (ISF) grant committee for business administration track.
- 2012 - The Standards Institution of Israel, International standardization of quality systems committee (including ISO/TC 176 Quality management and quality assurance).
- 2010 - 2014 The Council For Higher Education (Israel), Committee for assessment and approval of the new Quality Program for the Electronics Industries, The Academic College Kinneret.
- 2007 - 2010 Scholar Award Committee, Operations Management (OM) Division, Academy of Management.
- 2005 Member of the Israel Medical Association national committee on medical treatment errors prevention.

- 2004 Board member of the ISPQR- International Society for Productivity and Quality Research.
- 1996 Grants committee for research in quality, The Israel Society for Quality, criteria development and management of the process.

Editorial Boards

- 2018 - *Academy of Management Discoveries* (a new journal of the *Academy of Management*, A top-tier high reputation journal) Special Issue on Errors in Organizations. Proposal accepted. Guest Editor (with John Carroll, Michael Frese, Zhike Lei, and Tim Vogus). Will be published in June of 2020.
- 2009 - Associate Editor, *JOM (Journal of Operations Management)*, I.F. 5.2, *Operations Research & Management Science* 1/83).
- 2007 - 2009 Editorial Review Board, *JOM (Journal of Operations Management)*.
- 2007 - 2017 Editorial Review Board, *POM (Production and Operations Management Journal)*, I.F. 1.85, 24/44 *Engineering Manufacturing*, 27/83 *Operations Research & Management Science*).
- 2011 Associate Editor, *POM (Production and Operations Management Journal)*, Special Issue on Health Care Operations Management, Vol. 20, Number 3.
- 2006 - 2016 Editorial Advisory Board, *The TQM (Total Quality Management) Journal*.

Ad hoc reviewer for: *Academy of Management Discoveries, Academy of Management Journal, Applied Psychology: An International Review, Enterprise Information Systems, BMJ Open, Decision Sciences, Group & Organization Management, IEEE Transactions of Engineering Management, IIE Transactions, International Journal of Management Reviews, International Journal of Production Research, International Journal of Operations Management, International Journal of Operations and Production Management, Journal of Engineering and Technology Management, Journal of Environmental Management, Journal of Operations Management, Management Science, Journal Organizational Behavior and Human Decision Processes, Manufacturing and Service Operations Management, Medical Care, Production and Operations Management, Safety Science, Social Science & Medicine, Transportation Research Part E (TRE), Journal of Engineering and Technology Management.*

MEMBERSHIP IN PROFESSIONAL SOCIETIES

Academy of Management (AOM)

FELLOWSHIPS, AWARDS AND HONORS

- 2018 Collaboration visit and research planning, Department of Business Administration, University of Illinois at Urbana Champaign. Sponsored by The Israel working group for seminars and guest lectures, and collaborating on research (planned to Sep/Oct 2018).

- 2016 - 2018 MARIE SKŁODOWSKA-CURIE ACTIONS: Individual Fellowships (IF). Exploring the promise of big data for medical error elimination. Horizon 2020 Call: H2020-MSCA-IF-2015 Topic: MSCA-IF-2015-GF Type of Action: MSCA-IF-GF Proposal Number: 702285 Acronym: BigERRORS (177,319 Euro). [44 submissions from entire Europe. 4 (including my) proposals were awarded. The only one from the Technion and from Israel. Review score 96 (out of 100). The threshold 70.]
- 2018 A Showcase Symposium. Academy of Management Discoveries Showcase Session. Special issue: Errors in organizations: new research evidence, frontiers, and opportunities for impact. Academy of Management Annual Meeting, Chicago, Illinois, USA, August 10-14.
- 2016 A Showcase Symposium, sponsored by OB, MOC and OMT Divisions, Academy of Management Meeting, Anaheim, California, USA, August 5-9. Errors in Organizations: History, renaissance, and future of a multi-dimensional construct. Organizers E., Naveh & Lei, Z.
- 2013 Best Paper Award. Li, Q., Glover, W., Naveh, E., & Gross, M. Industrial and Systems Engineering Research Conference (ISERC), IIE Annual Conference, San Juan, Puerto Rico, USA, May 18-22, 2013.
- 2011 Best-Paper-Award Innovation Management. Miron-Spektor, E., Erez, M., & Naveh, E. EBS Business School, Germany.
- 2007 Best Paper Award, SASA and the Transportation Research Institute at the Technion. Naveh, E., Marcus, A. Financial performance, ISO 9000 Standard, and safe driving practices effects on accident rate in the U.S. motor carrier industry.
- 2007 Best Paper Proceedings of the Annual Meeting of the Academy of Management Meeting. [*] Miron, E., Erez, M., Naveh, E. Balancing innovation, attention-to-detail, and outcome orientation to enhance innovative performance. Philadelphia, Pennsylvania, USA, August 3-8, 2007.
- 2006 Best Paper Award Honorable Mention of IEEE Transactions on Engineering Management. [*] Link, S., Naveh, E. Standardization and discretion: Does the environmental standard ISO 14001 lead to performance benefits?
- 2003 Best Paper Proceedings of the Sixty-third Annual Meeting of the Academy of Management Meeting. Naveh, E. Formality and discretion in successful R&D projects. 1-6 August, 2003, Seattle, Washington.
- 2001 Mitchner Award in Quality Sciences and Quality Management.
- 1998 - 1999 Fellowship, Juran Center for Leadership in Quality, Carlson School of Management, University of Minnesota.
- 1998 Koret Foundation's best concept papers on "How Israel can achieve economic self-sufficiency".

- 1997 Best teacher award: "The Human Dimension in Quality", Technion - Israel Institute of Technology.
- 1994 Levi Eshkol Fellowship. The Israeli Ministry of Science. A Development and Implementation of a Model for Total Quality in the Individual, Team and Organizational Level.

GRADUATE STUDENTS

Completed Ph.D. Theses

- Miron, E, Ph.D. co-supervisor (with M. Erez as principle supervisor) (2006): "The cultural balance of innovation, attention-to-detail and outcome orientation and its effect on performance". [Award of the 2007 Academy of Management Conference, Technology and Innovation Management Division Best Student Paper Award Finalist. Currently Associate Professor, Faculty of Industrial Engineering and Management, Technion.]
- Libovich-Zor, S., Ph.D. principle supervisor (Y. Prashker as additional supervisor) (2009): "The effect of safety climate on motor vehicle accident involvement of organizations' drivers".
- Blank, T. H., Ph.D. (2014): "Radical innovation in R&D teams: the effect of learning behavior, promotion focus, and time pressure".
- Zhanna, N., Ph.D. (2017): "Dealing with the error dilemma in teams: performance avoidance goal orientation, learning goal orientation, information elaboration, and team errors".

