

THURSDAY 13TH, JUNE

Session 1: Continuous Improvement I

Hour: 11:00 – 12:00

Room: Sala de Graus

Chair: Alexandra Simon

ID: 89962

Title: From Symbolic to Substantive and Beyond: A Systematic Literature Review on the Implementation Quality Spectrum of Business Excellence Initiatives for Sustainable Development

Authors: Valentina Kasatkina (Universitat Jaume I, Spain), Juan Carlos Bou Llusar (Universitat Jaume I, Spain), Ana Belén Escrig (Universitat Jaume I, Spain).

ID: 90434

Title: Lean and green transformation in luminous industry

Authors: Laura-Maria Scutaru (Polytechnic University of Bucharest, Romania), Irina Severin (Polytechnic University of Bucharest, Romania).

ID: 90443

Title: Conditions for Continuous Improvement in the Operation of Manufacturing Enterprises

Authors: Aneta Kucińska-Landwójtowicz (Opole University of Technology, Poland), Izabela, Dagmara Czabak-Górska (Opole University of Technology, Poland).

ID: 90519

Title: ASAP - improving time management!

Authors: Pedro Oliveira (CTCV – Ceramics and Glass Technological Center, Portugal).

Session 2: Digital Quality I

Hour: 11:00 – 12:00

Room: 5G

Chair: Alfonso Hernandez

ID: 87259

Title: Exploring the Impact of Generative AI Readiness on Employee Performance: The Mediating Role of Trust in the Workplace

Authors: Frederic Marimon (Universitat Internacional de Catalunya, Spain), Marta Mas Machuca (Universitat Internacional de Catalunya, Spain), Anna Akhmedova (Universitat Internacional de Catalunya, Spain), Ruggero Colombari (Universitat Internacional de Catalunya, Spain), Alba Manresa Matas (Universitat Internacional de Catalunya, Spain).

ID: 90355

Title: The impact of culture on the acceptance of Industry 4.0 technologies in Greek organisations: An empirical investigation of a lean digital transformation

Authors: Maria Gianni (University of Macedonia, Thessaloniki, Greece), Katerina Gotzamani (University of Macedonia, Greece), Ioannis Konstantaras (University of Macedonia, Greece), Eftychia Kessopoulou (University of Macedonia, Greece), Styliani Xanthopoulou (University of Macedonia, Greece).

ID: 89834

Title: GenAI in the Workplace: Engagement, Wellbeing, Performance

Authors: Anna Akhmedova (Universitat Internacional de Catalunya, Spain), Alba Manresa Matas (Universitat Internacional de Catalunya, Spain), Ruggero Colombari (Universitat Internacional de Catalunya, Spain).

ID: 90276

Title: Index for detecting Techwashing level in Chilean technology startups

Authors: Maria Francisca Vargas (Universidad Técnica Federico Santa María, Chile).

Session 3: Quality in Higher Education I

Hour: 11:00 – 12:00

Room: 5H

Chair: Maria Joao Rosa

ID: 88401

Title: Adapting to Change: Exploring the Impact of Remote Assessment on Higher Education Students

Authors: Marta Mas Machuca (Universitat Internacional de Catalunya, Spain), Frederic Marimon (Universitat Internacional de Catalunya, Spain), Anna Akhmedova (Universitat Internacional de Catalunya, Spain), Emma Soler (Universitat Internacional de Catalunya, Spain).

ID: 90335

Title: Assuring quality in higher education: defining dimensions in e-assessment

Authors: Marc Pons (Universitat de Girona, Spain), Martí Casadesús (Universitat de Girona, Spain), Josep Llach (Universitat de Girona, Spain).

ID: 90403

Title: Quality of Remote STEM Education: Gap Analysis from the Perspectives of Students and Faculty

Authors: Domenico Augusto MAISANO (Politecnico di Torino, Italy), Giovanna CARRERA (Politecnico di Torino, Italy), Luca MASTROGIACOMO (Politecnico di Torino, Italy), Fiorenzo FRANCESCHINI (Politecnico di Torino, Italy).

