

Warning: [2026-04-06 09:48] this document is a print-out of the Ciência-iul web portal and was automatically generated at the labeled date. The document has a mere informational purpose and represents the information contained on Ciência_Iscte at that date.

Ana Lúcia Henriques Martins

Professora Associada

BRU-Iscte - Business Research Unit
Department of Marketing, Operation and Management (IBS)



Contacts

| | |
|------------------|-------------------------|
| E-mail | almartins@iscte-iul.pt |
| Office | D4.17 |
| Telephone | 217650459 (Ext: 220580) |
| Post Box | 279 |

Curriculum

Ana Lúcia Martins is an Associate Professor at ISCTE-IUL and an integrated researcher at BRU-Iscte (Business Research Unit). She holds a PhD in Management, with a specialization in Operations Management and Technology, and an MSc in Management, with a specialization in Strategy. She currently serves as co-director of the Master in Humanitarian Action, and in the past served as director of the bachelor's degree in Industrial Management and Logistics. Ana served Iscte Business School for 6.5 years as Vice-Dean for Teaching and Innovation. Ana teaches Operations Management, Logistics Management, Service Operations Management, and Supply Chain Management. Ana authored more than 85 scientific articles. Ana publishes in scientific journals such as the International Journal of Logistics Management, International Journal of Industrial Engineering and Management, and Public Money and Management, among others. She has authored book chapters in logistics management and lean management in the justice systems. Her current main research topics are operations management in humanitarian settings, logistics management, supply chain management, and lean management in the services area, mainly in judicial and healthcare systems. Ana is involved in several European projects, contributing in the areas of operations management and assurance of learning activities. Currently Ana serves as AE for Operations Management Research and Electronic Commerce Research.

Research Interests

| |
|--|
| Service Operations Management |
| Operations Management |
| Supply Chain Management |
| Lean management in the service area |
| Service logistics |
| Operations Management in Healthcare |
| Operations Management in Judicial Systems |
| Operations Management in humanitarian settings |

Academic Qualifications

| University/Institution | Type | Degree | Period |
|---|---------------------------------|---|--------|
| Marinha Portuguesa | Training Session | The Leadership Experience | 2025 |
| EFMD | Technical Specialization Course | The Essentials of Teaching and Learning | 2025 |
| IPPS | Technical Specialization Course | IA Generativa | 2025 |
| Iscte - Instituto Universitário de Lisboa: IPPS | Training Session | Preparar cursos em E-learning | 2020 |
| Johns Hopkins University | Technical Specialization Course | Systems Thinking In Public Health | 2020 |
| UNSW Sydney (The University of New South Wales) | Technical Specialization Course | Learning to Teach Online | 2020 |
| The University of Manchester | Technical Specialization Course | Global Health and Humanitarianism | 2019 |
| Emory University | Technical Specialization Course | Health in Complex Humanitarian Emergencies | 2018 |
| Université de Genève | Technical Specialization Course | Humanitarian Communication: addressing key challenges | 2018 |
| ISCTE-IUL - Instituto Superior Ciências Trabalho e da Empresa | PhD | Management, with specialization in Operations Management and Technology | 2010 |
| ISCTE-IUL - Instituto Superior Ciências Trabalho e da Empresa | M.Sc. | Management Sciences | 1999 |
| ISCTE-IUL - Instituto Superior Ciências Trabalho e da Empresa | Licenciante | Management Sciences (5 years) | 1995 |

External Professional Activities

| Period | Employer | Country | Description |
|--------|----------|---------|-------------|
|--------|----------|---------|-------------|

| | | | |
|-------------|---------------------|----|--|
| 2015 - 2015 | European Commission | -- | Participation in the European Commission Project "CFMnet: Towards European Caseflow Management development network – identifying, developing and sharing best practices" |
|-------------|---------------------|----|--|

Other Professional Activities

| Period | Activity Type | Activity Description | More Info URL |
|-------------|--|---|---------------|
| 2021 - 2022 | Coordination of executive education programs | Programa Applied online Logistics & Supply Chain Management | -- |
| 2021 | Documented continuing professional education experiences | Formação executiva em Gestão de Operações e Gestão de Cadeia de Abastecimento | -- |
| 2021 | Documented continuing professional education experiences | Formação executiva em Gestão de Operações e Gestão de Cadeia de Abastecimento | -- |
| 2021 | Coordination of executive education programs | Programa Applied online Logistics & Supply Chain Management | -- |
| 2020 - 2021 | Documented continuing professional education experiences | Formação executiva em Gestão de Operações e Gestão de Cadeia de Abastecimento | -- |
| 2021 | Documented continuing professional education experiences | Formação executiva em Gestão de Operações e Gestão de Cadeia de Abastecimento | -- |
| 2020 | Documented continuing professional education experiences | Formação executiva em Gestão de Operações e Gestão de Cadeia de Abastecimento | -- |
| 2020 | Consulting activities | Melhoria de gestão de stocks na Worten | -- |
| 2012 - 2018 | Documented continuing professional education experiences | Formação executiva em Gestão de Operações e Gestão de Cadeia de Abastecimento | -- |
| Since 2021 | Service on Boards of Directors | Membro da Direção da ONG Humanitarian Impact | -- |

Teaching Activities

| Teaching Year | Sem. | Course Name | Degree(s) | Coord |
|---------------|------|--|--|-------|
| 2025/2026 | 2º | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2025/2026 | 2º | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2025/2026 | 2º | Logistics and Operation Management | Master Degree in Business Administration; | Yes |

| | | | | |
|-----------|----|--|---|-----|
| 2025/2026 | 2° | Operations Management in Service | Master Degree in Management of Services and Technology; | Yes |
| 2025/2026 | 2° | Logistics and Supply Chain Management | | Yes |
| 2025/2026 | 1° | Management in Humanitarian Action | Master Degree in Coordinated Human Response, Health and Displacement; Master Degree in Humanitarian Action; | Yes |
| 2025/2026 | 1° | Project Management in Humanitarian Action | | Yes |
| 2025/2026 | 1° | Dissertation on Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2025/2026 | 1° | Organizations and Services in the Health Sector | Master Degree in Managing Digital Transformation in the Health Sector; | Yes |
| 2025/2026 | 1° | Healthcare Resource Management | Master Degree in Managing Digital Transformation in the Health Sector; | Yes |
| 2025/2026 | 1° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2025/2026 | 1° | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2025/2026 | 1° | Operations Management & Logistics | | Yes |
| 2025/2026 | 1° | Global Operations and Logistics | | Yes |
| 2024/2025 | 2° | Securities Markets Operations | | Yes |
| 2024/2025 | 2° | Digital tools for Waste Management in Public Health | Specialization Seminar in Digital Tools and Behavior Change for Health Professionals in the Context of Preventing Antimicrobial Resistance; | No |
| 2024/2025 | 2° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2024/2025 | 2° | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2024/2025 | 1° | Integrated Operations Management | Bachelor Degree in Management; | Yes |
| 2024/2025 | 1° | Management in Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2024/2025 | 1° | Project Management in Humanitarian Action | | Yes |
| 2024/2025 | 1° | Dissertation on Humanitarian Action | Master Degree in Humanitarian Action; | Yes |

