

International Conference on Quality Engineering and Management

Parallel Sessions – Detailed Program

July 2-3, 2026

Block 1

July 2, 10:45 - 12:15

10:45 - 12:15 Auditorium	July 2, 2026
Future Directions in Quality and AI Governance Chair: Paulo Sampaio	
23618 - Conception of a training catalog for AI-based quality assurance Christian Kern, Simon Schlenz, Robert Refflinghaus, Jan Büscher, Robert Mura, Jochen Deuse	
24283 - Discussions on Quality Definitions for Artificial Intelligence (AI) Systems André M. Carvalho	
24169 - A Longitudinal Diagnostic Model for Assessing the Impact of Generative AI on Employee Well-Being Bushra Mukhtar, Marti Casadesus, Josep Llach	
24167 - Generative AI in the Workplace: Mapping Its Impact on Employee Well-Being Bushra Mukhtar, Marti Casadesus, Josep Llach	

10:45 - 12:15 Room 1	July 2, 2026
Quality Management in Different Activity Sectors I Chair: Patrícia Moura e Sá	
25596 - The Future of Quality and Organisational Excellence in the Naval Sector Teresa Morgado, Suzana Lampreia	
24115 - Quality Management System of forensic genetics laboratories in Brazil: a structured guideline of quality management and improvement program Laryssa Silva de Andrade Bezerra, Advaldo Carlos de Souza Neto, Maico Roris Severino, Fabiane Letícia Lizarelli, Camila Fabrício Poltronieri	
24028 - Quality management, digitalization and circular economy in hotels Juan José Tarí, José F. Molina-Azorín, Eva M. Pertusa-Ortega, María D. López-Gamero, Jorge Pereira-Moliner	
23986 - The New Construction Products Regulation (EU) 2024/3110 and the challenges of digitalisation in Quality 4.0 Ana Sofia Amaral	

10:45 - 12:15 Room 2	July 2, 2026
Management Systems and Standards I Chair: Pedro Domingues	
24264 - Contract Management and Measurement in a Multinational Company in the Mining Sector Moises de Araujo Santos Jacinto , Odilaine Teixeira Freitas , Francisco Stenio Gonçalves Rodrigues , Bruna da Costa Silva , Fernando Antônio de Oliveira	
24192 - 5S + 5S = Program 10S José Ailton Baptista da Silva	
23950 - Integrated Management Systems as Strategic Infrastructure for Circular Organizations: A Startup Design Case Alexandra Simon Villar, Miquel Ramirez, Pol Celaya	
23919 - The Quality Audit Paradox: When Control Mechanisms Reduce Transparency Piotr Rogala	

10:45 - 12:15 Room 3	July 2, 2026
Service Quality and Customer Satisfaction Chair: Rogério Puga Leal	
24316 - A Dual Perspective on Service Quality: Drivers of Choice and Satisfaction in Hotel Event Services Sofia Lopes, Filipa Brandão, Marlene Amorim, Cláudia Silva	
24258 - Does Accreditation improve customer satisfaction? Evidence from student satisfaction in Higher Education Josep Llach, Martí Casadesús	
24036 - Evaluating Tourism Service Quality: A Comparative Analysis of Supply Standards and Consumer Expectations Raffaele Tardio, Chiara Cardona, Sofia Menestò, Silvia Verdura, Kasra Hasani, Francesco Picin	
23789 - Artificial Intelligence Tools for Enhancing Customer Satisfaction: A Systematic Literature Review Javad Siahkali Moradi, Farzaneh Khosravani	

10:45 - 12:15 Room 4	July 2, 2026
Operational Excellence and Organizational Transformation Chair: Paulo Augusto Cauchick Miguel	
24279 - Understanding Lean Manufacturing and Industry 4.0 integration: the interplay of sociotechnical structures João José Medeiros Alfineto, Kleber Francisco Esposto, Fabiane Letícia Lizarelli, Susana Duarte, Igor Roberto Amancio, Lígia Lobo Mesquita	
23979 - Development of an operational excellence model for research centres organization and management Aline Barros, Rui M. Sousa , José Dinis-Carvalho	
23969 - Implementation Quality of Business Excellence Initiatives: Development and Validation of a Multidimensional Measurement Instrument Valentina Kasatkina, Ana B. Escrig Tena , Juan Carlos Bou-Llusar	
23519 - Jishu-ken: The Autonomous Self-Study Group as the Structural Driver of Lasting Organisational Change Eduardo L. Garcia	

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Parallel Sessions – Detailed Program