ID: 90406

Title: Quality management of micro-credentials in higher education: what is missing?

Authors: Maria Manatos (A3ES, Portugal).

Session 4: Quality Engineering I

Hour: 11:00 – 12:00

Room: 3E

Chair: Pilar Marqués

ID: 90706

Title: Lean, Six Sigma and ISO Management Systems Standards: An Integration Framework

Authors: Pedro Alexandre Albuquerque Marques (Lusófona University, Portugal), José Carlos Sá (ISEP, Portugal), João Carlos Gonçalves dos Reis (Lusófona University, Portugal), Ricardo Mateus (Lusófona University, Portugal), Francisco Silva Pinto (Lusófona University, Portugal).

ID: 94002

Title: Adaptation of QRQC Methodology to a Manual Intensive Industry

Authors: Marta Ribeiro (University of Minho, Portugal), Sérgio Sousa (University of Minho, Portugal)

ID: 90346

Title: Integration of Machine Learning Tools with Lean Six Sigma Activities in Forensic Engineering: A Literature Review

Authors: Sarah Alkindi (University of Sharjah, Arab Emirates), Zehra Canan Araci (University of Sharjah, Arab Emirates), Mohammad Ali Alqassim (Dubai Police GHQ, Arab Emirates).

ID: 90302

Title: Effects of Digital VoC Anomalies on Product Quality Tracking Strategies

Authors: Federico Barravecchia (Politecnico di Torino, Italy), Mirco Bartolomei (Politecnico di Torino, Italy), Luca MASTROGIACOMO (Politecnico di Torino, Italy), Fiorenzo FRANCESCHINI (Politecnico di Torino, Italy).

Session 5: Quality in Higher Education II

Hour: 12:00 – 13:00

Room: Sala de Graus

Chair: Maria Manatos

ID: 89599

Title: Integrating Sustainable Development Goals (SDGs) into Quality Subjects for Higher Education Students

Authors: Carmen Jaca García (Universidad de Navarra, Spain), Fernando M. Villar-Rosety (Universidad de Navarra, Spain), Christer Hedlund (Mid Sweden University, Sweden), Ingela Backstrom (Mid Sweden University, Sweden).

ID: 90426

Title: Striving for Excellence: Quality Assurance of an Innovative Educational Program in Smart Manufacturing

Authors: Andrea Bikfalvi (University of Girona, Spain), Martí Casadesús (University of Girona, Spain), Rodolfo de Castro (University of Girona, Spain), Pilar Marquès Gou (University of Girona, Spain).

ID: 90418

Title: On Key Factors of e-Learning Quality for Senior Citizens

Authors: Jrjung Lyu (National Cheng Kung University, Taiwan), Chun-Hung Hsieh (National Cheng Kung University, Taiwan).

ID: 90444

Title: Critical Success Factors For The Implementation Of A Dashboard Of Quality Indicators For Universities

Authors: Isabel Monfort Fabregat (Universitat Internacional de Catalunya, Spain), Marta Mas Machuca (Universitat Internacional de Catalunya, Spain), Frederic Marimon (Universitat Internacional de Catalunya, Spain).

Session 6: Continuous Improvement II

Hour: 12:00 – 13:00

Room: 5G

Chair: José Pedro Teixeira Domingues

ID: 90589

Title: The Contribution of Agile Methodologies to Continuous Improvement: A Literature Review

Authors: Roberto A. Martins (Federal University of Sao Carlos, Brazil), Luiz G. M. Goessler (Suzano S.A., Brazil), Wagner O. P. De Araujo (Federal University of Sao Carlos, Brazil).

ID: 90639

Title: The use of Quality Tools to support a SMED implementation

Authors: Ana Matos (University of Aveiro, Portugal), Ana Raquel Xambre (University of Aveiro, Portugal), Helena Alvelos (University of Aveiro, Portugal).

ID: 91025

Title: Developing a Tool for Continuous Improvement Plan Management

Authors: Santi Cots (Universitat de Girona, Spain).