Completed M.Sc. Theses

- Ben Jakob, A., M.Sc. (2003): "Structure and flexibility in project management: The influence of the management practices TOC and PMBOK on project outcomes".
- Miron, E., M.Sc. co-supervisor (with M. Erez as principle supervisor) (2003): "Innovation versus Attention to Details: Competing versus complementary factors".
- Lishanski, I., M.Sc. (2004): "The market for Quality Assurance & Reliability for Technion's graduates".
- Alter, A., M.Sc. (2004): "The effect of implementation of international management practices on organizations in Israel".
- Potstar, D., M.Sc. (2004): "The impact of knowledge management on success of project management".
- Flishman Stoler, A., M.Sc. (2005): "The effect of safety procedures and climate on safety performance in a general hospital".
- Amir, A., M.Sc. (2005): "The conditions under which after act reviews (AAR) and the lesson learning process are effective."
- Segal V., M.Sc. co-supervisor (M. Erez as primary supervisor) (2005): "The Effect of leadership, team structure and processes on team performance of innovation, quality and efficiency."

Link, S., M.Sc. (2005): “Sustainable development in business organizations: Organizational conditions under which implementation of the ISO 14000 standards lead to improvement in environmental performance”.

Cohen, D., M.Sc., co-supervisor (with I. Erev as principle supervisor). (2016): “Risk compensation, over-regulation, and the effect of experience”.

Nissinboim, N., M.Sc. (2017): “Process standardization and error reduction: A revisit from a choice approach”.

Theses in progress

Nissinboim, N., (Ph.D., 2017, expected graduation 2019): “The use of geospatial data for understanding errors in organizations”.

Peled-Naim, Y., (Ph.D., 2017, expected graduation 2020): “The influence of matrix structure on innovation, quality, and errors performance of project team: A multi climate approach”.

Ben-Yehoda, S. (M.Sc., 2016, expected graduation 2018): “Individual and team level errors”.

Malka, R. (M.Sc., a proposal soon to be submitted, expected graduation 2018): “Balancing road safety and service climate”.

Post-Doctoral

Blank, T. H., Post-Doctoral Studies (with M. Erez). (2014): “Achieving radical innovation under time pressure”.

Braskova, M., Post-Doctoral Studies. (2016-2017). "Knowledge transfer from universities to Industry".

Zhanna, N., (Post-Doctoral Studies, 2018). "Team level errors".

Capstone Projects in Industrial Engineering and Management

2003 - I supervised 24 undergraduate teams that included a total of 73 students. The projects were done, among others, for the following organizations: *Missiles unit in Rafael, Delta Galil, Teva, GamboYashir, M-Systems, Tower Semiconductors LTD, Applied Materials, Philips Medical Haifa, Motorola, Yes – Cable TV, MGT.* Two of the teams won the Grinblat Prize for Industrial Engineering, and one the Nachmani Prize for Quality Management.

2010 - I supervised 19 Master of Engineering (ME) students. Projects, among others, for the following organizations: *Biosense Webster (J&J) – Medical Devices, IDF - Israel Defense Force, Intel, Iscar, Medtronic, Rafael, Elbit, Israeli Air Force, Unilever.*

2012 - 2015 MIT International Science and Technology Initiatives (MISIT) – I supervised 4 students, on a research on organizational integration. Two papers were published with Qing Li, and Paula Trepman. One of the students I supervised, Qing Li, won a best paper award for the work that she completed during her MISTI Israel stay. Industrial and Systems

Engineering Research Conference (ISERC) Best Paper Award, IIE Annual Conference, San Juan, Puerto Rico, USA, May 18-22, 2013.

RESEARCH GRANTS

- 2016 – 2018 Naveh, E. Harmonize the tension between quality and innovation: An exploratory study. Stat of Israel – Ministry of Science and Technology (MOST): 2015 call for applied science and engineering science research (314,238 Shekel, about \$80,500).
- 2016 – 2018 Naveh, E., Lei, Z., Glover, W. A knowledge transfer and sharing action for developing a new integrative approach to mitigating errors in hospitals: Resolving tensions in error research (ErrSpitals). Horizon 2020 - Research and innovation framework program: Marie Skłodowska-Curie research and innovation staff exchange (RISE, 180,000Euro).
- 2016 – 2017 Singer, S., & Naveh, E., Developing hospital's big data for error prevention: From patient data to data integration. 2016 McLennan Family Fund, *Harvard University*, Harvard T.H. Chan School of Public Health (\$50,000).
- 2014 – 2015 Katz-Navon, T., Naveh, E., Stern, Z., Levtzion-Korach, O., & Gross, M. Organizational factors that influence the medical team decision to report medical treatment errors. *The Israeli National Institute for Health Care Research* (143,275 Shekel, about \$41,000).
- 2013 - 2014 Carroll, J., Glover, W., Naveh, E., & Goldfracht. M. Integrated care for mental health. *MIT International Science and Technology Initiatives (MISIT)*, The MISTI Global Seed Funds (\$20,000).
- 2012 - 2014 Nightingale, D., Carroll, J., Glover, W., Kenley, B., Naveh, E., & Srinivasan, J. Post traumatic stress innovations: U.S. Military Enterprise Analysis. *U.S. Army Medical Research and Materiel Command USAMRMC* Number: 11126005 (\$8.5 million. \$142,800 Technion's part as MIT's subcontractor).
- 2010 - 2013 Carroll, J., Frese, M., Katz-Navon, T., & Naveh, E. An integrated model of LEAN production concepts, practices, and climate as a tool for reducing medical treatment errors in hospitals. FP7-IRSES MARIE CURIE (97,000 Euro).
- 2009 - 2010 Naveh, E., Katz-Navon, T. Assessing the effectiveness of driving differently programs. The Israeli National Road Safety Authority (345,000 Shekel, about \$85,000).
- 2009 Marcus, A., Naveh, E. Center for Integrated Leadership (CIL), *University of Minnesota*, Scholar Award (\$10,000).
- 2008 Naveh, E., Zonnenshain, A. The economic base for investment in employee safety: Analysis in the organizational and national levels. Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry (440,000 Shekel, about \$125,700).

