

In person Sessions List

Session	Title	Authors
Management Systems (chair: Catarina Cubo)	Analysis and comparison of ISO 9001:2015 certification between Portugal and other countries	Adriana Trindade Gonçalves, Inês Faria Alves and André M. Carvalho
	Importance of QES management systems in monitoring the impacts of COVID-19 on organizations	Joana Costa, Martinha Pereira and Estela Vilhena
	Management System Standards for more Corporate Sustainability	Louis Maximilian Ronalter, Camila Fabrício Poltronieri, Mateus Cecilio Gerolamo and Merce Bernardo
AI and Related Concepts/1 (chair: Sofia Barbosa Pereira)	Application of artificial intelligence methods for educational organizations quality management systems (qms) effectiveness improvement	Valentin Dzedik, José Pedro Teixeira Domingues, Ellada Tikhonovich and Valentina Moiseeva
	Development of a predictive model of financial performance indicators for organizations with integrated management systems, supported in artificial neural networks	Fábio Freitas, Lino Costa, Pedro Domingues and André M. Carvalho
	Development of an AI-based workflow to support competency-based resource planning of industrial projects	Amirbabak Ansari, Nadine Schlueter and Manuel Loewer
Stakeholders Satisfaction (chair: Aneta Kucinska-Landwójtowicz)	Patient experience in health care services. A gender perspective	Dalilis Escobar Rivera and Alba Manresa Matas
	Quality of higher education: students' view vs. regulations	Irina Degtjarjova and Inga Lapina
AI and Related Concepts/2 (chair: Merce Bernardo)	Development of scenario-based methods for testing the quality of chemical protective gloves regarding ergonomic requirements	Nadine Schlueter, Sina Hajiaghapour, Christian Boehmer and Uli Barth
	Smart Police Station: A journey towards excellence, Dubai Police case study	Jorge Roman and Khalifa Al Room
Digital VoC (chair: Martí Casadesús)	Statistical Process Control techniques to monitor quality determinants in digital Voice-of-Customer	Federico Barravecchia, Luca Mastrogiacomo, Lorenzo Tavani and Fiorenzo Franceschini
	User-generated content mining: Exploring paths on the Quality perspective	Sara Maia, Pedro Domingues and Maria Leonilde Varela
Quality 4.0 (chair: Fiorenzo Franceschini)	Quality 4.0: An exploratory literature review and avenues for future research	Diana Oliveira, Maria João Rosa and Helena Alvelos
	Quality 4.0: Challenges and Opportunities for Master's Training	Tatiana Salimova, Julia Palkina, Lyudmila Biryukova and Tatiana Glukhova
	Quality 4.0: definition, implementation, and organizational consequences	Younès El Manzani and Mostapha El Idrissi
Quality and Collaborative Automation (chair: Leonilde Varela)	Challenges and opportunities of collaborative robots for quality control in manufacturing: evidences from research and industry	Elisa Verna, Stefano Puttero, Gianfranco Genta and Maurizio Galetto
	Human-robot collaboration in a repetitive assembly process: a preliminary investigation on operator's experience and product quality outputs	Riccardo Gervasi, Luca Mastrogiacomo and Fiorenzo Franceschini
	Product complexity and quality in assembly processes: state of the art and challenges for industrial HRC	Matteo Capponi, Luca Mastrogiacomo, Dario Antonelli and Fiorenzo Franceschini
Six Sigma, Lean Six Sigma (chair: Federico Barravecchia)	Downtime reduction in a small company using dmaic methodology	Gabriela L. Ferreira, Alexandre M. Vasconcelos and Diego R. Fogaça
	Good practices and hindrances to integrate Lean Six Sigma with Industry 4.0 in the chemical sector	Sergio Tenorio dos Santos Neto, Maximilian Espuny, Pedro Domingues and Otávio José de Oliveira
	Problem Solving Using Lean Six Sigma – Cases in Portugal	Jamison Kovach, Ana Lúcia Martins, Teresa Cardoso-Grilo and Sofia Kalakou
	Resolving Gaps Using Design for Six Sigma in Healthcare	Madalena Cardoso, Jamison Kovach, Teresa Cardoso-Grilo, Ana Lucia Martins and Sofia Kalakou
Quality Tools, Quality Improvement/1 (chair: Márcio Machado)	An Integration of QFD and Fuzzy-AHP approach in Hospital Services, case study: a Hospital in Iran	Ahmad Hariri, José Pedro Teixeira Domingues and Paulo Sampaio
	Quality Indicators Implementation in Higher Education Institutions: some clues from the SMART-QUAL project	Ana Raquel Xambre, Maria João Rosa and Helena Alvelos
	World State of Quality: a frontier approach to benchmark the performance of countries worldwide	Hermilio Vilarinho, Catarina Cubo, Paulo Sampaio, Pedro Saraiva, Marco Reis, Henriqueta Nóvoa and Ana Camanho
Quality Concepts and Challenges/1 (chair: Maria João Rosa)	Challenges and opportunities for service quality in the sharing economy: research project-based evidences from Spain	Josep Llach and Andrea Bikfalvi
	Properly Using Technology to Ensure Quality (a reflection on Concepts and Implementation)	Filipe Gastão Maia de Loureiro
	The Challenges of Remote Work to the Development of a TQM Culture	Patrícia Moura e Sá
Quality Tools, Quality Improvement/2 (chair: Alfonso Hernández)	Implementation and development of IPVC's equality plan in association with its management system	Ana Teresa Oliveira, Ana Sofia Rodrigues, Márcia Amorim, Teresa Gonçalves, Filipa Patrocínio, Paulo Rodrigues Rodrigues, Mário Barros, Sofia Rodrigues, Ines Miranda, Mónica Sousa and José Pedro Domingues
	Internal audits integrated program implementation as continuous improvement tool in an energy sector plant production	Ines Miranda, Mónica Sousa and José Pedro Domingues
	Protocol for refinement and validation of a conceptual model of service quality for Direct-to-Consumer telemedicine consultation	Julie Preaux, Martí Casadesús and Merce Bernardo
Quality Concepts and Challenges/2 (chair: Elisa Verna)	Assessing the use of transformers to validate customer reviews	Manuel Alves, Armindo Lobo and Angelica Reis
	Digital Transformation of the Natural Stone Sector	Ana Sofia Amaral and Pedro Oliveira
	Sustainability and Food Safety: Challenges and Impacts	Daniela Bastos, Martinha Pereira and Estela Vilhena