ID: 89438

Title: Integrating TQM and Industry 4.0 for Enhanced Sustainability Performance: An Empirical Primary Results from Saudi Arabia Manufacturing Organizations

Authors: Ahmed Baha Eddine Aichouni (University of Coimbra, Portugal), Cristóvão Silva (University of Coimbra, Portugal), Luis Ferreira (University of Coimbra, Portugal)

Session 7: Management Systems I

Hour: 12:00 – 13:00

Room: 5H

Chair: Juan José Tarí

ID: 90073

Title: Integration of Quality, Environmental and CSR Management Systems: The Role of Sustainability Culture and Awareness on Circular Economy Adoption

Authors: Alexandra Simon (Universitat Autònoma de Barcelona, Spain), Dima Aranki (Universitat Autònoma de Barcelona, Spain).

ID: 90337

Title: A simplified proposal for adopting sustainability-oriented certifications

Authors: María Rosario Alonso Ibáñez (Universidad de Oviedo, Spain), Alfonso Hernandez-Vivanco (Universitat de Barcelona, Spain), Irma Martínez-García (Universidad de Oviedo, Spain), Merce Bernardo (Universitat de Barcelona, Spain), Silvia Gómez-Ansón (Universidad de Oviedo, Spain).

ID: 90624

Title: Exploration of the Concept of Standardization: a Literature Overview

Authors: Arta Pīlēna-Dālberga (Riga Technical University Riga, Latvia), (Latvian Standard, Latvia), Inga Lapiņa (Riga Technical University Riga, Latvia).

ID: 90441

Title: A Relationship between ISO 50001 and ESG

Authors: Camila Fabrício Poltronieri (Federal University of Goiás, Brazil), Maximilian Espuny (São Paulo State University, Brazil), Yasmin Silva Martins Xavier (São Paulo State University, Brazil), Alfonso Hernandez-Vivanco (University of Barcelona, Spain), Merce Bernardo (University of Barcelona, Spain), Otávio José de Oliveira (São Paulo State University, Brazil).

Session 8: Quality in Engineering II (On Line Session)

Hour: 12:00 – 13:00

Room: 3E

Chair: Josep Llach

ID: 92042

Title: Steel Optimization: Ecuador Building Case

Authors: David Cerpa (Universidad San Francisco de Quito, Ecuador), Alejandra Estefania Cervantes Puma (Universidad San Francisco de Quito, Ecuador), Miguel Andres Guerra (Universidad San Francisco de Quito, Ecuador).

ID: 88274

Title: Tool for assessing the degree of maturity in process management in the Brazilian electrical sector

Authors: Rodrigo Tenorio Lopes De Souza (Universidade Federal Fluminense, Brazil), Stella Regina Reis da Costa (Universidade Federal Fluminense, Brazil), Maurício N. Frota (Pontifical Catholic University of Rio de Janeiro, Brazil)

ID: 90305

Title: Quality Management strategies for small-scale 3D printing

Authors: Stefan Florin (Polytechnic University of Bucharest, Romania), Irina Severin (Polytechnic University of Bucharest, Romania).

ID: 89475

Title: Framework Proposal for Preventive Maintenance in Third-Party Suppliers: An Action Research in the White Goods Industry

Authors: Antonio Favatto (Universidade Federal de São Carlos, Brazil), Fabiane Letícia Lizarelli (Universidade Federal de São Carlos, Brazil), Camila Fabrício Poltronieri (Universidade Federal de Goiás, Brazil).

ID: 90061

Title: Six Sigma and Data Mining to Improve Production Processes

Authors: Hamza Saad (Bemidji State University, Minnesota, USA).

Session 9: Digital Quality II

Hour: 15:00 – 16:00

Room: Sala de Graus

Chair: Gerusa Giménez

ID: 90383

Title: Unveiling customer perceptions: A Study of trust and satisfaction in online retail

Authors: Dalilis Escobar Rivera (Open University of Catalonia, Spain), Alba Manresa Matas (Universitat Internacional de Catalunya, Spain).