| | | | | |
|-----------|----|--|--|-----|
| 2024/2025 | 1° | Organizations and Services in the Health Sector | Master Degree in Managing Digital Transformation in the Health Sector; | No |
| 2024/2025 | 1° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2024/2025 | 1° | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2024/2025 | 1° | Global Operations and Logistics | | Yes |
| 2023/2024 | 2° | Securities Markets Operations | | Yes |
| 2023/2024 | 2° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2023/2024 | 2° | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2023/2024 | 1° | Integrated Operations Management | Bachelor Degree in Management; | Yes |
| 2023/2024 | 1° | Management in Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2023/2024 | 1° | Project Management in Humanitarian Action | | Yes |
| 2023/2024 | 1° | Dissertation on Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2023/2024 | 1° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2023/2024 | 1° | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2023/2024 | 1° | Global Operations and Logistics | | Yes |
| 2022/2023 | 2° | Dissertation in Art Markets | | No |
| 2022/2023 | 2° | Securities Markets Operations | | Yes |
| 2022/2023 | 2° | Dissertation on Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2022/2023 | 2° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2022/2023 | 2° | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | No |
| 2022/2023 | 1° | Integrated Operations Management | Bachelor Degree in Management; | Yes |

| | | | | |
|-----------|----|--|--|-----|
| 2022/2023 | 1° | Management in Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2022/2023 | 1° | Project Management in Humanitarian Action | | Yes |
| 2022/2023 | 1° | Dissertation on Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2022/2023 | 1° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2022/2023 | 1° | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | No |
| 2022/2023 | 1° | Global Operations and Logistics | | Yes |
| 2021/2022 | 2° | Securities Markets Operations | | Yes |
| 2021/2022 | 2° | Dissertation on Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2021/2022 | 2° | Blockchain for Supply Chain Management | | Yes |
| 2021/2022 | 2° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2021/2022 | 2° | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2021/2022 | 2° | Logistics and Operation Management | Master Degree in Business Administration; | No |
| 2021/2022 | 1° | Integrated Operations Management | Bachelor Degree in Management; | Yes |
| 2021/2022 | 1° | Management in Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2021/2022 | 1° | Project Management in Humanitarian Action | | Yes |
| 2021/2022 | 1° | Supply Chain Management for Executives | Master Degree in Applied Management; | Yes |
| 2021/2022 | 1° | Dissertation on Humanitarian Action | Master Degree in Humanitarian Action; | Yes |
| 2021/2022 | 1° | Applied Last Mille Logistics Management | | Yes |
| 2021/2022 | 1° | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |

| | | | | |
|-----------|----|--|--|-----|
| 2021/2022 | 1º | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2021/2022 | 1º | Global Operations and Logistics | | Yes |
| 2020/2021 | 2º | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2020/2021 | 2º | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2020/2021 | 1º | Integrated Operations Management | Bachelor Degree in Management; | Yes |
| 2020/2021 | 1º | Management in Humanitarian Action | | Yes |
| 2020/2021 | 1º | Supply Chain Management for Executives | Master Degree in Applied Management; | Yes |
| 2020/2021 | 1º | Gestão Aplicada Das Operações Na Cadeia De Abastecimento | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2020/2021 | 1º | Final Intensive Weekend | Other programme in Applied Online Post Graduate Logistics and Supply Chain Management; | Yes |
| 2019/2020 | 2º | Research Project in Operations Management, Logistics and Supply Chain Management | | No |
| 2019/2020 | 1º | Management in Humanitarian Action | | Yes |
| 2019/2020 | 1º | Global Operations and Logistics | | Yes |

Supervisions

• Ph.D. Thesis

- Ongoing

| | Student Name | Title/Topic | Language | Status | Institution |
|---|-------------------------|--|----------|------------|-------------|
| 1 | Luo Zhangping | Study on platform operations pattern of Sichuan hotpot ingredients supply chain | English | Developing | Iscte |
| 2 | Joel Curado Silveirinha | Blockchain Technologies applied to Traceability and Logistics in the Service Industry | English | Delivered | Iscte |
| 3 | Ulpan Tokkozhina | Research Project Proposal: Doctoral Research on Blockchain Technology in Supply Chain Management | English | Developing | Iscte |

| | | | | | |
|----|----------------------------------|---|---------|------------|-------|
| 4 | Nasrah Alarayedh | A combined transactional cost analysis and relational exchange approach to build a conceptual model to analyse buyer-supplier relations and bridge the gap on sustainable supply chains | English | Developing | Iscte |
| 5 | Paulo Alexandre Ferreira Pereira | Adoption of supply chain 4.0 by organizations | English | Developing | Iscte |
| 6 | Isabel Camões | eHealth as lean tool | English | Developing | Iscte |
| 7 | José Carlos Infante Henriques | Success and failure factors on implementing 4th industry programs | English | Developing | Iscte |
| 8 | Abel José de Cruz Camelo | Lean Six Sigma Maturity for Public Sector | English | Developing | Iscte |
| 9 | Jia Fangzhou | Analysis and Enhancement Strategies for Supply Chain Resilience of High-End Manufacturing Enterprises Under Disruption Risk: A case study of company C in the Civil Aviation Manufacturing Industry | English | Developing | Iscte |
| 10 | Xueying Li | Going Lean and Agile in Healthcare | English | Developing | Iscte |
| 11 | Nelson André Azevedo de Oliveira | Analyzing value in public procurement: the case of the portuguese navy | English | Developing | Iscte |

- Concluded

| | Student Name | Title/Topic | Language | Institution | Concluding Year |
|---|------------------|--|----------|-------------|-----------------|
| 1 | Ulpan Tokkozhina | Overcoming challenges of supply chain management: contributions from Blockchain technology | English | Iscte | 2023 |

• M.Sc. Dissertations

- Ongoing

| | Student Name | Title/Topic | Language | Status | Institution |
|---|-----------------------------------|--|----------|------------|-------------|
| 1 | Inês Filipa Raposo Serra | Os direitos dos animais Animal's rights | -- | Developing | Iscte |
| 2 | Diego Armando Pinto Pino González | Melhoria de processos na WineStone | English | Developing | Iscte |
| 3 | Vasco José Pinto Araújo | Exploring Stakeholder Perceptions of Health Wallets: Adoption Factors, and Strategies for Adoption | -- | Developing | Iscte |
| 4 | Inês Fernandes da Cruz | . | -- | Developing | Iscte |

| | | | | | |
|----|--|---|---------|------------|-------|
| 5 | Diogo Cravo Casegas | Gestão do Material Consignado Residente | -- | Developing | Iscte |
| 6 | Rita Pinto de Carvalho Domingos | O impacto da Gestão por processos na experiência do cliente em Contexto Hospitalar: O caso do Hospital Lusíadas Lisboa | -- | Developing | Iscte |
| 7 | Marta Sofia Oliveira Dias Blanco | What is the perception of individuals with chronic illnesses regarding the impact of using an app on their daily lives? | English | Developing | Iscte |
| 8 | Maria Constança de Almeida Dentinho do O'Ramos | The synergies between the development of resilience and sustainable practices in supply chains: the perspective of distribution companies | -- | Developing | Iscte |
| 9 | Adriana Maria Nunes Costa | Customer Experience in the context of Pharmaceutical Distribution | -- | Developing | Iscte |
| 10 | Susana de Jesus Gomes Cortes | Lean Thinking e sua aplicação em empresas certificadas pela ISO 13485 | English | Developing | Iscte |
| 11 | Sandra Cristina Quedas Costa | Modelo de otimização do fluxo de passageiros e bagagens no Aeroporto de Lisboa (Aeroporto Humberto Delgado) | English | Developing | Iscte |
| 12 | Inês da Silva Caramalho Vela de Oliveira | Melhoria de Processos em Cuidados Continuados e o seu impacto na Qualidade de Vida | English | Developing | Iscte |
| 13 | Bernardo Novais Machado Pessoa Jorge | Logistics and supply chain management of a new dairies production facility | English | Developing | Iscte |
| 14 | Claudia Santiago de Abreu | Coordenação e Cooperação na cadeia de abastecimento: o caso da Rede FGV de Educação Executiva | English | Developing | Iscte |
| 15 | Joana Isabel Murteira da Costa | Avaliação da qualidade do serviço prestado e sua adequação às necessidades do cliente no setor bancário | English | Developing | Iscte |
| 16 | Tiago Miguel Galvão da Costa | Humanitarian Academy | -- | Developing | Iscte |

