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Editors

Industrial Engineering and Operations Management II

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Preface

Industrial Engineering and Operations Management (IE&OM) are enabling enterprises around the world to adapt and survive in turbulent environments. IE&OM are becoming more and more relevant to overcome complex situations in a digital era, where innovation cycles are increasingly shorter.

As IE&OM are playing a pivotal role, the series of International Joint Conference on Industrial Engineering and Operations Management (IJCIEOM) is offering to researchers the opportunity to share their current research to establish new partnerships and to publish their articles. This joint conference is a result of an agreement between ABEPRO (Associação Brasileira de Engenharia de Produção), ADINGOR (Asociación para el Desarrollo de la Ingeniería de Organización), IISE (Institute of Industrial and Systems Engineers), AIM (European Academy for Industrial Management), and ASEM (American Society for Engineering Management) with the objective of promoting relationships between researchers and practitioners from different branches, and enhancing an interdisciplinary perspective of industrial engineering and management.

The International Joint Conference on Industrial Engineering and Operations Management was the twenty fourth conference in the IJCIEOM series. It was hosted by the Military Academy of Portugal, during 18–20 of July, 2018. It included five relevant topics: Business models and Service science; Education; Logistics, production and product management; Quality and product management; and Operations management.

As the IJCIEOM18 call for papers attracted scientists from all over the world, the conference organizing committee received up to 200 submissions from 20 countries, out of which the scientific committee selected 49 top-quality papers. All the papers were reviewed by at least two scholars from the scientific committee, composed by renowned scientists specialized on the aforementioned topics. This Springer book is the second of two volumes and contains 25 articles. Inside, you can find papers that explore real-life phenomena under the IE&OM scope, thus, providing various perspectives in the fields of: healthcare, social technologies, mathematical programming applications, public transport services, new product development, industry 4.0, occupational safety, quality control, e-services, risk

management, supply chain management, governance, and digital operations. All these papers put forward novel approaches and relevant findings that shed new light on IE&OM.

We would like to mention a special thanks to the IJCIEOM referees for their great work in reviewing all the papers and the keynote speakers for their contribution to push this field of science forward.

Amadora, Portugal
Amadora, Portugal
Viseu, Portugal
October 2018

João Reis
Sandra Pinelas
Nuno Melão

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