ID: 90401

Title: Quality of Bibliometric Databases: Accuracy in Classification of Document Types

Authors: Domenico Augusto MAISANO (Politecnico di Torino, Italy), Luca MASTROGIACOMO (Politecnico di Torino), Italy, Lucrezia FERRARA (Politecnico di Torino, Italy), Fiorenzo FRANCESCHINI (Politecnico di Torino, Italy).

ID: 90422

Title: An approach to the digitalization of sample records, tests and test reports - the experience of CTCV's accredited laboratories

Authors: Marta Ferreira (Centro Tecnológico da Cerâmica e do Vidro, Portugal), Joaquim Valente de Almeida (Centro Tecnológico da Cerâmica e do Vidro, Portugal).

ID: 89016

Title: Digital transformation impact in shipping: a quality management model

Authors: Claudia Parera Blanch (Universitat Internacional de Catalunya, Spain), Marta Mas-Machuca (Universitat Internacional de Catalunya, Spain), Frederic Marimon (Universitat Internacional de Catalunya, Spain).

Session 10: Quality Engineering III

Hour: 15:00 – 16:00

Room: 5G

Chair: Federico Barravecchia

ID: 90200

Title: Quality by Design: Emerging Trends in Industry

Authors: Marco S. Reis (University of Coimbra, Portugal).

ID: 90317

Title: When quality is the default innovation standard: the case of the pharmaceutical industry

Authors: Alfonso Hernandez-Vivanco (Universitat de Barcelona, Spain), Vesna Vlaisavljevic (Universitat de Barcelona, Spain), Laura Gonzalez-Moragas (Nanomol Technologies SL, Spain), Mónica Santana (Universidad Pablo de Olavide, Spain).

ID: 90353

Title: CONTROL LIMITS FOR MONITORING THE AVERAGE OF CORRELATED STREAMS

Authors: Gamal Weheba (Wichita State University, USA), Clovis Salvador Ribas (Wichita State University, USA).

ID: 91632

Title: Quality Function Deployment Review: Integration and Implementation Strategies

Authors: Francolino Sanca (University of Minho, Portugal), Emerson José de Paiva (University of Minho, Portugal), Ana Maria Alves Coutinho Rocha (University of Minho, Portugal), Pedro Domingues (University of Minho, Portugal).

Session 11: Quality in different activity sectors I

Hour: 15:00 – 16:00

Room: 5H

Chair: Anna Belen Escrig

ID: 90128

Title: Michelin stars: how a product quality indicator impacts on restaurants' performance

Authors: Waleska Sigüenza (University of the Basque Country, Spain), Raúl Escalante (Universitat de Barcelona, Spain), Germán Arana-Landín (University of the Basque Country, Spain), Merce Bernardo (Universitat de Barcelona, Spain).

ID: 90479

Title: Contrasting Approaches to Quality Management Implementation in Family vs. Non-Family Firms

Authors: Alexandra Simon (Universitat Autònoma de Barcelona, Spain), Pilar Marquès Gou (Universitat de Girona, Spain), Andrea Bikfalvi (Universitat de Girona, Spain),

ID: 90581

Title: Mapping the meanings of quality in the judiciary: a temporal and regional analysis

Authors: Patrícia Moura e Sá (University of Coimbra, Portugal).

Session 12: Organizational and Operational Excellence

Hour: 15:00-16:00

Room: 3E

Chair: Andrea Bikfalvi

ID: 90408

Title: The future of Management in the Habitat and Ceramic sector – ESG Strategy

Authors: Marta Ferreira (Centro Tecnológico da Cerâmica e do Vidro, Portugal).

ID: 90887

Title: Comparative Study of Excellence Models and Their Impact on Sustainability

Authors: Ahmad Hariri (University of Minho, Portugal), Celma Barata (University of Minho, Portugal), Pedro Domingues (University of Minho, Portugal), Paulo Sampaio (University of Minho, Portugal).

ID: 91640

Title: Discovering the connection: Cultural Diversity and Innovation in Businesses. A case-based approach.

