

## Online Sessions List

Session	Title	Authors
<b>Quality, Innovation, Food Safety, Sustainability/ON</b> (chair: Martha Ramírez)	Diagnosing organizational culture of innovation: development and application of a systematized instrument	Cristhian Mafalda, Cintia Blaskovsky P. Gomes, Ricardo F. Esposto, Lillian D. N. Gambi and Mateus C. Gerolamo
	Implementing sustainability as a quality factor in higher education institutions	Teresa Nogueiro, Margarida Saraiva and António Ramos Pires
	Quality Management in R&D organizations: a literature review	Arnaldo Gaio and Edilvando Eufrazio
<b>Risk Approach and Quality Improvement/ON</b> (chair: Dalilis Escobar)	Direct and indirect effects of risks on service-oriented supply chain: a covid-19 perspective	Thang Ta Duc, Uyen Diep My, Huy Truong Quang, Paulo Sampaio, Maria Carvalho and An Duong Thi Binh
	Risk management prioritization in medical device SMEs based on AHP analysis	Yasmin S Martins, Carlos E. S. Silva, Juliana H. D. Gaudêncio and Paulo Sampaio
	The integration of technologies Industry 4.0 technology and Lean Manufacturing: A systematic literature review	Tailise Mascarenhas Martins, Aline Patricia Mano, Adriana Aparecida Alves Silva and Ricardo Coser Mergulhão
	The Resonant Effect of Risks on Supply Chain Performance: A Covid-19 Perspective	Huong Le Thi Cam, Huy Truong Quang, Paulo Sampaio, Maria Sameiro Carvalho and An Duong Thi Binh
<b>Quality Tools, Quality Improvement/ON1</b> (chair: Rui Oliveira)	An instrument to assess the Quality of Higher Education Institutions from multiple perspectives: Smart-Qual	Frederic Marimon, Paulo Sampaio, Anna Akhmedova, Marta Mas-Machuca, Jasmina Berbegal-Mirabent and Dolores Gil-Doménechf
	Quality Challenges for Management System Certification Bodies – From the Accreditation Point of View	George Anastasopoulos, Natalya Roshka and Harry Makam
	Systemic use of quality tools in HIV/AIDS research project	Carlos Jefferson de Melo Santos, Inês Dourado and Ângelo M. O. Sant'Anna
	The perception of the impact of certification on organisational culture relative to the environment and occupational health and safety	Maria Helena Pedrosa, Adelina L.F. Baptista and Joana Guedes
<b>Quality Concepts and Challenges/ON</b> (chair: Sofia Barbosa Pereira)	Are Lean, World Class Manufacturing and Industry 4.0 practices related?	José D. R. Terra, Fernando T. Berssaneti and Camila C. Melo
	Informing service quality metrics with online word-of-mouth data: an exploratory analysis for the case of Portuguese Hospitals	Marlene Amorim, Carla Gomes, Mário Rodrigues and Cristina Guimarães
	Service Design: prospects and challenges on its adoption	Mafalda Fernandes and Rogerio Puga-Leal
	Synergies between Quality management and Knowledge management: 4.0 shop floor competency management model	Cláudia de Sousa Silva and Salomé Campos
<b>Operational and Organizational Excellence/ON</b> (chair: Margarida Saraiva)	Assessment of role of management competency on organizational growth - a case of Tanzania	Salum Ahmed Kihemba
	Decision making processes supported by models, Continuous Validation and Kaizen	Carlos Renato Bueno, Pedro Carlos Oprime, Juliano Endrigo Sordan, Giovanni Cláudio Pinto Condé and Daily Morales
	Project Quality Plan: key document for success or failure	Sady Maureria
	The Integration of Digital 4.0 to Supply Chain Management and Quality Management: Systematic literature review and conceptual framework	Han Nguyen Tuyet, Anh Tran Tien, Huy Truong Quang, Paulo Sampaio, Maria Sameiro Carvalho and An Duong Thi Binh
<b>Quality 4.0/ON</b> (chair: Rui Oliveira)	Quality 4.0 Concept and its Implementation in Saudi Organizations	Saud Alshamari and Mohamed Aichouni
	Prioritization and analysis of quality 4.0 dimensions and companies' readiness to adapt to industry 4.0 evolutions through Bayesian Best - Worst method	Hadi Balouei Jamkhaneh, Reza Jalali, Reza Shahin, Rui M. Lima, Ehsan Rasouli and Gholamreza Jamali
	Quality 4.0 on the small scale	Brigitta Kicska, Vivien Nagy and Tamas Szadeczký
	Quality 4.0: a bibliometric study and research agenda	Giovanni Cláudio Pinto Condé, Pedro Carlos Oprime, Márcio Lopes Pimenta, Juliano Endrigo Sordan and Carlos Renato Bueno
<b>Stakeholders Satisfaction/ON</b> (chair: André Carvalho)	Assessing a customer complaint indicator: a case study in the automotive sector	Angélica Reis, José Costa, Sergio Sousa and Lino Costa
	Defect reduction in die casting and machining processes using six sigma and DMAIC: a case study	Giovanni Cláudio Condé, Pedro Carlos Oprime, Márcio Lopes Pimenta, Juliano Endrigo Sordan and Carlos Renato Bueno
	Fulfilment of expectations: A key factor to improve user loyalty in shared-accommodation services	Frederic Marimon, Natalia Amat-Lefort and Marta Mas-Machuca
	Service Quality in Flower Market in Saudi Arabia	Fotios Vouzas, Mohammed Ibrahim Alghofaili and Dr. Bassem Nasri
<b>Management Systems/ON</b> (chair: Stanislav Karapetrovic)	Integration of Project Monitoring and Control to the Quality Management System: A case study	María José Painén-Paillalef, Martha Teresa Ramírez-Valdivia, Blanca Villalobos-Acuña and Cristóbal Garrido-Rodríguez
	Expected performance after ISO 9001 withdrawal and its determinants	Carlos J. F. Cândido and Luís M. F. R. Ferreira
	Exploratory Spatial Data Analysis of ISO 9001 certification trends and innovation performance in South America	Juliano Endrigo Sordan, Pedro Carlos Oprime, Giovanni Cláudio Pinto Condé, Carlos Renato Bueno and Marcio Lopes Pimenta
	Firm propensity for ISO 9001 withdrawal and its antecedents	Luís M.F.R. Ferreira and Carlos J. F. Cândido
<b>Quality Tools, Quality Improvement/ON2</b> (chair: Patrícia Moura e Sá)	Benchmarking 10 Engineering Courses of the Federal University at Bahia, Brazil	Júlia Ramos, Ava Barbosa, Abel Jesus and Tatiana Dumêt
	Benchmarking Chemical Engineering Courses in Brazil	Silas Nascimento, Luan Barroso, Jenifer Souza, Júlia Ramos and Abel Jesus
	Integrated Management Systems in Industry 4.0: Literature Review	Cátia Pinto, Pedro Domingues, Paulo Sampaio and Otávio Oliveira
	Value stream mapping of pharmaceutical logistical process for temperature controlled products cold chain: a case study of air load terminal	Marcelo Gorri Mazzali