4. Conclusions

The developed Causal Loop Diagram based on system dynamics thinking helped to figure out new insights of understanding the complexity of the operating room theatre. This model also illustrates some of the effects on patients' experience and on the quality of service that they receive. This framework is discussed with experts, and they approved the model. The model can be adapted to fit new assumptions, and it is considered as a start for using simulation to test different scenarios that will help decision makers to take the decision that has the most significant impact on the system performance.

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Biographies

Gamal Nawara is an emeritus professor at the Industrial Engineering Department, Faculty of Engineering, Zagazig University; Zagazig, Sharkia, Egypt. He received his B.Sc., from University of Ain Shams, Egypt 1963 in Mechanical Engineering and Ph.D., from University of Leipzig, Germany 1969 in Industrial Engineering. Prof. Nawara has several distinguished activities in the field of industrial engineering. He is a planner, evaluator and coaching projects, project manager, and trainer in several projects. In the last decade, he has focused on Development of Small and Medium Enterprises. He is also a member in number of Supreme council of Egyptian universities. Prof. Nawara has more than 50 articles on different industrial engineering topics.

M. Adel Elbaz is now the chairman of the Industrial Engineering Department, Faculty of Engineering, Zagazig University, Egypt. He also acted as a consultant in engineering management at many of the companies in industrial sector in Egypt. He worked industrial planning consultant at the ministry of economy and planning, Kingdom of Saudi Arabia during the year 2012-2013. His research interests include genetic algorithms, neural networks, fuzzy logic applied in the field of Scheduling, Facilities layout, Quality control, and Supply chain management.

Mohamed Grida is an assistant professor of Industrial Engineering at Zagazig University. He holds a MSc. degree in industrial engineering from the American University in Cairo and a PhD from the Zagazig University. He worked as a visiting researcher in Hong Kong University of Science and Technology. His research interests include modeling and optimization of supply chain systems, containers logistics systems, and retail systems.

Mahmoud Zeid is a research assistant in Industrial Engineering at Zagazig University. He earned his BSc in Industrial Engineering from Zagazig University. His research interests include simulation, optimization, healthcare systems, planning, and lean.