- Concluded

| | Student Name | Title/Topic | Language | Institution | Concluding Year |
|---|-----------------------------|---|------------|-------------|-----------------|
| 1 | João Tomás Prieto Rodrigues | Mapping and Improving a Complaints Process: A Case Study in a Telecommunications Company. | Portuguese | Iscte | 2025 |

| | | | | | |
|----|--|--|------------|-------|------|
| 2 | Mónica Russo Oliveira | TOWARDS EXCELLENCE IN THE LOGISTICS OF THE NATIONAL HEALTH SYSTEM: The Role of Artificial Intelligence | Portuguese | Iscte | 2024 |
| 3 | Rafael Domingues Ruivo Rosa Machado | From Manual to Automated - Unpacking the role of Logistics 4.0 technology in warehouses in Portugal | English | Iscte | 2024 |
| 4 | Júlia Dorneles Ecke Tavares | The Impact of Customer Experience on Word-Of-Mouth in Aesthetic Clinics' Services | English | Iscte | 2024 |
| 5 | Bruna Marques Rodrigues | Promotion of literacy in health through digital tools ? a systematic review | Portuguese | Iscte | 2023 |
| 6 | Francisco Maria Vaz Almada Pereira Figueiredo | Analysis of the relationship between Supply Chain Risk and trust, cooperation and supply chain performance in companies in the wine sector | Portuguese | Iscte | 2022 |
| 7 | Luís Filipe Fonseca Niza | Evaluating Quality in Sport Retail Chain and its Impact on Satisfaction and Repurchase Intention | English | Iscte | 2022 |
| 8 | Ana Rita Sanchez Gonzalez Acabado | Evaluating the customer experience in Worten Resolve's after sales repair service and its impact on satisfaction and Word-of-mouth | English | Iscte | 2022 |
| 9 | Susana de Jesus Gomes Cortes | ISO 13485 certified companies: Motives for implementation, benefits, disadvantages and association with Lean Tools | English | Iscte | 2022 |
| 10 | Beatriz Rendas Godinho | The influence of risk perception on the impact of operations strategies on supply chain performance in the automotive industry | Portuguese | Iscte | 2021 |
| 11 | Francisco Manuel Canas Cardoso Durães Ferreira | Development of an Inventory Management Policy at Würth Portugal | English | Iscte | 2021 |
| 12 | Inês da Silva Caramalho Vela de Oliveira | Quality of the Client Experience, Satisfaction, Perceived Value and Word-of-Mouth in the Veterinary Clinic "Clínica Veterinária Dr. Chambel". | Portuguese | Iscte | 2021 |
| 13 | Paulo Alexandre Ferreira Pereira | Tendency of Implementation of Blockchain Technology in the Supply Chain Management of Portuguese Organizations | Portuguese | Iscte | 2021 |
| 14 | Marta da Fonseca Marques | Assessing the perspective of health professionals on the impact of training on their safety, during the COVID-19 pandemic: The mediating role of Trust | English | Iscte | 2021 |
| 15 | Ana Margarida Pires Fernandes Maxiamiano | Suppliers' Performance Evaluation in the Pharmaceutical Industry - A Case Study | Portuguese | Iscte | 2021 |

| | | | | | |
|----|--|---|------------|-------|------|
| 16 | Claudia Santiago de Abreu | Risk, Resilience and Trust in the Executive Education Supply Chain compared to Covid 19 | Portuguese | Iscte | 2021 |
| 17 | Bernardo Novais Machado Pessoa Jorge | PRODUCTION PLANNING - a case study | Portuguese | Iscte | 2020 |
| 18 | Catarina Martins Costa Correia Monteiro | Analysis of the association between receivements from suppliers, shipments to clients and perception of external supply chain risks: a comparison between Portugal and Norway | English | Iscte | 2020 |
| 19 | Margarida Neto e Sá | Evaluating Quality of Experience in Food Grocery Retail and its Impact on Satisfaction, Loyalty and Repurchase Intention | English | Iscte | 2020 |
| 20 | Madalena Maria Miguéis Ferreira | Analysis of the association between the risk of delay in supply and risk of transportation with the response capacity of the focal firm | Portuguese | Iscte | 2020 |
| 21 | Mirian Evangelina Halpern Doherty | Buyer-Supplier Relationship in IT Outsourcing: Factors Influencing Relationship Management | Portuguese | Iscte | 2019 |
| 22 | Rejane Fernandes Santos Petacci | Evaluate the Quality of Aesthetics Clinic Service Experience and its Impact on Satisfaction, Perceived Value and Repurchase Intent | Portuguese | Iscte | 2019 |
| 23 | Ricardo Guilherme Vinhas Teixeira da Silva | Aplicação de princípios e ferramentas Lean na restauração | English | Iscte | 2019 |
| 24 | Ricardo Guilherme Vinhas Teixeira da Silva | Application of Lean principles and tools in restaurant business | English | Iscte | 2019 |
| 25 | Ana Sofia Anes Leal | Measuring the Association of Perceived Service Quality and Health-related Quality of Life: The Case of a Portuguese Long-Term Care Unit | English | Iscte | 2018 |
| 26 | Joana da Silva Freire | Perceived Service Quality and Health-Related Quality of Life in Long-Term Care | English | Iscte | 2018 |
| 27 | Joana Miguel Araújo Florindo | ANÁLISE DA GESTÃO DA CADEIA DE ABASTECIMENTO DA VISTA ALEGRE ATLANTIS | English | Iscte | 2018 |
| 28 | Patrícia Alexandra Marques Costa | Difficulties of public legislation for the acquisition of goods and services | English | Iscte | 2018 |
| 29 | Maria Leonor Sá Quental de Melo Lindo | Improving processes in long-term care | English | Iscte | 2018 |

| | | | | | |
|----|---|---|------------|-------|------|
| 30 | João Manuel Silva Pereira | Using BPM to improve IT service management: an incident management case study | English | Iscte | 2018 |
| 31 | Sérgio Matias Correia | Adapting a logistics performance evaluation model and determining the main performance indicators through multicriteria analysis | Portuguese | Iscte | 2018 |
| 32 | Diogo Henrique Pinto de Sousa Ferreira | Análise de Portfólio de Compras: Estudo de caso | Portuguese | Iscte | 2017 |
| 33 | Patrícia da Costa Rodrigues | Qualidade Percebida no Serviço Prestado pelas Principais Empresas no Setor das Telecomunicações a Clientes Empresariais em Portugal | Portuguese | Iscte | 2017 |
| 34 | Vanessa da Silva Pacheco | Development of E-Commerce Subscription Model for Fast-Moving Consumer Goods in Portugal: A Case Study | English | Iscte | 2017 |
| 35 | Maria Ana Ferreira Beleza | Análise da Gestão do Rico na Cadeia de Abastecimento de Empresas Transformadoras | Portuguese | Iscte | 2017 |
| 36 | David Martins da Silva | Gestão do Risco na Cadeia de Abastecimento: Análise do risco logístico | Portuguese | Iscte | 2017 |
| 37 | Ana Sofia Abreu Pasadas | Análise da Propensão para a Utilização de Documentos em Formato Digital | Portuguese | Iscte | 2017 |
| 38 | João Filipe Jorge Gomes | Avaliação da Qualidade Percebida do Serviço Prestado por Unidades de Retalho de Artigos Desportivos em Portugal | Portuguese | Iscte | 2017 |
| 39 | Marta Maria Duarte Martins de Almeida e Sousa | Avaliação da Qualidade Percebida do Serviço Prestado em Companhias Aéreas de Passageiros | Portuguese | Iscte | 2017 |
| 40 | Maria de Sousa Botelho Motta Carneiro | Avaliação da Perceção da Qualidade nos Estabelecimentos de Fitness em Portugal: Comparação de três cadeias | Portuguese | Iscte | 2017 |
| 41 | Helder Tiago Morais Rodrigues | Contributo de Estratégias Lean e Agile na Melhoria dos Processos Operacionais Hospitalares no Serviço Prestado à Patologia Oncológica | Portuguese | Iscte | 2017 |
| 42 | Natacha Maria Vinhas Simões | Lean Thinking in Healthcare Phlebotomy Services: A Case Study | English | Iscte | 2017 |
| 43 | Joana Catarina da Costa Vieira | Quality is Never Out of Fashion: Measuring perceived service quality of portuguese apparel fashion retail and its benefits | English | Iscte | 2016 |