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- 2007 - 2008 Stern, Z., Naveh, E., Katz, T. The influence of learning-orientation, autonomy and voice on error making: The case of resident physicians. *The Israeli National Institute for Health Care Research* (143,000 Shekel, about \$35,750).
- 2007 Naveh, E., Developing guidelines for an Integrated Management System. Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry (419,675 Shekel, about \$104,920).
- 2006 Naveh, E., The effect of an Integrated Management System on organizational safety performance. Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry (403,456 Shekel, about \$87,651).
- 2005 Naveh, E., The implementing mechanism of OHSAS 18001 in ISO 9001, and 14001 organization. Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry (405,507 Shekel, about \$90,000).
- 2005 Naveh, E., OHSAS 18001 in decentralized organizations - implementation. Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry (359,371 Shekel, about \$80,000).
- 2004 Naveh, E., OHSAS 18001 in decentralized organizations. Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry (407,170 Shekel, about \$90,000).
- 2002 - 2003 Katz, T., Naveh, E., Stern, Z., Safety in general hospital. *The Israeli National Institute for Health Care Research* (250,000 Shekel, about \$55,000).
- 2000 - 2001 Marcus, A., Naveh, E., The Impact of the ISO 9000 Quality Assurance Standard on Safety Performance in the Trucking Industry, *Minnesota Department of Transportation* (MN/DOT). (\$116,865).
- 1999 - 2001 Marcus, A., Naveh, E., Anderson, J., *NSF - SBE, DRMS – Decision, Risk, and Management Science Program*, Rule-Bound and Autonomous: Specifying the Conditions for the Successful Implementation of the Worldwide Quality Assurance Standard ISO 9000 (\$249,724 for 2 years).
- 1999 - 2000 Naveh, E., Marcus, A., Re-assessment of road accidents data analysis policy in Minnesota: Do we use the data we have? What more can be learned? Center for Transportation Studies (CTS), *University of Minnesota*, Minnesota Department of Transportation (MN/DOT), funded by the U.S. Department of Transportation Research and Special Programs Administration (RSPA). (\$88,200 for 1 year).
- 1995 - 1996 *The Israeli Prime Minister's Office*, research fellowship for: National Assessment of the Cost of Non-Quality (about \$10,000).

Research grants from Technion's sources

- 2017 – 2018 The influence of team composition on team errors: Reconciling the error

- paradox in system engineering. Gordon Center for System Engineering (\$10,000).
- 2015 – 2016 Naveh, E. An exploratory study to balance quality and innovation. Gordon Center for System Engineering (\$10,000).
- 2014 – 2015 Naveh, E. Understanding individual vs. group error: Why is it important for system engineering? Gordon Center for System Engineering (\$10,000).
- 2013 – 2014 Naveh, E. Time pressure effect on innovation: A missing lens in system engineering. Gordon Center for System Engineering (\$15,000).
- 2009 – 2010 Naveh, E. Developing a model for quality assurance in system engineering activities: dynamic switching between exploration and exploitation. Gordon Center for System Engineering (\$33,000).
- 2003 Erez, M., Naveh, E., Innovation, quality, and efficiency in R&D: A multi-level analysis of the effects of individuals, teams, leadership and organizational factors. Samuel Neaman Institute for advanced studies in science and technology (50,000 Shekel, about \$11,000).

PUBLICATIONS

Underscore under author's name denotes a paper coauthored with my student.

[*] - First author in a non alphabetic coauthors order (in a paper not with my students).

Theses

D.Sc. Dissertation: *A Development and Implementation of a Model for Total Quality in the Individual, Team and Organizational Level*. (Hebrew), 367 pages, November 1994.

Supervisors: M. Erez and A. Zonnenshain.

Refereed papers in professional journals

1. Stern, Z., Naveh, E. (1997). "A methodology model for quality management in a general hospital", *Clinical Performance and Quality Health Care*, Vol. 5, No. 3, pp. 129-132.
2. [*] Naveh, E., Erez, M., Zonnenshain, A. (1998). "Developing a TQM implementation model", *Quality Progress*, Vol. 31, No. 2, pp. 55-59.
3. Zonnenshain, A., Naveh, E., Halevy, A. (1998). "A survey of the cost of non-quality to a nation's economy: The Israeli experience", *Quality Progress*, Vol. 31, No. 10, pp. 93-97.
4. [*] Naveh, E., Halevy, A. (1999). "How much do we lose on non-quality?", *Total Quality Management Journal*, Vol. 10, No. 7, pp. 1037-1045.
5. Hill, V. A., Hays, J. M., Naveh, E. (2000). "A model for optimal delivery time guarantees", *Journal of Service Research*, Vol. 2, No. 3, pp. 254-264.
6. [*] Naveh, E., Halevy, A. (2000). "A hierarchical framework for a quality information system", *Total Quality Management Journal*, Vol. 11, No. 1, pp. 87-111.
7. Halevy, A., Naveh, E. (2000). "Measuring and reducing the national cost of poor quality", *Total Quality Management Journal*, Vol. 11, No. 8, pp. 1095-1110.

8. Bagchi, T., Naveh, E. (2001). "Toward a competence in agility", *International Journal of Agile Manufacturing*, Vol. 4, No. 2, pp. 163-181.
9. Miron, E., Erez, M., Naveh, E. (2004). "Do personal characteristics and cultural values that promote innovation, quality, and efficiency compete or complement each other?", *Journal of Organizational Behavior (Special Issue on Innovation)*, Vol. 25, No. 2, pp. 175-199.
10. [*] Naveh, E., Marcus, A., Moon, H. (2004). "Implementing ISO 9000: performance improvement by first and second movers", *International Journal of Production Research*, Vol. 42, No. 9, pp. 1843-1863.
11. [*] Naveh, E., Marcus, A. (2004). "When does ISO 9000 Quality Assurance standard lead to performance improvement", *IEEE Transactions on Engineering Management*, Vol. 51, No. 3, pp. 352-363.
12. [*] Naveh, E., Erez, M. (2004). "Innovation and Attention-to-Detail in the Quality Improvement Paradigm", *Management Science*, Vol. 50, No. 11, pp. 1576-1586.
13. Naveh, E., Stern, Z. (2005). "How quality improvement programs can affect general hospital performance", *International Journal of Health Care Quality Assurance*, Vol. 18, No. 4, pp. 249-270.
14. Naveh, E., (2005). "The effect of Integrated Product Development on efficiency and innovation", *International Journal of Production Research*, Vol. 43, No. 13, pp. 2789 – 2808.
15. [*] Naveh, E., Marcus, A., (2005). "Achieving competitive advantage through implementing a replicable management standard: Installing and using ISO 9000", *Journal of Operations Management*, Vol. 24, pp. 1- 26.
16. [*] Naveh, E., Katz-Navon, T., Stern Z. (2005). "Treatment errors in healthcare: A safety climate approach", *Management Science*, Vol. 51, No. 6, pp. 948-960.
17. Katz –Navon, T., Naveh, E., Stern, Z. (2005). "Safety climate in healthcare organizations: A multidimensional approach", *Academy of Management Journal*, Vol. 48, pp. 1075-1089.
This paper was highlighted in the section of the ASQ (American Society for Quality) Health Division Newsletter of the magazine *Patient Safety & Quality Healthcare*, January/February 2006.
18. Kaufman, E., Epstein, J. B., Naveh, E., Gorsky, M., Gross, A., Cohen, G. (2005). "A survey of pain, pressure and discomfort induced by commonly used oral local anesthesia injections", *Anesthesia Progress*, Vol. 52, No. 4, pp. 122-127.
19. Marcus, A., Naveh, E. (2005). "How a new rule is adjusted to context: Implementation of the ISO 9000". *International Journal of Organizational Analysis*, Vol. 13, No. 2, pp. 106-126.
20. [*] Naveh, E., Katz-Navon, T., Stern, Z. (2006). "Readiness to report medical treatment