Authors: Mercè Martín Vicente-Ruiz (Universitat Internacional de Catalunya, Spain), Marta Mas-Machuca (Universitat Internacional de Catalunya, Spain), Llorenç Bagur Femenías (UPF Barcelona School of Management, Spain).

ID: 90604

Title: Circular economy and sustainability for a higher quality tourism experience: a systematic literature review

Authors: Federica Bisceglia (University of Roma Tre, Italy), Laura Di Pietro (University of Roma Tre, Italy), Veronica Ungaro (University of Roma Tre, Italy), Maria Francesca Renzi (University of Roma Tre, Italy), Roberta Guglielmetti Mugion (University of Roma Tre, Italy).

Session 13: Quality in different activities sectors II**Hour: 16:00 – 16:45****Room: Sala de Graus****Chair: Luca Mastrogiacono**

ID: 90512

Title: Systematic Literature Review on Performance Measurement Systems for Power Distribution Companies

Authors: Roberto A. Martins (Federal University of Sao Carlos, Brazil), Mario O. Batalha (Federal University of Sao Carlos, Brazil), Roberto F. Tavares Neto (Federal University of Sao Carlos, Brazil), Herick F. Moralles (Federal University of Sao Carlos, Brazil), Rafael F. Seeberger (EDP-ES, Brazil), Gustavo S. Mendonça (EDP-SP, Brazil).

ID: 90622

Title: Sustainable Management in the hotel sector: Practices and Challenges

Authors: Adelina Baptista (University of Aveiro, Portugal), Silvia Carvalho (University of Aveiro, Portugal), Stella Regina Reis da Costa (University of Aveiro, Portugal).

ID: 91696

Title: Customer order management in lens production

Authors: Nicoleta-Lăcrămioara Manta (Polytechnic University of Bucharest, Romania), Andreea-Mădălina Alexandru (Polytechnic University of Bucharest, Romania), Irina Severin (Polytechnic University of Bucharest, Romania).

Session 14: Quality in Healthcare I**Hour: 16:00 – 16:45****Room: 5G****Chair: Mercè Bernardo**

ID: 90171

Title: Assessment of Non-Quality Costs in Healthcare Organizations

Authors: Juan Cogollo (Instituto Tecnológico Metropolitano, Colombia), Santiago Cardona (Instituto Tecnológico Metropolitano, Colombia).

ID: 90575

Title: Medical device quality and sustainability: the state of the art of scientific research

Authors: Veronica Ungaro (Roma Tre University), Roberta Guglielmetti Mugion (Roma Tre University), Maria Francesca Renzi (Roma Tre University), Laura Di Pietro (Roma Tre University), Federica Bisceglia (Roma Tre University).

ID: 91636

Title: Discrete-Event Simulation Tools Applied to the Healthcare Context

Authors: Emerson José de Paiva (University of Minho, Portugal), Francolino Sanca (University of Minho, Portugal), Ana Maria Alves Coutinho Rocha (University of Minho, Portugal), Pedro Domingues (University of Minho, Portugal).

Session 15: Quality in Higher Education III**Hour: 16:00 – 16:45****Room: 5H****Chair: Augusto Maisano**

ID: 90573

Title: Enhancing educational quality to improve students' workplace readiness: A challenge-based learning experience

Authors: Jasmina Berbegal-Mirabent (Universitat Politècnica de Catalunya, Spain), Marta Díaz (Universitat Politècnica de Catalunya, Spain), Ariadna Llorens (Universitat Politècnica de Catalunya, Spain), Manel López Membrilla (Universitat Politècnica de Catalunya, Spain), Anna Mir (Universitat Politècnica de Catalunya, Spain), Lluís Monjo (Universitat Politècnica de Catalunya, Spain), Marta Musté-Rodríguez (Universitat Politècnica de Catalunya, Spain), Ignasi Perat (Universitat Politècnica de Catalunya, Spain), Joan Marc Rodríguez-Bernuz (Universitat Politècnica de Catalunya, Spain), Jordi Segalàs (Universitat Politècnica de Catalunya, Spain), Nathalie Segura (Universitat Politècnica de Catalunya, Spain)

ID: 90616

Title: Data-based University Quality Assurance: Whether ranking results and performance indicators interrelate?