| | | | | | |
|----|---|---|------------|-------|------|
| 44 | Inês Catarina Beirão Catela Valadas Lopes | Transitioning to a Service-Dominant Logic: Benefits and Implications - The Mercedes-Benz after-sales service department case | English | Iscte | 2016 |
| 45 | Luís Filipe Martins Órfão | Lean and Agility in the Healthcare Sector: The case of Hospital de Lamego | English | Iscte | 2016 |
| 46 | Selma Eustância Lourenço Muambalo Palalane | Análise e Melhoria de Processo de Concessão do Leasing numa Instituição Financeira | Portuguese | Iscte | 2016 |
| 47 | Ana Catarina dos Santos Figueiredo | Aplicação do Lean Thinking aos Processos de Produção da Caetano Colisão Sintra | Portuguese | Iscte | 2016 |
| 48 | Daniela Filipa Ramos Costa | Outsourcing de TI em Portugal. A relação entre o comprador e o fornecedor e os seus impactos na prestação de serviços dos consultores | Portuguese | Iscte | 2016 |
| 49 | Hana Touati | Analyzing Supply Chain Management Practices of Hermès Parfums: The middle east and the near east | English | Iscte | 2016 |
| 50 | Laura Castanho Conchinha | Avaliação da Qualidade no Sistema Farmacêutico: Clientes finais e sistema logístico | Portuguese | Iscte | 2016 |
| 51 | Rita Malho dos Santos Saraiva | Avaliação da Perceção da Qualidade do Serviço de Publicidade Prestado por uma Empresa Televisiva | Portuguese | Iscte | 2016 |
| 52 | Joana Filipa Simões Costa | Avaliação da Percepção de Qualidade do Serviço: Comparação entre Hospital Público e Privado | Portuguese | Iscte | 2015 |
| 53 | Célia Eugénio Chaisné Paúa | Gestão do Risco na Cadeia Logística de Abastecimento de Combustíveis: O Caso da BP Moçambique, Lda | Portuguese | Iscte | 2015 |
| 54 | Sílvia Filipa Feliciano Rodrigues da Silva | A qualidade percebida no serviço prestado pelas farmácias comunitárias | Portuguese | Iscte | 2015 |
| 55 | Vasco Miguel Ferreira da Silva de Sá Nogueira | Como Melhorar o Processo Logístico do Banco Alimentar Contra a Fome de Santarém | Portuguese | Iscte | 2014 |
| 56 | Marisa Pereira Barbosa | Abordagem Lean ao Processo de Aquisição de Monografias do ISCTE-IUL | Portuguese | Iscte | 2014 |
| 57 | Catarina Morgado Fernandes Lopes Pereira | Avaliação da Felicidade no Local de Trabalho | Portuguese | Iscte | 2014 |
| 58 | João Miguel dos Santos Morais Margaça | LEAN-ISO9001: Estudos sobre a Valorização do Sistema de Gestão da Qualidade Através da Utilização de Ferramentas Lean | Portuguese | Iscte | 2013 |

| | | | | | |
|----|----------------------------------|--|------------|-------|------|
| 59 | Catarina Filipa Lopes Ramos | Measuring Perceived Service Quality at Portuguese Healthcare Centres: The moderating effect of outsourcing a core activity | English | Iscte | 2012 |
| 60 | Ana Cristina dos Santos Oliveira | Avaliação Da Qualidade Percebida Dos Serviços Académicos De Uma Universidade Portuguesa | Portuguese | Iscte | 2012 |
| 61 | Pedro Filipe Duarte Milharadas | Avaliação da Qualidade Percebida do Serviço Prestado num Hospital Público | Portuguese | Iscte | 2012 |
| 62 | Rita Serrador Coelho Pereira | Avaliação de Solução de Frota - Um caso de Estudo | Portuguese | Iscte | 2012 |
| 63 | Joana Lopes Fael | -- | Portuguese | Iscte | 2010 |
| 64 | Susana Bendito | -- | Portuguese | Iscte | 2009 |

• M.Sc. Final Projects

- Ongoing

| | Student Name | Title/Topic | Language | Status | Institution |
|---|------------------------------|--|----------|------------|-------------|
| 1 | Susana Filipa Silva Barradas | Improvement of the layout of a hospital supply warehouse: case study | -- | Developing | Iscte |

- Concluded

| | Student Name | Title/Topic | Language | Institution | Concluding Year |
|---|---|--|------------|-------------|-----------------|
| 1 | Liliana Filipa Dionísio Valério | The use of Technologies in the Procurement Process: A Pedagogical Case Study | English | Iscte | 2025 |
| 2 | Anselmo Jorge da Silva Gaspar | Management of surgical instruments at CUF: Centralization or decentralization | Portuguese | Iscte | 2025 |
| 3 | Duarte Nuno Rosa Grilo Mateus | Process adjustment for the introduction of the use of Health Wallets: the case of a Cardiology Unit at a Public Hospital | English | Iscte | 2025 |
| 4 | Rafael Canas Correia Alves | Reduction of the overnight distribution cycle time in a warehousing company using Lean Six Sigma | English | Iscte | 2024 |
| 5 | José Joaquim Carvalho Vale | Intelligent Transportation, Digital Artifacts and Decision Support System | Portuguese | Iscte | 2024 |
| 6 | João Pedro Martins de Oliveira Raimundo | Information Retrieval of Emergency Manual in the Transportation of Dangerous Goods | Portuguese | Iscte | 2024 |

| | | | | | |
|----|---|---|------------|-------|------|
| 7 | Ana Catarina Rodrigues Branco | Reducing Inbound Logistics Process Cycle Time Using Lean Six Sigma: An Action Research Project | English | Iscte | 2023 |
| 8 | Eteldilaide Manuel do Espírito Santo Ferreira | Creation of sustainable business for the production and sale of reusable sanitary pads in São Tomé and Príncipe | Portuguese | Iscte | 2023 |
| 9 | Carla Sofia da Silva Vilar | Mapping and Improvement proposal of the steel transformation process in parts for the Solar tracker, in the company Fusion Fuel | Portuguese | Iscte | 2023 |
| 10 | Eugénio de Jesus Wilson de Carvalho | Evaluation of the Quality of Experience and Satisfaction of the legal services of lawyer society, Euereca, RL | Portuguese | Iscte | 2023 |
| 11 | Filipe Martins Vaz | Study of overcrowding and Waiting Times of a Rapid Transit Transportation Company | Portuguese | Iscte | 2019 |
| 12 | Tatiana da Costa Cabrita | Measuring Patients' Quality of Life and the Perceived Quality in Long Term Care Services | English | Iscte | 2019 |
| 13 | Simão Duarte Lobato | A Multi-Scenario Analysis to Improve Layout Efficiency | English | Iscte | 2019 |
| 14 | Joana Miguel Araújo Florindo | VISTA ALEGRE ATLANTIS SUPPLY CHAIN MANAGEMENT ANALYSIS | Portuguese | Iscte | 2018 |
| 15 | Marisa Sofia Santo Diogo | Service Quality in the Public Transportation: Perception Analysis of the quality of the metropolitan (Lisbon and Port) | Portuguese | Iscte | 2018 |
| 16 | Raquel Maria Fernandes Mendes | Process Improvement In Long-Term Care Services: Lean Thinking Approach | English | Iscte | 2018 |
| 17 | Inês Batista Matos | Modeling and optimization of a critical process in a Human Resources Department | Portuguese | Iscte | 2018 |
| 18 | Beatriz Rebelo Pedro | Processo de recolha das colheitas na Joaquim Chaves Saúde - Caso de Estudo Pedagógico | Portuguese | Iscte | 2018 |
| 19 | Ana Margarida da Graça Sousa | Gestão das Operações na Magnolia Portugal - Caso de Estudo Pedagógico | Portuguese | Iscte | 2016 |
| 20 | Filipe Duarte Costa Luís Martins Matias | Screening Green Initiatives for Implementation - Increasing a Firm's Environmental Performance in a Green Supply Chain Context | English | Iscte | 2015 |
| 21 | André João Esteves | Improvement of Forecasting and Sales Bargaining Power: The case of Altri | English | Iscte | 2015 |