July 2-3, 2026

Block 2

July 2, 14:00 - 15:30

14:00 - 15:30 Auditorium	July 2, 2026
Digital and Data-driven Quality Chair: Fiorenzo Franceschini	
24671 - Total Quality Management Modernized Definition for the Digital Era: A Delphi Validation Ahmed Baha Eddine Aichouni	
25547 - A Data-Driven Workforce Dimensioning Tool for Grocery Retail: A Kaizen Case Study João Ferreira, André M. Carvalho, Radu Godina	
24069 - Standardisation as a strategic motor for interoperability in BIM Pedro Oliveira	
24666 - Investigating the impact of lean digital transformation on sustainability – The role of top management and green practices in the pharmaceutical industry Maria Gianni , Evgenia Saltaferi , Argyro Fragkaki	

14:00 - 15:30 Room 1	July 2, 2026
Digital Technologies for Quality Assurance and Inspection Chair: Frederic Marimon	
24220 - Real-Time Visual Inspection System for Automotive Chassis: development of a framework in a Toyota Plant Marco Silva, Ana Raquel Xambre, Helena Alvelos, Carlos Rodrigues	
24104 - Industry 4.0: Cognitive and Qualification Requirements Related to the New Profile of Workers Mariana Cunha da Silva , Marcelo Albuquerque de Oliveira, Estevão Bandeira da Silva , Juliana Paes Ferreira , Dércio Luiz Reis, Joaquim Maciel da Costa Craveiro	
23948 - Edge Vision for Monitoring Manual Assembly Motions: Robust Calibration and Sensitivity Analysis Sandro Doboviček, Elvis Krulčić, Duško Pavletić	
24281 - Predictive Model for Detecting Fractures in Railway Tracks Using Machine Learning Techniques in an Imbalanced Dataset Marcelo Oliveira, Paulo Sampaio, Ana Belem	

14:00 - 15:30 Room 2	July 2, 2026
Quality and Sustainability I Chair: Josep Llach Pagès	
24318 - Micro-Foundations of Sustainable Tourism Performance: A Conceptual Quality Management Framework of Vocational Competencies and Green Innovation Saud A. Alshamari, Ahmed Baha Eddine Aichouni	
24994 - Towards carbon neutrality in the Portuguese glass industry: Decarbonization pathways and technological options Andreia Tiago	
24124 - Towards Zero Defect and Zero Waste Food Systems: Extending ZDM to Controlled Environment Agriculture Victor Azamfirei Ionita, Foivos Psarommatis	
24260 - Reusing of Metallic Pieces as a Case Study for a Continuous Sustainability Improvement Process in Luxury Leather Goods Industry Micael Gonçalves, Ana Lobarinhas, Sérgio Sousa, Senhorinha Teixeira, Pedro Domingues	

14:00 - 15:30 Room 3	July 2, 2026
Supply Chain Quality Management Chair: Pedro Espadinha da Cruz	
24226 - Traceability-Enhancing Technologies and Regulatory Enforcement Mechanisms: A Game-Theoretic Analysis of Organic Supply Chains João Zambujal-Oliveira	
23947 - The impact of ISO 9001 implementation on transport and logistics processes Andreea Madalina Alexandru, Irina Severin	
23941 - Enhancing Supply Chain Quality Performance Through Green IT Practices, Culture, and Agility Dima Aranki, Alexandra Simon Villar	
24332 - Supply Chain Resilience Under Disruption: Evaluating Alternative Logistics Corridors in Europe and Eurasia Yasemin Ülker, Radu Godina	

14:00 - 15:30 Room 4	July 2, 2026
Quality by Design Chair: Hermilio Vilarinho	
24067 - Sequential Active Learning Approaches for Quality by Design Marco S. Reis, Daniel V. Batista	
24048 - From Validated Problem to First Revenue: A Quality-Grounded Design Science Research Methodology for Early-Stage Startups Luis Alberto González , Valeria de Castro , Esperanza de Marcos	
23974 - A Quality by Design Framework for Mobile-Based Household Food Waste Reduction Alberto Piovano, Rossella Palermo, Elisa Verna, Maurizio Galetto	
24083 - Evaluating the Organizational Implementation of Health Information Systems: An Engineering Economics & Design Science Approach Luís Velez Lapão	