- errors: The effects of safety procedures, safety information, and priority of safety”, *Medical Care*, Vol. 44, pp. 117-123.
21. Link, S., Naveh, E., (2006) “Standardization and discretion: Does the environmental standard ISO 14001 lead to performance benefits?”, *IEEE Transactions on Engineering Management*, Vol. 53, pp. 508-519.
 22. [*] Naveh, E., Meilich, O., Marcus, A. (2006). "The effects of administrative innovation implementation on performance: An organizational learning approach", *Strategic Organization*, Vol. 4, No. 3. pp. 275-302.
Ranked Number 1 in the list of *The 50 Most-Frequently Read Articles in Strategic Organization during August 2006 (by SAGE Publications)*.
 23. Katz-Navon, T., Naveh, E., Stern, Z. (2007). "The moderate success of quality of care improvement efforts: Three observations on the situation", *International Journal for Quality in Health Care*, Vol. 19, pp. 4-7.
 24. Naveh, E. (2007). “Formality and discretion in successful R&D projects”, *Journal of Operations Management*, Vol. 25, pp. 110-125.
 25. [*] Naveh, E., Marcus, A. (2007). "Financial performance, ISO 9000 Standard, and safe driving practices effects on accident rate in the U.S. motor carrier industry", *Accident Analysis & Prevention*, Vol. 39, pp. 731-742.
 26. Katz-Navon, T., Naveh, E., Stern, Z. (2007). "Safety self-efficacy and safety performance: Potential antecedents and the moderation effect of standardization", *International Journal of Health Care Quality Assurance*, Vol. 20, No. 7, pp. 572-584.
 27. Stern, Z., Katz-Navon, T., Naveh, E. (2008). “The influence of situational learning orientation, autonomy and voice on error making: The case of resident physicians”, *Management Science*, Vol. 54, pp. 1553-1564.
 28. Elad, S., Admon, D., Kedmi, M., Naveh, E., Benzki, E., Ayalon, S., Tuchband, A., Lutan, H., Kaufman, E. (2008). “The cardiovascular effect of local anaesthesia with articaine plus 1:100,000 adrenalin versus lidocaine plus 1:100,000 adrenalin in medically compromised cardiac patients: a prospective, randomized, double blinded study”, *Oral Surgery, Oral Medicine, Oral Pathology, Oral Radiology, and Endodontology (OOOOE)*, Vol. 105, No. 6, pp. 725-730.
 29. Stern, Z., Katz-Navon, T., Levtzion-Korach, O., Naveh, E. (2009). “Resident physicians’ level of fatigue and medical errors: The role of standardization”, *International Journal of Behavioral and Healthcare Research*, Vol. 1, No. 3, pp. 223-233.
 30. Katz-Navon, T., Naveh, E., Stern, Z. (2009). “Active Learning: When is more better? The case of resident physicians’ medical errors”, *Journal of Applied Psychology*, Vol. 94, Number 5, pp. 1200-1209.
 31. [*] Naveh, E., Katz-Navon, T., Stern, Z. (2011). “The effect of safety management systems on continuous patient safety improvement: the moderating role of safety climate and autonomy”, *Quality Management Journal*, Vol. 18, No. 1, pp. 54-67.

32. Miron-Spektor, E., Erez, M., Naveh, E. (2011). "The effect of conformists and attentive-to-detail members on team innovation: Reconciling the innovation paradox", *Academy of Management Journal*, Vol. 54, No. 4, pp. 740-760.
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Katz-Navon, T., Naveh, E. (2017). A new perspective on organizational climate as a boundary spanner: Integrating a fragmented health care system. pp. 285-305. In Avgar, A. C., & Vogus, T. J. *The evolving health care landscape: How employees, organizations, and institutions are adapting and innovating*. *LERA For Libraries*.

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Refereed papers in conference proceedings

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Eitan Naveh, CV

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- Naveh, E., Halevy, A., Zonnenshain, A., Measuring and reducing the national cost of non-quality *Proceedings of the 44th Annual EOQ Congress*, Volume 3, pp. 78-84, Budapest, June 15, 2000.
- Naveh, E., Halevy, A., Zonnenshain, A., A new approach to managing the cost of non-quality in an organization, *Proceedings of the 44th Annual EOQ Congress*, Volume 3, pp. 200-206, Budapest, June 15, 2000.
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Katz-Navon, T., Naveh, E., Stern, Z., Active learning climate and employee errors: The moderating effects of personality traits. *International Academy of Management and Business (IAMB)*, Lisbon, Portugal, April 17-19, 2013.

Li, Q., Glover, W., Naveh, E., Gross, M. Improving departmental quality performance with Interdepartmental integration. *IIE Annual Conference - The Industrial and Systems Engineering Research Conference (ISERC)*, San Juan, Puerto Rico, USA, May 18-22, 2013.

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Athens, Greece, July 2-4, 2015.

Naveh, E., Standardization and innovation: A multi priority approach. 4th Workshop on Standardization Management. I-ESA18 Interoperability of Enterprise Systems and Applications. Fraunhofer IPK, Berlin, Germany, March 21, 2018.

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Technical Reports

Training materials: Naveh, E., Blumkine, Y., Quality awareness program, IDF - Israeli Defense Force, 1993.

Naveh, E., Ezkovich, A., Quality information system, IDF - Israeli Defense Force, 1994.

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Naveh, E., Halevy, A., The cost of non-quality in Israel. Published by the Israeli Prime Minister's Office, August 1996. (The report was translated to English and Spanish.)

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Naveh, E., Libovich-Zor, S. The organizational safety officer. Department of Transportation, Israel, 2004.

Naveh, E., Erev-Yehene, V., Rodensky, D., Lahat, R. Implementation of the Israeli safety standard 18001 in decentralized organizations. Research Center for Work Safety and Human Engineering, Technion, and Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry. 2004.