| | | | | | |
|----|---|---|------------|-------|------|
| 22 | Cláudio da Ressurreição Kalengue de Almeida | Nintendo's Pursuit for Profitability: A pedagogical case study | English | Iscte | 2015 |
| 23 | Ana Rita Marques Morgadinho | The Impact of Lean Initiatives on Employees' Satisfaction: The case-study in a service company | English | Iscte | 2014 |
| 24 | Pedro Jorge Palma Ramos | A Análise da Estratégia da Cadeia de Abastecimento da IKEA - Caso de Estudo Pedagógico | Portuguese | Iscte | 2014 |
| 25 | Ana Rita dos Santos Gomes | Gestão das Operações nos Serviços: Caso de estudo pedagógico sobre o hotel Areias do Seixo | Portuguese | Iscte | 2014 |
| 26 | Inês Sofia Oliveira da Eira | Application of the Lean Thinking Tools to Municipal Services | English | Iscte | 2014 |
| 27 | Marta Rodrigues Domingues | A Gestão das Operações nos Serviços: Caso de estudo pedagógico no Double Tree by Hilton Lisbon-Fontana Park Hotel | Portuguese | Iscte | 2014 |
| 28 | Rita Moniz da Cruz | Análise dos Tempos de Espera no Processo de Tratamento da Patologia da Mama | Portuguese | Iscte | 2014 |
| 29 | Joana Patrícia Faustino Silva Esteves Rêgo | Gestão de Operações nos Serviços na Companhia Aérea White Airways: Caso de estudo pedagógico | Portuguese | Iscte | 2013 |
| 30 | Bernardo Amaral Marques Pinto Carvalho | Análise da Solução de Frota numa Empresa de Distribuição - Caso de Estudo | Portuguese | Iscte | 2013 |
| 31 | Luís Miguel do Carmo Monteiro | A Aplicação do Pensamento Lean a um Processo de Reclamações | Portuguese | Iscte | 2013 |
| 32 | Pedro de Almeida Marques | Aplicação do Lean Management ao Processo de Pintura da Empresa Miralago S.A. | Portuguese | Iscte | 2013 |
| 33 | Joana Catarina Abrantes Borrego | Avaliação da Percepção da Qualidade do Serviço Prestado por uma Empresa de Transportes Públicos | Portuguese | Iscte | 2013 |
| 34 | Luís Domingos Cabaço Mourato | A Utilização de Parceria na Prestação de Serviço - Um caso de estudo pedagógico | Portuguese | Iscte | 2013 |
| 35 | Maria Carolina Sarmiento Fernandes | Plano de Negócios: GLAMPDREAM | Portuguese | Iscte | 2012 |
| 36 | Cátia Alexandra Lemos Martins | Aplicação do Lean Thinking numa Empresa de Distribuição de Material Elétrico-Rexel | Portuguese | Iscte | 2012 |
| 37 | Ramiro da Silva Pinto | Reorganização do Fluxo de Fabrico: Um caso de estudo | Portuguese | Iscte | 2012 |

| | | | | | |
|----|--|---|------------|-------|------|
| 38 | Sopio Gaprindashvili | Measuring Perceived Service Quality at Travel Agency Best Travel | English | Iscte | 2012 |
| 39 | Cristina Maria da Silva Portela | Análise do Ciclo de Procurement - Caso de estudo | Portuguese | Iscte | 2012 |
| 40 | João Pedro Ferreira Machado | Application of Lean Thinking Approach to an Internal Service System of Utilities Company | English | Iscte | 2012 |
| 41 | Marta Sofia Catarino Dias | Avaliação da Concretização dos Objectivos da Plataforma Logística de Iniciativa Empresarial da Guarda, S.A. | Portuguese | Iscte | 2012 |
| 42 | Dexin Cheng | Using Electronic Purchasing to Facilitate Supply Chain Integration of Manufacturing Industry in China. | -- | Iscte | 2011 |
| 43 | Tânia Isabel Leitão Caetano | Influência da estrutura da Cadeia de Abastecimento no Serviço ao Cliente: Estudo comparativo de caso comparativo na Zara/Indetex e H&M. | -- | Iscte | 2011 |
| 44 | Pedro Manuel Andrada Pinto Cabral de Magalhães | -- | -- | Iscte | 2011 |

Total Citations

| | |
|------------------------|-----|
| Web of Science® | 344 |
| Scopus | 415 |

Publications

• Scientific Journals

- Scientific journal paper

| | |
|---|--|
| 1 | <p>Silveirinha, J. C., Bhandari, M., Ferreira, J. C. & Martins, A. L. (N/A). Enhancing maritime supply chain security and efficiency: A review of Zero-Knowledge Proofs in blockchain applications. Maritime Policy and Management. N/A</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 1 - Times Cited Scopus: 1 - Times Cited Google Scholar: 2 |
| 2 | <p>Curado, J., Bhandari, M., Ferreira, J. C. & Martins, A. L. (2025). Blockchain for maritime supply chain: Efficiency and security advancements. IEEE Access. 13, 201527-201544</p> |

