

VU Research Portal

A patient is not a car

van Grinsven, M.

2017

document version

Publisher's PDF, also known as Version of record

[Link to publication in VU Research Portal](#)

citation for published version (APA)

van Grinsven, M. (2017). *A patient is not a car: Lean in healthcare: Studying agency in the translation of management concepts*. ABRI.

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal ?

Take down policy

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

E-mail address:

vuresearchportal.ub@vu.nl

ACKNOWLEDGEMENTS

Since ideas and concepts do not transform under the authorship of one actor and it's not just the ideas and concepts that are transformed but the actants too, I would like to express my sincerest gratitude to everyone who has enabled and endured the process through which this dissertation came about.

First and foremost, I want to thank Joep Cornelissen and Stefan Heusinkveld, who supervised me throughout the PhD-trajectory. It is hard to find the words to describe how much you both have inspired me. As role-model academics, but as people too. *Joep*, I am in awe with the insidious simplicity of your supervision and the humor and relaxedness of your style. You always said so much more than I initially thought you did, providing me with the tools and confidence to get started, but with the complexity and depth to keep going. Thank you for always having faith in me. *Stefan*, you were the one who approached me in 2013, wondering 'if it wasn't about time to start that PhD?'. You had supervised me in my Master's degree in 2009 and had seen me take off into consultancy with some reluctance. Thank you for that e-mail, and thank you for all that followed. You have simply been there every step of the way, being an amazing mentor, colleague, co-author and friend. I can't believe the opportunities you made me take, the sense you made me see and the people you have introduced me to. Or just how incredibly supportive you have been.

I would also like to thank the members of the (reading) committee: *John Amis, Hans Berends, Joe O'Mahoney, Ard-Pieter de Man, Trish Reay* and *Sierk Ybema*. Your work has been of great inspiration to mine and your feedback and support has been an enormous source of motivation during the past few years. I consider myself very lucky that you were willing to invest your precious time in reading and evaluating this dissertation as a final product and being part of the defense ceremony.

I would like to express a special word of gratitude to the people and institutions without which my research would not have been possible to begin with. To the Management and Organization department (M&O) and the Amsterdam Business Research Institute (ABRI) of the Vrije Universiteit Amsterdam for enabling my research position. And to the Lean in de Zorg network (LIDZ) and its members for allowing me access, and for their participation in my

research. *Marc Rouppe van der Voort*, as chair of the LIDZ-network, your support, clarification and feedback has been invaluable.

Of course I want to say thanks to my paranymphs and beautiful friends Marloes and Carolin. *Marloes*, we met twenty years ago in the first year of high school and you have been such an amazing support and loving friend through all of my adventures. I am very happy you would still be my paranymph after you gave me a choppy pencil with the text ‘Ik blijf niet bezig’ (‘I won’t keep doing this’) as a graduation gift for me getting my third degree a few years ago. I will stop with the graduations now, I promise. *Carolin*, how could I have done this without you? We met during the first weeks of my PhD when you were preparing to finish yours, and you have let me talk, complain, enjoy, relax and put things in perspective ever since. You had my back at life’s difficult moments and celebrated with me when it was good. You consistently figure in all the stories that make up this PhD and I could not be more grateful to have you as my friend. Ladies, thank you for standing by me, always and on D-day specifically.

During the past few years, I had the pleasure of working closely with a lot of incredibly smart and inspiring people. I would like to express my gratitude to Jos Benders and Andrew Sturdy, who, as co-authors, were very much involved with the work of my PhD. *Jos*, thank you for your continuous support from day one. You introduced me to the LIDZ-network and I learned a lot from our close collaboration on the many projects we ended up doing together. *Andrew*, thank you for welcoming me to the department of Management at the University of Bristol to do a research visit. Not only was that a great experience in itself, I feel very privileged with your close engagement on our paper and from the opportunity of learning from you during all our thinking and writings sessions. My dear VU-colleagues, it was truly a pleasure to work with you. *Onno*, thanks for always letting me vent my happiness and frustration and for reassuring me all would be fine. *Lucie*, thanks for brightening up the last year. *Astrid*, thanks for all the sanity checks, on any topic whatsoever. *Mohammad*, thanks for all the talks and wisdom. *Omar*, *Koen*, *Marco*, *Marc*, *Wouter*, *Riku*, *Francien* and *Sylvia*, I very much appreciated all the lunches, jokes and you checking up on me every now and then, when I had locked myself in my office again. *Ruben*, thanks for showing me the ropes, for the silliness and for all the fun trips. *Mariëtte*, thanks for helping me realize what is most important. *Katie* and *Evgenia*, thanks for all the energy and for making conferences so much more exciting. *Susan*, *Eva*, *Brian*, *Daniel*, *Stella*, *Natalja* and *Michiel*, thanks for all the chats and coffees, about nothing and everything at the same time.

I consider myself to be very lucky to have so many friends I could rely on for support and distraction. *Janine, Simone, Sandra, Marieke, Saskia* and *Esther*, thank you for all the fun dates. *Ben*, thank you for giving me the courage to start the PhD and for being such a big part of my life. *Paulien* and *Anouk*, thank you for inspiring me to always take the extra step and to do what makes me happy. *Maja, Marcel, Mien, Graham, Nick* and *Sam* (and all others), thank you for sharing the passion of dance. It is so great to have met, and keep meeting you all over the world to do one of the things we love best. *Lisa, Michael, Marco, Alessandra, Kath, Daniel* and *Niels*, I can't help but think how productive my UK-research visit would have been if we had not met. But I certainly would have been a whole lot less happy, without you as my flat mates and friends.

Lieve papa en mama, I would never have been able to do a PhD if it wasn't for you. I know you would have been proud of me regardless, but I am incredibly grateful for you showing me the value of education since early age and for raising me to be critical and independent. Papa, you always teased me that, with your degree, you knew best, knowing that it would only make me work harder to get mine. Shall we let that rest now? And mama, for as long as I can remember you would say "nou, dan maar een jaartje later doctor" ("so what, then be a doctor one year later"). Which was a joke and you would only say it when you felt I was working too hard. Thank you both for your unconditional love, your continuous support and for giving me all I needed to be me.