Naveh, E., Erev-Yehene, V., Rodensky, D., Cochavi, I. Outsourcing and the Israeli safety standard 18001. Research Center for Work Safety and Human Engineering, Technion, and Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry. 2005.

Naveh, E., Golan, M., Sela, R. Yobiler, N. Integrated Management Systems and the Israeli safety standard 18001. Research Center for Work Safety and Human Engineering, Technion, and Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry. 2006.

Naveh, E., Golan, M., Yobiler, N., Hadad, Y. Guidelines for Integrated Management Systems. Research Center for Work Safety and Human Engineering, Technion, and Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry. 2007.

Naveh, E., The economic base for investment in employee safety: Analysis in the organizational and national levels. Research Center for Work Safety and Human

Engineering, Technion, and Committee for Research and Prevention in Occupational Safety and Health in the Israeli Labor Ministry. 2010.

Naveh, E., Katz-Navon, T. Driving differently in Business (Part A: Business organization. Part B: Schools). National Road Safety Authority. 2012.

CONFERENCES

Keynote

- 1998 The Uruguay National Quality Committee. Implementing national cost of quality index, Montevideo, November 25, 1998.
- 2003 ISO 9000's effects on accident reduction in the U.S. motor carrier industry. MN/DOT - Minnesota Department of Transportation research meeting, 13 June, 2003.
- 2017 Errors in health care: prevention and learning. 38 International Conference on Nursing & Health Care, October 16-18, New-York, USA.
<https://www.omicsonline.org/ArchiveJNC/nursing-2017-proceedings-keynote.php>
- 2017 Errors in organizations: prevention and learning integrative approach. A special seminar of The Israeli Society for Quality (ISQ). October 31, Haifa, Israel.
- 2018 Errors in health care: An integrative approach. 2nd World Congress on Public Health and Health Care Management, March 19-20, London, UK.
<http://scientificfederation.com/public-health-2018/scientific-program.php>
- 2018 4th Workshop on Standardization Management. I-ESA18 Interoperability of Enterprise Systems and Applications. Balancing quality and Innovation. Organized by Fraunhofer IPK, March 21, Berlin, Germany.

Plenary

- 2005 The effect of procedures on medical treatment errors: potential moderators. Workshop on: Motivation, culture and behavior, in Honor of Professor Miriam Erez Laureate of 2005 Israel Prize. Haifa, May 19-20, 2005.
- 2007 Medical errors: The effects of learning. *Wharton Technology Conference*, Philadelphia, 20-21 April, 2007.
- 2012 Climate, culture and organizational reliability: How can reliability research benefit/draw from safety climate research? Vanderbilt University Workshop on Organizational Reliability, Nashville, Tennessee, May 3-5.
- 2012 Medical treatment errors & radical innovation: Balancing conflicting priorities. The Technion Danny Mia workshop on Cognition and Organizational Behavior, Technion City, Haifa, May 13-14.
- 2012 Medical treatment errors & radical innovation: Behavioral operations approach for improving healthcare delivery systems. *Technion-Cornell Joint Research Healthier Life Workshop*, Weill Cornell Medical College, New York City, 26-27 July.
- 2013 The priority of safety: the case of medical treatment errors. Safety management

in context – cross-industry learning for theory and practice, *ETH Zürich & MIT*, Centro Stefano Franscini, Monte Verita', Ascona, Switzerland, 18-22 June.

- 2013 Preventing medical errors. Conference of the Central Committee 1800 for Management and Quality. The Standards Institution of Israel, Tel Aviv, 18 December.
- 2015 How to implement between processes integration? Lesson learned from diabetes and mental health care. Gordon Center for System Engineering, Technion, Haifa, 8 June.
- 2016 Errors in organizations: An integrative view. The Second Joint Workshop – Technion and *Hong Kong University of Science and Technology (HKUST)*, Hong Kong University of Science and Technology, Hong Kong, September 26-29, 2016.
- 2017 Using big data for understanding errors at Dana-Farber Cancer Institute. Ariadne Labs' Year-End Health Systems Innovation Meeting. *Ariadne Labs, Brigham and Women's Hospital, and Harvard T.H. Chan School of Public Health*. June 15, Boston, USA.

Semi plenary

- 2004 Installing and using ISO 9000: Achieving competitive advantage through implanting a management standard. The 10th International Conference on Productivity and Quality Research, Miami, 16-19 February, 2004.
- 2004 Research in quality – recent trends. The 15th International Conference of the Israel Society for Quality, Jerusalem, Israel, November 16-18, 2004.
- 2005 A Symposium on Research in Quality and Safety. The 8th National Conference of the Israel Society for Quality, Tel Aviv, Israel, November 23-24, 2005.
- 2007 Is more necessarily better? The effect of a management information system on performance. Information systems and managing quality- Session Chair. Production and Operation Management (POMS) Conference, Dallas, 4-7 May, 2007.
- 2007 Learning orientation as a predictor of medical treatment errors. Production and Operations Management (POMS) Conference, Dallas, 4-7 May, 2007.
- 2007 Learning orientation and resident physicians' medical treatment errors. INFORMS Annual Meeting, 4-7 November, Seattle, WA.
- 2016 A symposium. Learning from errors in organizations: Linking theory and practice. Sponsored by HCM, MOC, and OB Divisions. Organizers E., Naveh & Lei, Z. Academy of Management Meeting, Anaheim, California, USA, August 5-9.

Selected invited seminars

- 2001 Reassessment of road accident data analysis policy. Presented at Intelligent Transportation Systems Institute (ITS) advanced transportation seminar, Center for Transportation Studies, University of Minnesota, January 25, 2001.
- 2011 Learning climate: When is more better? The case of resident physicians' medical errors. MIT, Sloan School of Management, Organization Studies Group's (OSG) seminar. February 25.