| | |
|----|--|
| 3 | <p>Tokkozhina, U., Mataloto, B. M., Martins, A. L. & Ferreira, J. C. (2024). Decentralizing online food delivery services: A blockchain and IoT model for smart cities. <i>Mobile Networks and Applications</i>. 29 (1), 59-69</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 12 - Times Cited Scopus: 15 - Times Cited Google Scholar: 23 |
| 4 | <p>Kovach, J., Cardoso-Grilo T, Kalakou, S. & Martins, A. (2024). Advancing business process management lifecycle implementation through the integration of the design for Six Sigma method. <i>Business Process Management Journal</i>. 30 (2), 341-365</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 10 - Times Cited Scopus: 7 - Times Cited Google Scholar: 15 |
| 5 | <p>Tokkozhina, U., Martins, A. & Ferreira, J. (2023). Uncovering dimensions of the impact of blockchain technology in supply chain management. <i>Operations Management Research</i>. 16 (1), 99-125</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 33 - Times Cited Scopus: 39 - Times Cited Google Scholar: 59 |
| 6 | <p>Tokkozhina, U., Martins, A. & Ferreira, J. (2023). Multi-tier supply chain behavior with blockchain technology: Evidence from a frozen fish supply chain. <i>Operations Management Research</i>. 16 (3), 1562-1576</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 15 - Times Cited Scopus: 19 - Times Cited Google Scholar: 22 |
| 7 | <p>Tokkozhina, U., Martins, A. & Ferreira, J. (2022). Use of blockchain technology to manage the supply chains: Comparison of perspectives between technology providers and early industry adopters. <i>Journal of Theoretical and Applied Electronic Commerce Research</i>. 17 (4), 1616-1632</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 14 - Times Cited Scopus: 17 - Times Cited Google Scholar: 23 |
| 8 | <p>Rodrigues, R., Albuquerque, V., Ferreira, J., Dias, J. & Martins, A. (2021). Mining electric vehicle adoption of users. <i>World Electric Vehicle Journal</i> . 12 (4)</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 4 - Times Cited Scopus: 9 - Times Cited Google Scholar: 11 |
| 9 | <p>Elvas, L. B., Mataloto, B., Martins, A. & Ferreira, J. (2021). Disaster management in smart cities. <i>Smart Cities</i>. 4 (2), 819-839</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 49 - Times Cited Scopus: 65 - Times Cited Google Scholar: 99 |
| 10 | <p>Elvas, L. B., Marreiros, C. F., Dinis, J. M. , Pereira, M. C. , Martins, A. L. & Ferreira, J. C. (2020). Data-driven approach for incident management in a smart city. <i>Applied Sciences</i>. 10 (22)</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 7 - Times Cited Scopus: 10 - Times Cited Google Scholar: 21 |
| 11 | <p>San-Payo, G., Ferreira, J., Santos, P. & Martins, A. (2020). Machine learning for quality control system. <i>Journal of Ambient Intelligence and Humanized Computing</i>. 11 (11), 4491-4500</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 7 - Times Cited Scopus: 14 - Times Cited Google Scholar: 24 |

| | |
|----|---|
| 12 | Helgheim, B. I., Maia, R., Ferreira, J. C. & Martins, A. L. (2019). Merging data diversity of clinical medical records to improve effectiveness. <i>International Journal of Environmental Research and Public Health</i> . 16 (5) - Times Cited Web of Science®: 12 - Times Cited Scopus: 11 - Times Cited Google Scholar: 19 |
| 13 | Ferreira, J. & Martins, A. (2019). Edge computing approach for vessel monitoring system. <i>Energies</i> . 12 (16) - Times Cited Web of Science®: 10 - Times Cited Scopus: 9 - Times Cited Google Scholar: 16 |
| 14 | Gomes, J., Martins, A. & Ferreira, J. (2018). Assessment of perceived quality: comparison of sports apparel retail chains. <i>International Journal of Management and Applied Science</i> . 4 (3), 1-7 |
| 15 | Ferreira, J. C., Marcelo, A., Basto-Fernandes, V. & Martins, A. L. (2018). Planning process for an operational management platform for a public transport. <i>International Journal of Management and Applied Science</i> . 4 (3), 8-14 |
| 16 | Martins, A. L., Duarte, H. & Costa, D. (2018). Buyer-supplier relationships in IT outsourcing: consultants' perspective. <i>International Journal of Logistics Management</i> . 29 (4), 1215-1236 - Times Cited Web of Science®: 11 - Times Cited Scopus: 11 |
| 17 | Ferreira, J. C. & Martins, A. L. (2018). Building a community of users for open market energy. <i>Energies</i> . 11 (9) - Times Cited Web of Science®: 35 - Times Cited Scopus: 41 - Times Cited Google Scholar: 65 |
| 18 | Crespo de Carvalho, J., Martins, A., Ramos, T. & Dias, E.B. (2014). Strategic fast supply demand-chains in a network context: opportunistic practices that can destroy supply chain systems. <i>American Journal of Industrial and Business Management</i> . 4 (3), 123-133 - Times Cited Google Scholar: 4 |
| 19 | Crespo de Carvalho, J., Guimarães, C. & Martins, A. (2014). Exploring interconnections in SCM body of knowledge. <i>Journal of Management and Strategy</i> . 5 (1), 39-48 - Times Cited Google Scholar: 5 |
| 20 | Martins, A., Crespo de Carvalho, J. & Ramos, T. (2014). Assessing obstetrics perceived service quality at a public hospital. <i>Journal of Global Strategic Management</i> . 8 (1), 16-25 - Times Cited Google Scholar: 47 |
| 21 | Martins, A. & Crespo de Carvalho, J. (2013). Sliming lead times in courts of law: a case study. <i>International Journal of Industrial Engineering and Management (IJIEEM)</i> . 4 (3), 123-130 - Times Cited Scopus: 3 - Times Cited Google Scholar: 10 |
| 22 | Hines, P., Martins, A. L. & Baile, J. (2008). Testing the boundaries of lean thinking: observations from the legal public sector. <i>Public Money and Management</i> . 28 (1), 35-40 - Times Cited Web of Science®: 49 - Times Cited Scopus: 54 |

- Scientific journal editor

| | |
|---|---|
| 1 | Martins, A., Ferreira, J. & Kocian, A (2020). Lecture Notes of the Institute for Computer Sciences, Social- |
|---|---|

Informatics and Telecommunications Engineering, LNICST. --. Springer.

• Books and Book Chapters

- Book author

| | |
|---|--|
| 1 | Martins, A. & Camelo, A. (2011). Logistics and Production Management. TREPAN. |
| 2 | Martins, A. & Camelo, A. (2011). Logistics and Production Management. TREPAN. |
| 3 | Crespo de Carvalho, J., Dias, E.B., Martins, A., Menezes, J. & Ramos, T. (2010). Logística e Gestão da Cadeia de Abastecimento. Sílabo. - Times Cited Google Scholar: 724 |

- Book editor

| | |
|---|---|
| 1 | Martins, A., Ferreira, J., Alexander Kocian & Tokkozhina, U. (2023). Intelligent Transport Systems. Springer. |
| 2 | Martins, A., Ferreira, J., Alexander Kocian, Tokkozhina, U., Berit I. Helgheim & Bråthen, S. (2023). Intelligent Transport Systems. |
| 3 | Martins, A., Ferreira, J., Ulpan & Kocian, A (2023). Intelligent Transport Systems. Springer Science and Business Media LLC. |
| 4 | Alexandre, J., Almeida, A., Espírito-Santo, Ana, Martins, A., Aguiar, C. & Simões, N. (2023). Exemplos de Práticas Pedagógicas e Estratégias de Inovação Pedagógica no Iscte. Lisboa. Iscte. |
| 5 | Ferreira, J. & Martins, A. (2022). 5th EAI International Conference, INTSYS 2021 Virtual Event, November 24–26, 2021 Proceedings. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. |
| 6 | Martins, A. & Ferreira, J. (2021). Intelligent Transport Systems, From Research and Development to the Market Uptake 4th EAI International Conference, INTSYS 2020, Virtual Event, December 3, 2020, Proceedings. Springer Nature. |
| 7 | Rodrigues, M. L., Guerreiro, MD & Martins, A. (2020). Conferências do ISCTE Ação Humanitária. Lisboa. Mundos Sociais. Rodrigues, M. L. and Guerreiro, MD and Martins, A. (Ed.). |
| 8 | Martins, A. & Ferreira, J. (2020). Intelligent Transport Systems From Research and Development to the Market Uptake Third EAI International Conference, INTSYS 2019. --. Springer, Cham. Martins, A. and Ferreira, J. (Ed.). |
| 9 | Ferreira, J., Martins, A. & Vitor Monteiro (2019). Intelligent Transport Systems, From Research and Development to the Market Uptake. --. Springer Science and Business Media LLC. Ferreira, J. and Martins, A. and monteiro, vitor (Ed.). - Times Cited Google Scholar: 1 |