Quality Tools, Quality Improvement/3 (chair: Luca Mastrogiacomio)	Controlling industrial Measuring and Monitoring Equipment status through EWMA and I-MR charts	Margarida Sousa, Isabel Lopes, João Pedro Mendonça and Cláudia Pires
	Governance instruments and quality of information in a supply-chain network: A case study in a government organization	Marcio C Machado, Anselmo de Oliveira Souza, Mauro Vivaldini and Victor S Correa
Operational and Organizational Excellence/1 (chair: Pedro Domingues)	Modeling the association between TQM and employee well-being: an analysis from the Job Demands-Resources model	Ana B. Escrig-Tena, Mercedes Segarra-Ciprés and Beatriz García-Juan
	Organization of a continuous improvement system in production companies	Aneta Kucińska-Landwójtowicz and Izabela Czabak-Górska
	The emergence of Industry 5.0: A bibliometric analysis	José Pedro Teixeira Domingues, Yasmin Martins, Camila Fabrício Poltronieri and Luciana Rosa Leite
Quality and Sustainability (chair: Isabel Silva)	Multiple Management Systems in pursue of Eco-Product Innovation: The role of slack resources	Alfonso Hernandez-Vivanco and Merce Bernardo
	Sustainable Management in the hotel sector: an exploratory study	Sílvia Carvalho, César Oliveira, Stella Regina Reis da Costa and A.L.F. Baptista
	Total Quality Management Philosophy Within the Fourth Industrial Revolution Toward Sustainability: A State-Of-The-Art Literature Review and A	Ahmed Baha Eddine Aichouni, Luís Miguel D.F. Ferreira and Cristovao Silva
Operational and Organizational Excellence/2 (chair: Ana Monteiro)	Cybernation of quality management	Vadim Lapidus and Galina Tiuleneva
	Revisiting European diffusion: ISO 22000 Certification	Nathalia Granja and Pedro Domingues
	Transformation of Quality and Organizational Excellence Awareness and Practices – Case of Estonia	Tii Tammaru