International Conference on Quality Engineering and Management

Parallel Sessions – Detailed Program

July 2-3, 2026

Block 3

July 2, 16:00 - 17:30

16:00 - 17:30 Auditorium	July 2, 2026
Understanding Quality 5.0 Chair: Fabiane Lizarelli	
23878 - Towards Quality 5.0 Implementation: Early Evidence on Drivers, Barriers, and Human-Centred Strategies Olugbenga Ayo Ojubanire, Moya Lerigo-Sampson, Anabela Soares, Mel Smith	
23944 - The future of quality in manufacturing industry: From Quality 4.0 to Quality 5.0 Inês Rocha Melo, Pedro Alexandre Marques, Graça Miranda Silva , Pedro Manuel Saraiva	
24182 - Complementarity of Concepts: The Synergies between Society 5.0, Industry 5.0 and Quality 5.0 Flaviane Moblicci, Paulo Sampaio, André M. Carvalho	
24165 - Quality 5.0 Adoption – A Framework for Strategic Guidance Oshea Roopnarian, Professor Shalini Singh	

16:00 - 17:30 Room 1	July 2, 2026
Quality 4.0 Adoption I Chair: Victor Azamfirei Ionita	
24276 - Bridging Humans and Technology in Quality 4.0: A Systematic Review of Workforce Skills, Roles and Integration Beatriz Silva, Inês Silva, Marta Ribeiro	
24668 - Machine Learning and Failure Mode and Effects Analysis Integration in Manufacturing: A Systematic Literature Review Francolino Agostinho Sanca , José Pedro Teixeira Domingues , Ana Maria A. C. Rocha , Emerson José de Paiva	
24111 - Quality 4.0 as an Enabler of Continuous Improvement: A Systematic Literature Review Luana Silva	
24216 - A Decision Support Model for Problem-Solving Framework Selection in Industry 4.0 Environments Sofia Pedro, Juliana Salvadorinho, Ana Sofia Matos	
23609 - Governing the Angenic Shift: A Quality Governance Framework for Sovereign AI in Industrial Organizations Eduardo L. Garcia-Garcia	

16:00 - 17:30 Room 2	July 2, 2026
Quality and Sustainability II Chair: Maria Gianni	
24670 - ISO Standards from Compliance to Impact - A Systematic Approach for Organizations Ahmed Baha Eddine Aichouni , Mohamed Aichouni	
24046 - Sustainability Assessment of Photovoltaic Solar Parks: A Four-Dimensional Delphi-Based Approach Maria de Fátima Albuquerque Valente de Melo Cabral, Adelina Baptista	
24265 - Using Quality Management Tools and Frameworks to support the Green Transition in Urban Mobility Contexts Carlos Sampaio, Lígia Conceição, André M. Carvalho	
24274 - The impact of lithium mining in Portugal: chemometric studies Inês Timóteo, Susana Jesus, Inês Coelho, Ana Matos	

16:00 - 17:30 Room 3	July 2, 2026
Quality Engineering Chair: Marco Reis	
24074 - Aggregation Sequence in Multiple-Inspector Sampling Plans: Preliminary Outcomes and Practical Implications Domenico Augusto MAISANO, Lucrezia FERRARA, Fiorenzo Franceschini	
23500 - Quality Challenges in Multi-Human Multi-Robot Collaborative Assembly Design: A Coherence-Based Methodology to Analyse Process Failures Matteo Capponi, Aurora Sofia Di Matteo, Luca Mastrogiamomo, Fiorenzo Franceschini	
23627 - Measurement System Analysis and Robustness Assessment of an AI-Based Vision Inspection System: Evidence from Automotive Production Frederico Santos, Eduardo e Oliveira, Hermilio Vilarinho, Henriqueta Nóvoa	
23352 - Quantitative Detectability in FMEA: A Top-Down Functional Approach to Risk Prioritisation Filipe Alberto Chindula, Tiago Alexandre Narciso Silva	

16:00 - 17:30 Room 4	July 2, 2026
Quality Management and Innovation Chair: Teresa Morgado	
24113 - Behind AI integration in pharmaceutical logistics: A socio-technical perspective Ruggero Colombari, Teresa Albini, Gianluca Murgia, Elena Pessot	
24095 - A Framework for Quality Assessment in Service SMEs Based on a Process Weighting Model Juan Canela Vicente, Esperanza Marcos Martínez, María Valeria De Castro Martínez, Sofía Canela García-Arias, Jaime Dionisio Burillo	
24271 - Development of a visual warehouse management system in a food and beverage sector company Pedro Santos, Helena Alvelos	
24040 - Subsystem-oriented condition monitoring for connected vehicles using unlabelled data Stefano Puttero, Elisa Verna, Gianfranco Genta, Maurizio Galetto	