- Book chapter

| | |
|---|--|
| 1 | Tokkozhina, U., Martins, A. & Ferreira, J. (2023). Blockchain-Based Solution for Charitable Supply Chains: Network Proposal Architecture for Portuguese Tax Consignment Program. In Intelligent Transport Systems. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications |
|---|--|

| | |
|----|--|
| | Engineering. |
| 2 | Tokkozhina, U., Martins, A. & Ferreira, J. (2023). A New Panacea for Supply Chains?: Experience Feedback From Blockchain Technology Adopters. In Handbook of Research on Blockchain Technology and the Digitalization of the Supply Chain. - Times Cited Scopus: 1 |
| 3 | Martins, A., Ferreira, J. & Vale, J. (2023). O papel da inteligência artificial nos transportes e na logística. In Francisco Camacho (Ed.), 88 vozes pela inteligência artificial: O que fica para a máquina e o que fica para o homem?. (pp. 49-57). Lisboa: Oficina do Livro. |
| 4 | Martins, A., Ferreira, J., Ulpan, Bruno Almeida & Marado, L. (2023). INTELIGÊNCIA ARTIFICIAL PARA A ADMINISTRAÇÃO PÚBLICA COMO EXPERIÊNCIA PEDAGÓGICA. In LEARNING ON THE EDGE: BLOCKCHAIN FOR SUPPLY CHAIN MANAGEMENT – A MULTIMETHODOLOGICAL EXPERIENCE. Lisboa: Iscte - Instituto Universitário de Lisboa. |
| 5 | Tokkozhina, U., Ferreira, J. C. & Martins, A. L. (2021). Wine traceability and counterfeit reduction: Blockchain-based application for a wine supply chain. In Intelligent Transport Systems. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. (pp. 59-70).: Springer Cham. - Times Cited Web of Science®: 18 - Times Cited Scopus: 12 - Times Cited Google Scholar: 28 |
| 6 | Ferreira, J., Martins, A. & Ramos, T. (2017). GoodsPooling an intelligent approach for urban logistics. In Ambient Intelligence (ISAmI). Porto - Times Cited Google Scholar: 7 |
| 7 | Martins, A. (2017). Using Intelligent Systems to Improve Case Flow in Court Systems. In A.M. Madureira et al. (Ed.), Intelligent Systems Design and Applications. (pp. 557). Reino Unido: Springer International Publishing AG. |
| 8 | Ferreira, J., Dias, J., Pinto, J. G., Martins, A. & Afonso, J. L. (2017). Decision process to manage renewable energy production in smart grid environment. In Highlights of Practical Applications of Cyber-Physical Multi-Agent Systems. PAAMS 2017. Communications in Computer and Information Science. (pp. 299-306). Porto: Springer. - Times Cited Scopus: 2 - Times Cited Google Scholar: 1 |
| 9 | Martins, A., Isabell Storsjö & Simone Zanoni (2016). Lean Justice. In Daryl Powell and Torbjørn H. Netland (Ed.), Routledge companion to Lean Management.: Routledge. - Times Cited Scopus: 3 |
| 10 | Martins, A. (2010). Gestão dos Serviços e das Filas de Espera na Gestão da Cadeia de Abastecimento. In José Crespo de Carvalho (Ed.), Logístaci e Gestão da Cadeia de Abastecimento. (pp. 323-379). Lisboa: Edições Sílabo. |
| 11 | Martins, A. (2010). Gestão dos Serviços e das Filas de Espera na Gestão da Cadeia de Abastecimento. In Logístaci e Gestão da Cadeia de Abastecimento. |

• Conferences/Workshops and Talks

- Publication in conference proceedings

| | |
|---|---|
| 1 | Oliveira, N. & Martins, A. (2025). Uncovering the dimensions of public value in public procurement: a systematic literature review. In Palema DANese, Oietro Romano, Albachiara Boffelli, Federico Caniato, |
|---|---|

| | |
|---|---|
| | Antonella Moretto, Matteo Kalchschmidt (Ed.), Euroma 2025. (pp. ND-ND). Milão: Euroma. |
| 2 | Mateus, D., Martins, A. & Correia, R. (2025). The Impact of Health Wallets in User-Centric Healthcare. In Palema DANese, Oietro Romano, Albachiara Boffelli, Federico Caniato, Antonella Moretto, Matteo Kalchschmidt (Ed.), Euroma 2025. (pp. ND-ND). Itália: Euroma. |
| 3 | Araújo, V. (2025). Identifying Stakeholders' Needs for the use of Electronic Health Records. In Palema DANese, Oietro Romano, Albachiara Boffelli, Federico Caniato, Antonella Moretto, Matteo Kalchschmidt (Ed.), Euroma 2025. (pp. ND-ND). Milão: Euroma. |
| 4 | Ferreira, J., Elvas, L. B., Martins, A. & Domingues, N. (2024). Blockchain, IoT, and smart grids challenges for energy systems. In Smart trends in computing and communications: Proceedings of SmartCom 2024. (pp. 65-80). Pune: Springer. - Times Cited Web of Science®: 4 - Times Cited Scopus: 3 - Times Cited Google Scholar: 6 |
| 5 | Tokkozhina, U., Martins, A. & Ferreira, J. (2024). Blockchain-powered fish industry: Trust perceptions of final consumers on traceable information availability. In Ana Lucia Martins, Joao C. Ferreira, Alexander Kocian, Ulpan Tokkozhina Ana Lucia Martins, Joao C. Ferreira, Alexander Kocian, Ulpan Tokkozhina, Berit Irene Helgheim, Svein Bråthen (Ed.), Intelligent Transport Systems: 7th EAI International Conference, INTSYS 2023, Proceedings. (pp. 151-162). Molde: Springer. - Times Cited Google Scholar: 1 |
| 6 | Tokkozhina, U., Martins, A., Ferreira, J. & Casaca, A. (2023). Traceable distribution of fish products: State of the art of blockchain technology applications to fish supply chains. In Ana Lucia Martins, Joao C. Ferreira, Alexander Kocian, Ulpan Tokkozhina (Ed.), Intelligent Transport Systems: 6th EAI International Conference, INTSYS 2022, Proceedings. (pp. 89-100).: Springer. - Times Cited Scopus: 4 - Times Cited Google Scholar: 9 |
| 7 | Elvas, L. B., Nunes, M., Francisco, B., Gonçalves, F., Martins, A. & Ferreira, J. (2023). Points of interest in smart cities and visitor behavior. In Ana Lucia Martins, Joao C. Ferreira, Alexander Kocian, Ulpan Tokkozhina, Berit Irene Helgheim, Svein Bråthen (Ed.), Intelligent Transport Systems: 7th EAI International Conference, INTSYS 2023, Proceedings. (pp. 69-91). Molde: Springer Nature. - Times Cited Google Scholar: 4 |
| 8 | Elvas, L. B., Tokkozhina, U., Martins, A. & Ferreira, J. (2023). Implementation of disruptive technologies for the last mile delivery efficiency achievement. In Luís de Picado Santos, Jorge Pinho de Sousa, Elisabete Arsenio (Ed.), 2022 Conference Proceedings Transport Research Arena, TRA Lisbon 2022. (pp. 32-39).: Elsevier. - Times Cited Web of Science®: 2 - Times Cited Scopus: 6 - Times Cited Google Scholar: 9 |
| 9 | Pereira, P. A., Martins, A. L. & Ferreira, J. C. (2021). Tendency to adopt blockchain technology in Portuguese supply chains. In Pawar, K. S., Potter, A., and Jimo, A. (Ed.), Proceedings of the 25th International Symposium on Logistics (ISL 2021): Building Resilience for Supply Chains. (pp. 37). Online: Centre for Concurrent Enterprise, Nottingham University. |