Authors: Aija Medne (Riga Technical University, Latvia), Inga Lapiņa (Riga Technical University, Latvia), Artūrs Zeps (Riga Technical University, Latvia).

ID: 90643

Title: Exploring the adequacy of a service quality scale to assess users' experience with higher education institutions' support services

Authors: Rogério Cardoso (University of Aveiro, Portugal), Marlene Amorim (University of Aveiro, Portugal), Maria João Rosa (University of Aveiro, Portugal), Patrícia Moura e Sá (University of Coimbra, Portugal).

Session 16: Quality in Healthcare II**Hour: 16:00 – 16:45****Room: 3E****Chair: Antonio Ramos Pires**

ID: 93587

Title: Unlocking the potential of Control Charts for patient injected doses in Nuclear Medicine procedures

Authors: Joana Carmelo (NOVA School of Science and Technology, Portugal), Vanessa de Sousa, Gabriela Cardoso, Ana Isabel Santos (Nuclear Medicine Department, Hospital Garcia de Orta, Portugal), Paulo Carmelo (Piaget Higher School of Technology and Management, Portugal), Ana Sofia Matos (NOVA School of Science and Technology, Portugal).

ID: 93594

Title: Use of Control Charts to Define Diagnostic Reference and Activities Levels for PET/CT Studies in adults: a local study

Authors: Diogo Gomes (NOVA School of Science and Technology, Portugal), Vanessa de Sousa, Gabriela Cardoso, Ana Isabel Santos (Nuclear Medicine Department, Hospital Garcia de Orta, Portugal), Duarte Dinis (NOVA School of Science and Technology, Portugal), Ana Sofia Matos (NOVA School of Science and Technology, Portugal).

FRIDAY 14TH, JUNE

Session 17: Quality Management and Innovation

Hour: 09:45 – 10:30

Room: Sala de Graus

Chair: Patricia Moura e Sà

ID: 92016 (On line)

Title: Improvement of SMEs through Organizational Innovation

Authors: Isabel Rodriguez Domenech (Universitat Internacional de Catalunya, Spain) Frederic Marimon (Universitat Internacional de Catalunya, Spain), Marta Mas-Machuca (Universitat Internacional de Catalunya, Spain).

ID: 88055

Title: Enhancing manufacturing quality through gamification: a preliminary study in a collaborative assembly process

Authors: Matteo Capponi (Politecnico di Torino, Italy), Angelo Nicola Culotta (Politecnico di Torino, Italy), Riccardo Gervasi (Politecnico di Torino, Italy), Luca MASTROGIACOMO (Politecnico di Torino, Italy), Fiorenzo FRANCESCHINI (Politecnico di Torino, Italy).

ID: 92169

Title: Strategic Synergy: Exploring the Intersection of Quality Management and Innovation

Authors: Galina Robertsons (Riga Technical University, Latvia), Jana Kunecova (University of Girona, Spain), Andrea Bikfalvi (University of Girona, Spain), Pilar Marquès Gou (University of Girona, Spain).

Session 18: Quality in different activity sectors III

Hour: 09:45 – 10:30

Room: R3

Chair: Aneta Kucińska- Landwójtowicz

ID: 94005

Title: Enablers for energy firms to meet the UN 2030 agenda: lessons based on a resource-based view approach

Authors: Josep Llach (UPF Barcelona School of Management; Universitat de Girona, Spain), Erola Palau-Pinyana (UPF Barcelona School of Management, Spain), Linan Lei (Zhejiang University, China), Jordi Perramon (UPF Barcelona School of Management, Spain).