International Conference on Quality Engineering and Management

Parallel Sessions – Detailed Program

July 2-3, 2026

Block 4

July 3, 09:45 - 11:15

09:45 - 11:15 Auditorium	July 3, 2026
Data Analytics and Intelligent Quality Systems Chair: Victor Azamfirei Ionita	
24032 - Understanding Assembly Process Quality through Product Complexity and Cognitive Demand: Preliminary Experimental Evidence Riccardo Gervasi, Laura Angioletti, Michela Balconi, Luca Mastrogiacomo, Fiorenzo Franceschini	
24284 - The Integration of Big Data Analytics and Lean Six Sigma: A Systematic Literature Review Rafaela Pereira Gaeta, Antonio Tadeu de Almeida Junior, João José Medeiros Alfineto, Fabiane Letícia Lizarelli	
24093 - A Quality 4.0 Case Study: Enhancing Value Creation from Manufacturing Data through the Integration of Data Analytics and Technical Problem Solving Carlos Rocha, Dr. Jürgen Philipp Wagner	
24021 - PUMA – Strengthening Laboratory Efficiency Through Structured Use of Failure Memory and Historical Claims Data Cornelia Kiefer, Miguel Soares, Sandra Vogelhuber	

09:45 - 11:15 Room 1	July 3, 2026
Quality Management in Education Chair: Maria João Rosa	
24421 - A Process-Based Measurement Framework for Teaching Quality in Higher Education: Development of a Composite Index (TQI) and Illustrative Application Aneta Kucińska , Izabela Czabak	
24034 - Between Compliance and Excellence: A Diagnosis of Quality Culture in Portuguese Higher Education through External Evaluation Reports Sílvia Santos, Patrícia Moura e Sá, Leonor Pais	
23900 - The AI Advantage: Rethinking Quality and Excellence in Management Education Marta Mas-Machuca, Alba Manresa, Anna Akhmedova	
24008 - Performance Assessment and Competencies in Vocational Education: A Bibliometric Analysis Cleiton Abadia Duarte , Lillian do Nascimento Gambi , Raquel Mello , Camila Fabricio Poltronieri	

09:45 - 11:15 Room 2	July 3, 2026
Quality Management in Different Activity Sectors II Chair: Carlos Sampaio	
24312 - Where to work outside the home: mapping coworking spaces and evaluating their quality in the context of remote work Lorena Bastos, Marlene Amorim, Mário Rodrigues, Cláudia Silva	
24245 - Evaluation of the Implementation of a System for Non-Conformities Management Related to the Quality of Liquid Hydrocarbon Fuels: A Case Study. Pamela De Lucia, Mario Daniel Ferrari	
24051 - A simple story says nothing, but at the same time says everything... Ana Valeria Garcia Perez, Jesus Leonardo Garcia Rojas	
24280 - Use of Lean Tools to Propose Improvements in the Transport Management Process of a Public Higher Education Institution Marcelo Sales Rodrigues, Fabiane Letícia Lizarelli, João José Medeiros Alfineto, Gilberto Miller Devós Ganga	

09:45 - 11:15 Room 3	July 3, 2026
Continuous Improvement Chair: Henriqueta Nóvoa	
24084 - Performance Measurement Systems in Continuous Improvement Programs: A Systematic Literature Review Luiz Geraldo Micheletti Goessler, Roberto Antonio Martins	
24011 - Leveraging Interdeparture Times for Bottleneck Detection and Process Improvement Pedro Costa, Ana Moura, Galina Robertsons, Tatjana Tambovceva	
23975 - Using Design Methods for the Development of a New Framework for Root Cause Analysis Matthew Barsalou, André M. Carvalho, Rogério Puga-Leal	
23623 - Enhancing Value Stream Mapping through Low-Cost Digital Data Collection: An Industrial Case Study in Cork Stopper Production Miguel Moreira, Hermilio Vilarinho	

09:45 - 11:15 Room 4	July 3, 2026
Human Side of Quality Chair: Helena Alvelos	
24060 - Quality management to encourage social innovation Eva M. Pertusa-Ortega, Juan José Tarí, José F. Molina-Azorín, María D. López-Gamero, Jorge Pereira-Moliner	
23918 - From Classroom Idealism to Corporate Compromise: A Typology of Professional Identity Scripts among Gen Z Sustainability minded Graduates Dolors Gil Doménech, Nina Magomedova, Anna Akhmedova	
24678 - Quality Culture in Latin America in the Era of Artificial Intelligence and Digital Transformation: Relationships, Barriers, and Integration Strategies José Carlos Flores-Molina	
23608 - Effectiveness of Training Programmes for Software Engineers in Digital Transformation Contexts Voicu Georgiana-Alexandra, Severin Irina	