- 2011 Improvement efforts in hospitals: A behavioral operations research approach. MIT, Engineering System Division (ESD), Lean Advancement Initiative's (LAI) seminar, March 9.
- 2013 Medical treatment errors & radical innovation: balancing conflicting priorities. *ESMT - European School of Management and Technology*, Berlin, Germany, 23 October.
- 2016 Errors in organizations: An integrative approach. *Harvard University*, Harvard T.H. Chan School of Public Health, Department of Health Policy and Management, Boston, USA, November 7.
- 2016 Innovation: A multi priority approach, *New York University (NYU)*, Leonard N. Stern School of Business, Creativity and Innovation Research Initiative (CIRI) Seminar, New York, USA, December 1.
- 2016 Use of big data for understanding errors. *Harvard University*, Health Management Work-in-Progress Seminar, Harvard T.H. Chan School of Public Health, Department of Health Policy and Management, Boston, USA, December 12.
- 2017 Errors in organizations: Conceptual foundations, and empirical findings. *University of Minnesota*, Carlson School of Management, Strategic Management and Entrepreneurship Department, Minnesota, USA, February 3.
- 2017 Errors in organizations: Conceptual foundations, empirical findings, and opportunities for research. *Massachusetts Institute of Technology (MIT)*, Sloan School of Management, Work and Organizations Studies group, Boston, USA, February 16.
- 2017 Errors in organizations. *Boston University*, Questrom School of Business, Operations and Technology Management Department, Boston, USA, March 23.
- 2017 Errors in organizations: An integrative approach- conceptual foundations, empirical findings, and opportunities for research. *LMU Ludwig-Maximilians-Universität München*, Munich School of Management, Munich, Germany, December 5th.

Contributed talks

Tenth Annual Conference of the Society for Industrial and Organizational Psychology, Orlando, Florida, 19-21 September, 1995.

Paper presented: Erez, M., Naveh, E., Zonnenshain, A., TQM as a means of changing organizational culture and performance quality. Presented by Erez, M.

Academy of Management, Canada, Vancouver, 6-9 August, 1995.

Paper presented: Erez, M., Naveh, E., Zonnenshain, A., Quality improvement - A three dimensional model for changing the organizational culture and performance quality. Presented by Erez, M.

The International Conference of the International Society for Quality in Health Care (ISQua), Jerusalem, 26-30 May, 1996.

Paper presented: Naveh, E., Zonnenshain, A., International learning session: Design of a quality methodology in health care.

The Fourth National Conference of the Israel Society for Quality,

Jerusalem, 19-20, November, 1997.

Paper presented: Naveh, E., Quality management in different cultures. Quality as investment.

Academy of Management, Washington D.C., 6-8 August, 2001.

Paper presented: Naveh, E., Marcus, A., Implementation of a management practice: Assimilation and going beyond.

The Six National Conference of the Israel Society for Quality, Tel Aviv, 28-29, November, 2001.

Paper presented: Naveh, E., Innovation and attention to details: Competitive vs. competing values.

ICSCA VIII-2 - Industry Co-operation on Standardization and Conformity Assessment Meeting, Berlin, February 27, 2002.

Paper presented: Naveh, E., Marcus, A. Rule-bound and autonomous: Specifying the conditions for the successful implementation of the worldwide quality assurance standards ISO 9000.

Academy of Management, Denver, Colorado, 9-14 August, 2002.

Papers presented:

- (1) Naveh, E., Marcus, A., Hyoung Koo Moon. ISO 9000 certification and institutionalism: Adoption and diffusion of global management standards.
- (2) Naveh, E., Erez, M. The duality of innovation and attention to detail in quality improvement initiatives. Presented by Erez, M.
- (3) Naveh, E. Achieving competitive advantage through implementing a replicable management standard.

Academy of Management, Seattle, Washington, 1-6 August, 2003.

Papers presented:

- (1) Naveh, E. Formality and discretion in successful R&D projects. Selected to the *Best Paper Proceedings* of the conference.
- (2) Naveh, E., Katz-Navon, T., Stern, Z., The mediation and moderation effect of safety climate and structure on safety performance.
- (3) Miron, E., Erez, M., Naveh, E., Does culture matter? A person x org. culture interaction on performance outcomes of innovation, quality & efficiency. Presented in a symposium titled: Innovation in Organizations - Individual, Team, Organizational, and National Factors that won The Most Innovative Session Award, Division. Presented by Miron, E., & Erez, M.

The 10th International Conference on Productivity and Quality Research, Miami, 16-19 February, 2004.

Paper presented: Naveh, E., Erez, M. Balancing innovation and Attention to detail in the quality improvement initiatives.

The Eleventh Annual Conference of Israel Society for Quality in Health Care, Tel Aviv, June 17, 2004.

Paper presented: Stern, Z., Naveh, E., Katz-Navon, T., The “silent killer”: Safety climate in hospital as predictor for medical treatment errors. Presented by Stern, Z.

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The Seventh National Conference of the Israel Society for Quality, Tel Aviv, November 26-27, 2004.

Paper presented: Naveh, E., Erez, M., Innovation and attention to detail in quality.

International Federation of Scholarly Associations of Management, Gutenberg, Sweden, July 5-7, 2004.

Paper presented: Katz, T., Naveh, E., Stern, Z. Patient treatment errors: A safety climate approach. Presented by Katz, T.

Academy of Management, New Orleans, Louisiana, 6-11 August, 2004.

Papers presented:

- (1) Naveh, E., The influence of quality managers' management education on organizational performance.
- (2) Naveh, E., Marcus, A., Meilich, O., Learning-in-action: When implementing the ISO 9000 Quality Standard makes a difference.
- (3) Katz-Navon, T., Naveh, E., Stern, Z. A multidimensional safety climate approach to patient treatment errors.

The 15th International Conference of the Israel Society for Quality, Jerusalem, Israel, November 16-18, 2004.

Papers presented and session chaired:

- (1) Libovich-Zor, S., Naveh, E., The effect of safety climate on motor vehicle accident involvement of organizations' drivers.
- (2) Naveh, E., Katz-Navon, T., Stern, Z. Treatment errors: the safety climate approach.
- (3) Amir, A., Naveh, E., The conditions under which after act reviews (AAR) and the lesson learning process are effective.

The 5th Annual Conference of The Israeli National Institute for Healthcare Policy, Tel-Aviv, Israel, March 1-2 , 2005.

Paper presented: Stern, Z., Naveh, E., Katz-Navon, T. The influence of safety climate on medical treatment errors.

The XII Annual Conference of the Israeli Society for Quality in Healthcare, Tel Aviv, Israel, June 2nd, 2005.

Papers presented:

- (1) Naveh, E., Erev-Yehene, V., Gopher, D., Rodensky, D., Cochavi, I. ISO 18001 and the use of outsourcing in a general hospital.
- (2) Attias, J., Or, J., Shtub, A., Naveh, E., Shdel, M., Krakov, O., Caspi, A. Systematic management of chest pain patients.
- (3) Stern, Z., Naveh, E., Katz-Navon, T., Safety self-efficacy and patient safety.

The Technology Transfer Society 2005 Annual Conference: *Advancing Innovation and Entrepreneurship*, Kansas City, MO September 28-30, 2005.