ID: 90297

Title: Relationships between quality management and social innovation

Authors: Juan José Tarí (University of Alicante), Eva M. Pertusa-Ortega (University of Alicante, Spain), José F. Molina-Azorín (University of Alicante, Spain), Jorge Pereira-Moliner (University of Alicante, Spain), María D. López-Gamero (University of Alicante, Spain)

ID: 90521

Title: Smart agriculture for enhancing quality: the firms' perspective

Authors: Roberta Guglielmetti Mugion (University of Roma Tre, Italy), Maria Francesca Renzi (University of Roma Tre, Italy), Laura Di Pietro (University of Roma Tre, Italy), Federica Bisceglia (University of Roma Tre, Italy), Veronica Ungaro (University of Roma Tre, Italy), Francesca Mavilio (University of Roma Tre, Italy).

Session 19: The Future of Quality and Quality 4.0 I

Hour: 09:45 – 10:30

Room: A7

Chair: Maria Gianni

ID: 89984

Title: Getting an Insight into Quality 4.0 Reality: Design of a questionnaire

Authors: Diana Oliveira (University of Aveiro, Portugal), Maria João Rosa (CIPES and University of Aveiro, Portugal), Helena Alvelos (CIDMA and University of Aveiro, Portugal).

ID: 90635

Title: Quality 4.0: using text mining to reveal trending topics

Authors: Hermilio Vilarinho (Faculty of Engineering, University of Porto; INESC TEC), Henriqueta Nóvoa (University of Porto, Portugal).

ID: 91620

Title: Integrating Quality 4.0 with Organisational Learning Shaping the Future of Organizational Excellence

Authors: Alaa Garad (ALM College of Higher Education, Scotland), Rozana Huq (ALM College of Higher Education, Scotland).

Session 20: Quality in Healthcare III

Hour: 09:45 – 10:30

Room: B3

Chair: Carmen Jaca

ID: 91756

Title: Validation of a conceptual model of service quality for Direct-to-Consumer telemedicine consultation: preliminary results of the 1st round of a Delphi study

Authors: Julie Preaux (University of Barcelona, Spain), Merce Bernardo (University of Barcelona, Spain), Martí Casadesús (University of Girona, Spain).

ID: 90208

Title: ONA-Accredited Primary Health Care Quality through Google Review Analysis

Authors: Camila Corrêa de Melo (University of São Paulo, Brazil), Felipe de Assunção Cordeiro (Medical Assistance Institute for Public Servants of the State of São Paulo, Brazil), Fernando Toba Berssaneti (University of São Paulo, Brazil).

ID: 90210

Title: Exploring Project Management Impacts in Brazilian Healthcare Organizations Amid Global Health Crisis

Authors: Camila Corrêa de Melo (University of São Paulo), Felipe do Nascimento Pereira (University of São Paulo), Fernando Toba Berssaneti (University of São Paulo, Brazil).

Session 21: Management Standards**Hour: 11:00 – 12:00****Room: Sala de Graus****Chair: Marta Mas-Machuca**

ID: 89375

Title: Novel application of silver-nanoparticles in food contact material: A systematic review

Authors: Anele Precious Sithole (Durban University of Technology, Republic of South Africa), Shalin Singh (University of Technology, Republic of South Africa).

ID: 90399

Title: The Contribution of Portuguese Standardization to Corporate Social Responsibility

Authors: Ana Amaral (Centro Tecnológico da Cerâmica e do Vidro, Portugal).

ID: 90665

Title: Firm Characteristics and Trends in B Corp Certifications

Authors: José Luis Massón-Guerra (Autonomous University of Barcelona, Spain), Jonathan Calleja-Blanco (University of Barcelona, Spain), Alfonso Hernandez-Vivanco (University of Barcelona, Spain), Merce Bernardo (University of Barcelona, Spain).

ID: 91569

Title: Integration of ISO/IEC 27000 (sub)system(s) with other management systems: Overall and augmentative aspects

Authors: Vesna Milovanovic (University of Kragujevac, Serbia), Martí Casadesús (Universitat de Girona, Spain), Stanislav Karapetrovic (University of Alberta, Canada).

Session 22: The Future of Quality and Quality 4.0 II**Hour: 11:00 – 12:00****Room: R3****Chair: Frederic Marimon**

ID: 90092

Title: Holistic Quality Excellence: Being Best For the World

Authors: Vandenbrande Willy (Quality for Nature, Belgium).