International Conference on Quality Engineering and Management

Parallel Sessions – Detailed Program

July 2-3, 2026

Block 5

July 3, 11:45 - 13:15

11:45 - 13:15 Auditorium	July 3, 2026
Quality 4.0 Adoption II Chair: André M. Carvalho	
24269 - Digitalising Quality Audits to Enhance Data Management: Evidence from a Metallurgical Company Mariana Pinto, Leonor Teixeira, Helena Alvelosd	
24272 - Quality 4.0 Unlocked: an implementation roadmap for its progressive adoption in Portuguese companies Diana Oliveira, Maria João Rosa, Helena Alvelos	
24117 - Industry 4.0 Maturity Models: A Systematic Analysis Larissa Freire Lekakis, Fábio Neves Puglieri, Camila Fabrício Poltronieri	
23976 - Preliminary Framework for Verifying the Syntactic Quality of Digital Voice-of-Customer for Product Quality Monitoring Federico Barravecchia, Luca Mastrogiamco, Fiorenzo Franceschini	

11:45 - 13:15 Room 1	July 3, 2026
Quality Management in Healthcare Chair: Ana Sofia Matos	
24230 - Improving the Quality of Patient Post-Discharge Care using a Machine Learning-Based Decision Support System Luís Velez Lapão, Matilde Santos, Mariana Peyroteo	
24035 - Healthcare Management and the Application of Quality Function Deployment: A Systematic Literature Review Bianca Rodrigues de Souza, Paulo Augusto Cauchick Miguel, Osíris Canciglieri Junior	
24953 - Beyond Outcomes: Reframing Value-Based Evaluation of Multimorbidity Healthcare Services Mariana Peyroteo, André M. Carvalho, Luís Velez Lapão	
24120 - Integrating Cost Management into Maturity Models for Public Healthcare Systems: A Framework of Dimensions and Competencies Tiago Soares da Rocha, Naja Brandão Santana, Larissa Elaine Dantas de Araújo	

11:45 - 13:15 Room 2	July 3, 2026
Management Systems and Standards II Chair: Martí Casadesus	
24277 - Analysis of Non-Conformities Raised in ISO 9001 Audits in Portuguese Municipal Chambers Roberth Pereira, Pedro Domingues, Carina Pimentel	
24266 - Transformational Leadership and ISO/DIS 9001:2026: Are the Quality Managers transformational leaders? Noémia Almeida, Cláudia Sousa Silva, Magda Monteiro	
23622 - Assessment of the compliance of gas cylinder manufacturing company's laboratories with ISO/IEC 17025:2017 requirements Margarida Jesus, Hermilio Vilarinho	
23846 - A•C•C•U•R•A•T•E Analytics: A measurement of the level of understanding of the ISO management system standards (MSS) Howie Ng	

11:45 - 13:15 Room 3	July 3, 2026
Lean Six Sigma and Quality Tools Chair: Duško Pavletić	
24275 - Application of the Lean Six Sigma Methodology to Defect Reduction in a Wiring Harness Assembly Line: A Case Study Ana Martins, Ana Matos	
24121 - Professional Training in Lean Six Sigma: An analysis of Yellow Belt and Green Belt Programs Mónica Puertas, Edgar Yalta, José Carlos Flores-Molina	
24112 - Quality Management in Micro and Small Enterprises: A Process-Based Approach Ana Estima, Adelina Baptista, Julia Mariano, Stella Costa	
23898 - Acceptance sampling by variables for double specification limits: save space, and compute on the Web Miguel Casquilho, Francisco Rolo, Pedro Pimpão dos Santos, Rui Galhano	

11:45 - 13:15 Room 4	July 3, 2026
AI and Digital Quality in Practice Chair: Sandro Doboviček	
24247 - Preparing the Workforce for Digital Quality Management: A Comparative Analysis of SAP Implementation Strategies in Two Luxury Goods Manufacturers Micael Gonçalves, Marta Ribeiro, Joana Oliveira, Ana Lobarinhas, Sérgio Sousa, Senhorinha Teixeira, Pedro Domingues	
24118 - Perceived AI mediation in customer service: an exploratory analysis of user reviews in neobanking Dalilis Escobar Rivera, Alba Manresa Matas	
24071 - Artificial Intelligence in Laboratory Management: Transforming Data into Strategic Assets at CTCV Marta Luísa Agante Leonardo Ferreira	
23458 - Measuring Service Quality in the Era of Generative AI: Development and Validation of the GPT-QUAL Scale Anna Akhmedova, Frederic Marimon, Marta Mas-Machuca, Natalia Amat	