Paper presented: [*] Erez, M.(presenter), Miron, E., Naveh, E., and Segal, V. Innovation in the R-D industry: Effects of leadership, organizational culture, and management practices. A symposium on: "Enhancing Entrepreneurship and Innovation in Israel."

Academy of Management, Honolulu, Hawaii, USA, 5-10 August, 2005.

Paper presented: Segal, V., Erez, M., Naveh, E., Miron, E., Boazon, M., Melamed,

Eitan Naveh, CV

U., Mamane N. Same leadership and team characteristics, yet different effects on innovation in R&D versus manufacturing.

The 11th International Conference on Productivity and Quality Research, New Delhi, India, 12-15 December, 2005.

Paper presented: Naveh, E., Katz-Navon, T., Stern, Z., The effect of procedures on medical treatment errors.

The 13th Annual Conference of the Israeli Society for Quality in Healthcare, Tel Aviv, Israel, June 21st, 2006.

Paper presented: Stern, Z., Katz-Navon, T., Naveh, E., Medical errors of residents: The effects of autonomy, learning climate, and organizational voice.

26th International Congress of Applied Psychology, Athens, Greece, July 16-21, 2006.

Paper presented: Katz-Navon, T., Naveh, E. Organizers of a symposium on: Healthcare improvement: How can organizational psychology methods help.

26th International Congress of Applied Psychology, Athens, Greece, July 16-21, 2006.

Paper presented: Katz-Navon, T., Naveh, E., Stern, Z., Safety self-efficacy and patient safety: potential antecedents and the moderation effect of standardization.

Academy of Management, Atlanta, Georgia, USA, August 11-16, 2006. Naveh, E., Katz-

Paper presented: Navon, T. Organizers of a symposium on: "Learning and improvement in healthcare: Effects of structure, leadership, and safety climate."

Academy of Management, Atlanta, Georgia, USA, August 11-16, 2006.

Papers presented:

- (1) Miron, E., Erez, M., Naveh, E., The personal attributes that enhance individual versus team innovation.
- (2) Naveh, E., Katz-Navon, T., Stern, Z., Continuous patient safety improvement: The effects of safety programs, safety climate, and autonomy.

Academy of Management, Philadelphia, Pennsylvania, USA, August 3-8, 2007.

Papers presented:

- (1) Miron, E., Erez, M., Naveh, E. Balancing innovation, attention-to-detail, and outcome orientation to enhance innovative performance. *Best Paper Proceedings*.
- (2) Stern, Z., Katz-Navon, T., Naveh, E. Learning-orientation, autonomy and voice and residents' medical treatment errors.

The 6th National Conference for Health Policy, Tel Aviv, Israel, December 12, 2007.

Posters presented:

- (1) Attias, J., Naveh, E., Shtub, A., Caspi, A. Diagnosing chest pain patient: Could standardization and manufacturing cell improve quality and reduce hospital care costs?
- (2) Stern, Z., Katz-Navon, T., Levzion Korach, O., Naveh, E. Resident physicians' level of fatigue and medical errors: The role of standardization.

Production and Operations Management (POMS) Conference, La Jolla, California May 9 - May 12, 2008.

Paper presentations:

- (1) Naveh, E., Katz-Navon, T., Stern, Z. Resident physicians' level of fatigue and medical errors: The role of standardization. *Session Chair*.
- (2) Naveh, E. Balancing or integrating quality and innovation.
- (3) Libovich-Zor, S., Naveh, E., Prashker, Y. Safety and service practices and climates effects on organizations' car drivers involvement in traffic accidents and customer satisfaction.

Academy of Management Annual Meeting, Anaheim, California, August 8-13, 2008.

- (1) Professional Development Workshop (PDW). Organizer. Drach-Zahavy, A., Katz-Navon, T., Naveh, E., Somech., A., Stern, Z. Evidence-based medicine: Why the best knowledge does not translate to best practice.
- (2) Professional Development Workshop (PDW). Organizer. Naveh, E., Zonnenshain, A. The questions we still have not answered: Agenda for future research in Quality Management.

Paper presentations:

- (3) Naveh, E., Katz-Navon, T., Stern, Z. Resident physicians' level of fatigue and medical errors: The role of standardization.
- (4) Katz-Navon, T., Naveh, E., Stern, Z. Learning behaviors - Is more always better? The case of resident physicians' medical errors.

Stern, Z., Katz-Navon, T., Naveh, E. The influence of situational learning-orientation, autonomy and voice on error making: The case of resident physicians. *Patient Safety Collaboration Conference between Israeli and US Hospitals*, Hadassah Scopus Mountain, Jerusalem, 3-4 September, 2008.

Stern, Z., Katz-Navon, T., Naveh, E. The influence of situational learning-orientation, autonomy and voice on error making: The case of resident physicians. Researchers Club of the Israel National Institute for Health Policy and Services Research. November 5, 2009.

The 4th International Jerusalem Conference on Health Policy, Jerusalem, Israel, December 8-10, 2009. Naveh, E., Stern, Z., & Katz-Navon, T. Resident physicians' medical errors: Active Learning – When more is better? Paper Presentation.

IERC – Industrial Engineering Research Conference, REND, Nevada, May 21-25, 2011. Glover, W., Naveh, E. The use of industrial engineering tools in healthcare.

Academy of Management Annual Meeting, San-Antonio, Texas, August 12-16, 2011. Professional Development Workshop (PDW). Organizer. Carroll, J.S., Katz-Navon, T., Naveh, E., Singer, S.J., Sutcliffe, K.M., Tucker, A.L., Vogus, T.J. Dilemmas of learning in organizations: Learning- when is more better?

Israel Organizational Behavior Conference (IOBC), Tel Aviv, Israel, December 21-21, 2011. Naveh, E., Katz-Navon, T. Stern, Z. Active learning climate and individual error making: The moderating effects of personality traits.

The 17th Industrial Engineering & Management Conference (IE&M 2012), Tel Aviv, March 27-28. Management and Control, Session Chair. Paper presentation – Blank T. Naveh, E. Quality and innovation compete or complement? The moderating role of organizational learning, voice and prevention – promotion climates.

Academy of Management Annual Meeting, Boston, Massachusetts, August 3-7, 2012.

- (1) Professional Development Workshop (PDW). Organizer. Miron, E., Erez, M., Naveh, E., Research incubator for exploring tensions and paradoxes in creativity and innovation management.

Paper presentations:

- (2) Naveh, E., Katz-Navon, T., Stern, Z. Resident physicians' medical errors: Active learning climate and personality traits.
- (3) Blank, T., Naveh, E. Reconciling the effect of exploration and exploitation on innovation: A fit theory approach.

