

## Documents

Ahmed, S.<sup>a</sup>, Islam, R.<sup>b</sup>, Ashrafi, D.M.<sup>c</sup>, Alqasmi, I.<sup>d</sup>, Choudhury, M.M.<sup>e</sup>, Rahman, M.<sup>f</sup>, Dhar, B.K.<sup>g</sup>

**Effects of lean and six sigma initiatives on continuous quality improvement of the accredited hospitals**  
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<sup>a</sup> Department of Business Administration, World University of Bangladesh, Dhaka, Bangladesh

<sup>b</sup> Department of Business Administration, International Islamic University Malaysia, Kuala Lumpur, Malaysia

<sup>c</sup> ULAB School of Business, University of Liberal Arts Bangladesh, Dhaka, Bangladesh

<sup>d</sup> Public Health School of Health Sciences, Saudi Electronic University, Riyadh, Saudi Arabia

<sup>e</sup> Department of Management, University of Dhaka, Dhaka, Bangladesh

<sup>f</sup> Lincoln International Business School, University of Lincoln, Lincoln, United Kingdom

<sup>g</sup> Business Administration Division, Mahidol University International College, Mahidol University, Salay, Thailand

### Abstract

The main purpose of this study is to investigate the role of Lean and Six Sigma initiatives on continuous quality improvement in the Malaysian Society for Quality in Health (MSQH) accredited hospitals. In particular, it investigates the relationship between top management support and teamwork. It also examines the influence of teamwork on Lean and Six Sigma initiatives. In this study, 450 survey questionnaires were distributed to twelve MSQH-accredited hospitals' staff using the Stratified Random Sampling method and received 251 useable responses constituting a 55.78 per cent response rate. The reliability and validity of the research variables were tested based on internal consistency, construct validity and discriminant validity by applying the SmartPLS 3.3.4 software. The relationships among various variables in the model were tested using Partial Least Squares Structural Equation Modeling (PLS-SEM). Overall, the study's findings reveal that Lean and Six Sigma initiatives positively and significantly impact the continuous quality improvement of MSQH-accredited hospitals. The findings also indicate that top management support has a positive and significant relationship with teamwork and vice versa, i.e. teamwork significantly affects Lean and Six Sigma initiatives. © 2023 Informa UK Limited, trading as Taylor & Francis Group.

### Author Keywords

continuous quality improvement; hospitals; lean initiatives; six sigma initiatives; teamwork; Top management support

### Index Keywords

article, construct validity, discriminant validity, human, human experiment, internal consistency, partial least squares regression, questionnaire, reliability, six sigma methodology, software, structural equation modeling, teamwork, total quality management

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**Correspondence Address**

Ahmed S.; Department of Business Administration, Uttara, Bangladesh; email: selim.ahmed@business.wub.edu.bd

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