

Alex Kuiper
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Curriculum Vitae

Personal details

Dr. Alex Kuiper

Date of birth: December 20, 1987

Place of birth: Amsterdam

Nationality: Dutch

Job experience

2012–present

IBIS UvA

Amsterdam

Consultant and researcher

Consultant at the Institute for Business and Industrial Statistics (IBIS UvA), an independent consultancy firm owned by the University of Amsterdam. IBIS UvA specializes in Lean Six Sigma, and its employees do scientific research in the field of industrial statistics.

Consultancy and executive training:

Implementation of improvement programs, including:

- o executive training (Lean Six Sigma Green & Black Belt);
- o project supervision and evaluation (acting Master Black Belt);
- o developing Lean Six Sigma training curricula.

Scientific research:

Research in the field of industrial statistics, resulting in publications in scientific and general literature. Research focuses on operations management, especially appointment scheduling.

Teaching:

2015–present: Lecturer of the course: Management Research Methods 1&2 (Accountancy & Control and/or Executive Programme Management Studies), University of Amsterdam.

2013–present: Lecturer of the course: Mathematics for Business Studies (preliminary course for studying at the Amsterdam Business School), University of Amsterdam.

2013: Teacher of the courses: Introduction to Quantitative Methods and Quantitative Methods (Executive Programme Management Studies), University of Amsterdam.

2009–2012

University of Amsterdam

Amsterdam

Student-assistant

Student-assistant for the courses Calculus 1 & 2.

2011

Lyceo

Netherlands

Teacher mathematics & physics

Teacher of mathematics & physics for students in their final year of secondary education.

2008–2010

University of Amsterdam

Amsterdam

Student-tutor

Tutoring first-year mathematics students.

2007–2010 University of Amsterdam Amsterdam

Student-mentor

Informing students at secondary education about studying at the University of Amsterdam.

Education

2013–2016 IBIS, University of Amsterdam Amsterdam

PhD in Industrial Statistics

Supervisors: Prof. M.R.H. Mandjes and Prof. J. de Mast.

2009–2013 University of Amsterdam Amsterdam

Double degree MSc Stochastics & Financial Mathematics and MSc Econometrics

Thesis: “*Optimal Appointment Scheduling in Healthcare*”.

2011: Exchange student statistics at the University of Calgary.

2006–2009 University of Amsterdam Amsterdam

BSc in Mathematics with honours

Thesis: “*Transporting Internal Waves*”.

2000–2006 Montessori Lyceum Amsterdam Amsterdam

Gymnasium

VWO N&T with Economics and Latin.

Extra curricular

2014 Centrum voor Nascholing Amsterdam Amsterdam

Participant in the training “*Teaching and designing your teaching*”.

2014 Bureau Zuidema Wolfheze

Participant in the training “*Inzicht in Adviseren*”.

Other activities

1994–present: judo, (qualified instructor since 2009), Judoclub Landsmeer.

1997–present: speed skating.

2012: organizer of the “*from Amsterdam to Paris*” cycling event.

2009: chairman on the UvA Bachelor Day for mathematics.

Competences

Native language: Dutch.

Foreign languages: fluent in English, passive knowledge of German and French.

Driver's license B.

Experienced in various statistical and/or mathematical software packages (Matlab,

Mathematica, Minitab, R, SPSS) and other software packages (Microsoft Office, LaTeX).

Publications

1. A. Kuiper, M. Mandjes, J. de Mast & K.R. Brokkelkamp (2016), “*Appointment Scheduling in Healthcare*”, (submitted for publication).
2. A. Kuiper, R. van de Hoef, M. Wesseling, B.A. Lameijer & R.J.M.M. Does (2015), “*Quality Quandaries : Improving a customer value stream at a financial service provider*”, *Quality Engineering* (accepted for publication) .
3. A. Kuiper & M. Mandjes (2015), “*Practical Principles in Appointment Scheduling*”, *Quality and Reliability Engineering International*, **31**(7), pp. 1127-1135.
4. A. Kuiper & M. Mandjes (2015), “*Appointment scheduling in tandem-type service systems*”, *Omega*, **57**(B), pp. 145-156.
5. A. Kuiper, B.P.H. Kemper & M. Mandjes (2015), “*A Computational Approach to Optimized Appointment Scheduling*”, *Queueing Systems*, **79**(1), pp. 5-36.
6. A. Kuiper, M. van Raalte & R.J.M.M. Does (2014), “*Quality Quandaries: Improving the Overall Equipment Effectiveness at a Pharmaceutical Company*”, *Quality Engineering*, **26**(4), pp. 478-483.
7. A. Kuiper, M. van Raalte & R.J.M.M. Does (2014), “*Het verhogen van de ‘Overall Equipment Effectiveness’ bij een farmaceutisch bedrijf*”, *Sigma* (popular Dutch magazine).
8. W. Vink, A. Kuiper, B.P.H. Kemper & S. Bhulai (2014), “*Optimal Appointment Scheduling in continuous time: The Lag Order Approximation Method*”, *European Journal of Operational Research*, **240**(1), 213-219.

Conferences

2016: Presentation, “*Appointment scheduling in healthcare*” at the European Conference for Queueing Theory, Toulouse, France.

2015: Presentation “*Efficient computation of optimal appointment schedules in healthcare*” at the INFORMS Applied Probability Society Conference, Istanbul, Turkey.

2015: Invited presentation, “*Applying Lean Six Sigma in services*” at the University of Piraeus, Piraeus, Greece.

2012: Invited presentation, “*Optimized appointment scheduling*” at Academia meets Industry at Eurandom, Eindhoven, Netherlands.

2014: Presentation, “*Appointment scheduling in healthcare*” at European Network for Business and Industrial Statistics (ENBIS), Linz, Austria.

Referee

Refereed for *European Journal for Operational Research*, *International Journal of Lean Six Sigma* and *Queueing Systems*.