Academy of Management Annual Meeting, Orlando, Florida, August 9-13, 2013. Blank T. Naveh, E., Reconciling the simultaneous effect of exploration and exploitation on radical innovation.

Israel Organizational Behavior Conference (IOBC), Tel Aviv, Israel, January 5-7, 2014. Blank T., Naveh, E. Exploration and exploitation compete and complement in achieving radical innovation: the moderating effect of learning behavior and promotion focus.

Academy of Management Annual Meeting, Philadelphia, Pennsylvania, August 1-5, 2014. Paper presentations:

- (1) Naveh, E., Katz-Navon, T. A longitudinal road safety intervention study: climate as an organizational boundary spanner.
- (2) Blank, T., Jackson Glover, W., Naveh, E. Achieving radical innovation under time pressure: stop & think and exploration activities.

Global Health Research Convening of the Stanford Center for Innovation in Global Health, Stanford, CA,

January 9, 2015. Poster presentation. Trepman, P., Novikov, Z., Naveh, E., Glover, W., Goldfracht, M. How do integrative practices influence patient centered care? An exploratory study comparing diabetes and mental health care in an Israeli HMO.

The 19th Industrial Engineering & Management Conference (IE&M 2015), Tel Aviv, February 24.

Paper presentation – Novikov, Z., Glover, W., Trepman P., Naveh, E., Goldfracht, M. How should care providers implement integrative practices to achieve patient centered care? Exploratory study comparing diabetes and mental health care.

Academy of Management Annual Meeting, Vancouver, BC, Canada, August 7-11, 2015.

- (1) Professional Development Workshop (PDW). Organizer. Erez, E., Lei, Z., Naveh, E., Novikov, Z., A research incubator for exploring the interplay between priorities: Errors and innovation.
- (2) Professional Development Workshop (PDW). Presenter. Mentoring graduate students: Tips, best practices, and life-changing stories from the experts.
- (3) Symposium. Organizer. Erez, E., Lei, Z., Naveh, E., Novikov, Z., Dealing with competing paradoxical demands in search of co-existence.
- (4) Novikov, Z., Glover, J. W., Trepman, C. P., Naveh, E., Goldfracht, M. How do integrative practices influence patient centered care? An exploratory study. Paper presentation

Israel Organizational Behavior Conference (IOBC), Tel Aviv, Israel, January 6-8, 2016.

Eitan Naveh, CV

Lei, Z., Novikov, Z., Naveh, E. An integrative review of errors in organizations: Tensions and new directions for future research.

Production and Operations Management Society POMS 27 Annual Conference, Orlando, FL, May 6-9, 2016.

Glover, W., Li, Q., & E., Naveh. Integrative practices for improved quality of care: A human systems integration approach.

Academy of Management Annual Meeting, Anaheim, California, August 5-9, 2016. Professional Development Workshop (PDW). Sponsors: HCM, OB, TIM Divisions. Organizer. Lei, Z., Naveh, E., Singer, S., & Vogus, T. Errors in health care organizations: Building synergy between theory and practice across disciplines.

INFORMS Annual Meeting, Nashville, Tennessee, USA, November 13-16, 2016. Invited talk. Naveh, E., Glover, W., Li, Q., & Gross, M., Integration and quality performance in hospitals.

The National Industrial Engineering & Management Conference (IE&M 2017), Tel Aviv, June 6, 2017.

Novikov, Z., Ben-Yehuda, S., Naveh, E., Hellen, M. Z. Individual differences and team errors: Is there a better team configuration?

Production and Operations Management Society (POMS) International Conference, Tel Aviv, Israel, June 27-29, 2017.

- (1) Nissinboim, N., Naveh, E. Process standardization and error reduction: A revisit from a choice approach.
- (2) Novikov, Z., Naveh, E., Lei, Z., Individual difference and team errors: Is there a better configuration?

38 International Conference on Nursing & Health Care, New-York, USA, October 16-18, 2017. Bringing nursing cultures together. Session chair.

4th Israel Organizational Behavior Conference (IOBC), Tel Aviv, Israel, January 2-4, 2018.

Novikov, Z., Naveh, E., Lei, Z., Avoiding errors while learning from them: A team configuration approach to the error paradox.

Academy of Management Annual Meeting, Chicago, Illinois, USA, August 10-14, 2018.

- (1) Professional Development Workshop (PDW). Chair. Frontiers in error research: discovering new directions and opportunities.
- (2) Professional Development Workshop (PDW). Facilitator. HCM Research Incubator: Research in the Rough.
- (3) Professional Development Workshop (PDW). Facilitator. Strategic error management: making sense of and acting upon organizational errors.
- (4) Novikov, Z., Naveh, E., Lei, Z. The Error dilemma in teams: goal orientations, information elaboration, and team errors. Paper presentation
- (5) Malka, R., Libovich-Zor, S., Naveh, E. Employee safety priority: when is the rate of work-related driving accidents lower? Paper presentation.

Participation in organizing conferences

Eitan Naveh, CV

- 1996 Program committee member for the ninth conference on Industrial Engineering and Management, Tel Aviv, May 7-8, 1996.
- 1997 Program committee member for The International Conference of the International Society for Quality in Health Care (ISQua), Jerusalem, 26-30 May, 1996.
- 1997 Program committee member for the Fourth National Conference of the Israeli Society for Quality, Jerusalem, 19-20 November 1997.
- 2004 Program committee member for The 10th International Conference on Productivity and Quality Research, Miami, 16-19 February, 2004.
- 2004 Organizer of a symposium on research in quality sciences. The 15th International Conference of the Israel Society for Quality, Jerusalem, Israel, November 16-18, 2004.
- 2005 Co organizer (with Avner Halevy) of the conference “Research in quality” Haifa, Israel, 19 July, 2005.
- 2007 Co-Chair (with A. Halevy) of the 12th ICPQR- International Conference on Productivity and Quality Research of the ISPQR- International Society for Productivity and Quality Research, Haifa University, Israel, July 10-12, 2007.
- 2008 Track chair for the Quality Management track. 19th Annual Conference of the Production and Operations Management Society (POMS), La Jolla, California, May 9-12, 2008.
- 2009 Co organizer (with Avner Halevy) of the conference “Research in quality” Haifa, Israel, 28 July, 2009.
- 2010 Conference Chair, The 16th Industrial Engineering & Management Conference (IE&M 2010), David Intercontinental Hotel, Tel Aviv, March 23-24, 2010.
- 2017 Product Innovation and Technology Management track chair, 2017 POMS (*Production and Operations Management Society*) International Conference, Tel Aviv, Israel, June 27-29, 2017.
- 2018 Organizing Committee, 2nd World Congress on Public Health and Health Care Management, March 19-20, London, UK.