ID: 94004

Title: Advancing Quality Management: Towards Artificial Intelligence (AI) Capabilities to Improve Digital Service Quality

Authors: Mohammad Omidvar (Universitat Internacional de Catalunya, Spain), Frederic Marimon (Universitat Internacional de Catalunya, Spain), Ruggero Colombari (Universitat Internacional de Catalunya, Spain)

ID: 91649

Title: Suitability of ISO 9001:2015 standard in the digital transformation context: literature review

Authors: Rosalina Matias Correia (University of Minho, Portugal), Ana Rita Dias (University of Minho, Portugal), Pedro Domingues (University of Minho, Portugal), Paulo Sampaio (University of Minho, Portugal).

ID: 88249

Title: Digital Traceability of Quality in the Food Processing Industry

Authors: Elisa Verna (Politecnico di Torino, Italy), Gianfranco Genta (Politecnico di Torino, Italy), Maurizio Galetto (Politecnico di Torino, Italy).

Session 23: Six Sigma

Hour: 11:00 – 12:00

Room: A7

Chair: Pedro Saraiva

ID: 90585

Title: Data Science Application on Six Sigma: Global Survey Findings

Authors: Ana Oliveira (University of Minho, Portugal), Paulo Sampaio (University of Minho, Portugal), Marcelo Oliveira (Altaya Consultoria, Portugal).

ID: 90957

Title: An np Chart for Reducing Sustainability Cost of Monitoring Manufacturing Processes

Authors: Asma'a Nidal Mahmoud Omar (University of Sharjah, Arab Emirates), Zehra Canan Araci (University of Sharjah, Arab Emirates), Mohammad Shamsuzzaman (University of Sharjah, Arab Emirates), Salah Haridy (University of Sharjah, Arab Emirates), Ridvan Aydin (University of Sharjah, Arab Emirates) and H. Bashir (University of Sharjah, Arab Emirates)

ID: 94001

Title: Contribution to Reduce Type II Error at the End-of-Line Inspection at an Automotive Industry Supplier

Authors: Eduardo Santos (University of Minho, Portugal), Eusébio Nunes (University of Minho, Portugal), Sérgio Sousa (University of Minho, Portugal), Cristina Rodrigues (University of Minho, Portugal)

ID: 93585

Title: Use of Lean Six Sigma Methodology in Improving Waiting Times for First Orthopedic Consultation at a Public Hospital

Mariana Nogueira (NOVA School of Science and Technology, Portugal), André M. Carvalho (NOVA School of Science and Technology, Portugal), Ana Sofia Matos (NOVA School of Science and Technology, Portugal)

Session 24: Management Systems II (On Line Session)

Hour: 11:00 – 12:00

Room: B3

Chair: Josep Llach

ID: 89007

Title: A proposal for actions to improve urban solid waste management based on circular economy concepts

Authors: Ligia Moreira (Federal Fluminense University, Brazil), Stella Regina Reis da Costa (GOVCOPP, University of Aveiro and Federal Fluminense University, Brazil), Maristela Soares Lourenço (Federal Fluminense University, Brazil)

ID: 90482

Title: Coopetition-Driven Excellence: Enhancing Product Quality and Innovation in Manufacturing SMEs through IoT-Enabled Networks

Authors: Agostinho da Silva (University of Beira Interior, Portugal), Antonio J. Marques Cardoso (University of Beira Interior, Portugal).

ID: 94003

Title: Beyond taylor (clientocracy) management methodology as a tool to enhance corporate culture and improve business process efficiency through flexible approaches

Authors: Yulia Mikhaleva (Russian System of Quality), Valery Razgulyaev (Russian System of Quality).

ID: 90690

Title: Quality Management in Corporate Health: a study in the energy sector

Authors: Djynnana de Azevedo Avena (Petrobras Petróleo Brasileiro, Brazil), Stella Regina Reis da Costa (Universidade Federal Fluminense, Brazil) and David Nunes Resende (Universidade Federal Fluminense, Brazil)