| | |
|----|--|
| 10 | <p>Pereira, R., Bianchi, I., Martins, A. L., Vasconcelos, J. B. de. & Rocha, Á. (2020). Business process modelling to improve incident management process. In Rocha, Á., Adeli, H., Reis, L. P., Costanzo, S., Orovic, I., and Moreira, F. (Ed.), Trends and Innovations in Information Systems and Technologies. WorldCIST 2020. Advances in Intelligent Systems and Computing. (pp. 689-702). Budva: Springer.</p> <p>- Times Cited Web of Science®: 2 - Times Cited Scopus: 3 - Times Cited Google Scholar: 5</p> |
| 11 | <p>Tokkozhina, U., Martins, A. L. & Ferreira, J. C. (2020). Adopting blockchain in supply chain: A methodological proposal to conduct a pilot. In Ana Lúcia Martins, João C. Ferreira, Alexander Kocian, Vera Costa (Ed.), Intelligent transport systems, from research and development to the market uptake: : 4th EAI International Conference, INTSYS 2020, Proceedings. (pp. 125-141).: Springer.</p> <p>- Times Cited Scopus: 4</p> |
| 12 | <p>Martins, A. L., Nunes, A. C., Pereira, R. & Ferreira, J. C. (2019). Improving fleet solution – a case study. In Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. (pp. 41-52). Guimarães: Springer.</p> <p>- Times Cited Scopus: 1</p> |
| 13 | <p>Silva, J. T., Oliveira, A. F., Martins, A. L. & Ferreira, J. C. (2019). Optimize capacity for a uniform waste transportation collection. In Intelligent Transport Systems: From Research and Development to the Market Uptake. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. (pp. 108-128).: Springer.</p> <p>- Times Cited Web of Science®: 1 - Times Cited Scopus: 1 - Times Cited Google Scholar: 1</p> |
| 14 | <p>Martins, A., Cardoso-Grilo, T. & Lobato, S. (2019). A multi-scenario analysis to improve layout efficiency. In Markku Kuula and Gyöngyi Kovács (Ed.), Proceedings of the 26th EurOMA Conference: Operations Adding Value to Society. Helsinki: EurOMA.</p> |
| 15 | <p>Martins, A. L., Nunes, A. C. & Carvalho, B. (2019). Analyzing a fleet solution using scenarios. In Martins, A. L., Ferreira, J. C., and Kocian, A. (Ed.), Intelligent Transport Systems: From Research and Development to the Market Uptake. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. (pp. 92-107). Braga: Springer.</p> <p>- Times Cited Google Scholar: 2</p> |
| 16 | <p>Maia, R., Ferreira, J. & Martins, A. (2019). Rating prediction on yelp academic dataset using paragraph vectors. In Proceedings of 232nd The IIER International Conference. (pp. 56-62).: IIER.</p> |
| 17 | <p>Ferreira, J., Martins, A., Gonçalves, F. & Maia, R. (2019). A blockchain and gamification approach for smart parking. In Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. (pp. 3-14).: Springer.</p> <p>- Times Cited Web of Science®: 5 - Times Cited Scopus: 12 - Times Cited Google Scholar: 25</p> |
| 18 | <p>Maia, R., Ferreira, J.C. & Martins, A. L. (2019). Using chained machine learning models for scientific articles recommendation. In Proceedings of 232nd The IIER International Conference. (pp. 14-18).: IIER.</p> |
| 19 | <p>Dias, M., Ferreira, J., Maia, R., Santos, P., Ribeiro, R. & Martins, A. (2019). Data sense platform. In Proceedings of the IASTEM—586th International Conference on Science Technology and Management (ICSTM). Brunei Darussalam</p> <p>- Times Cited Google Scholar: 2</p> |

| | |
|----|--|
| 20 | <p>Gonçalves, F., Martins, A. L., Ferreira, J. C., Marques, E., Andrade, M. & Mota, L. (2019). Tourism guidance tracking and safety platform. In Martins, A. L., Ferreira, J. C., and Kocian, A. (Ed.), Intelligent Transport Systems: From Research and Development to the Market Uptake. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. (pp. 162-171). Braga: Springer, Cham.</p> <p>- Times Cited Web of Science®: 2 - Times Cited Scopus: 4 - Times Cited Google Scholar: 6</p> |
| 21 | <p>Pereira, J., Martins, A. L. & Pereira, R. (2018). Process analysis using business process management: a case study on incident management. In Leandro Añibano, Rogério Marques Serrasqueiro (Ed.), XVIII Encuentro Internacional AECA. Lisboa: Asociación Española de Contabilidad y Administración de Empresas.</p> |
| 22 | <p>Ferreira, J. & Martins, A. L. (2017). Transportation synergies in inbound logistics flow at automotive assembler plant. In Pawar, K. S., Potter, A., & Lisec, A. (Ed.), Proceedings of the 22nd International Symposium on Logistics (ISL 2017): Data Driven Supply Chains. (pp. 543-550). Ljubljana: Centre for Concurrent Enterprise; Nottingham University Business School.</p> <p>- Times Cited Google Scholar: 2</p> |
| 23 | <p>Martins, A. L., Duarte, H. & Costa, D. (2017). Relationship between buyer and supplier in outsourcing of information technology services. In KS Pawar; A Potter; A Lisec (Ed.), 22nd International Symposium on Logistics (ISL 2017). (pp. 140-147). Liubliana: Centre for Concurrent Enterprise, Nottingham University Business School.</p> <p>- Times Cited Web of Science®: 1</p> |
| 24 | <p>Ferreira, J. & Martins, A. L. (2017). Transportation Synergies in inbound logistics flow at automotive assembler plant. In K S Pawar. A Potter and A Lisec (Ed.), 22nd International Symposium on Logistics (ISL 2017). (pp. 561-568). Ljubljana: Centre for Concurrent Enterprise, Nottingham University Business School.</p> <p>- Times Cited Google Scholar: 2</p> |
| 25 | <p>Ferreira, J. & Martins, A. L. (2017). Using milk run to deal with uncertainty in demand in a car assembler . In K. S. Pawar, A. Potter and A. Lisec (Ed.), 22nd International Symposium on Logistics (ISL 2017). (pp. 393-400). Ljubljana: Centre for Concurrent Enterprise, Nottingham University.</p> |
| 26 | <p>Ferreira, J. & Martins, A. L. (2017). Smart parking for the delivery of goods in urban logistics. In K S Pawar. A Potter and A Lisec (Ed.), 22nd International Symposium on Logistics (ISL 2017). (pp. 196-203). Ljubljana: Centre for Concurrent Enterprise, Nottingham University.</p> |
| 27 | <p>Ferreira, J. C., Andrade, A. R., Ramos, A., Martins, A. L. & Almeida, J. (2017). Distributed multimodal journey planner based on mashup of individual planners' APIs. In Lopes F., Bajo J., Novais P., Hallenborg K., Del Val E., Julian V., Vale Z., Pawlewski P., Duque Mendez N.D., Holmgren J., Rocha A.P., Mathieu P. (Ed.), Highlights of Practical Applications of Cyber-Physical Multi-Agent Systems. PAAMS 2017. Communications in Computer and Information Science. (pp. 307-314). Porto: Springer.</p> <p>- Times Cited Scopus: 1 - Times Cited Google Scholar: 2</p> |
| 28 | <p>Ferreira, J. C, Martins, A. L., Da Silva, J. V. & Almeida, J. (2017). T2* - personalized trip planner. In Juan F. De Paz, Vicente Julián, Gabriel Villarrubia, Goreti Marreiros, Paulo Novais (Ed.), Ambient Intelligence– Software and Applications – 8th International Symposium on Ambient Intelligence (ISAmI 2017). ISAmI 2017. Advances in Intelligent Systems and Computing. (pp. 167-175). Porto: Springer.</p> <p>- Times Cited Web of Science®: 2 - Times Cited Scopus: 3</p> |

| | |
|----|--|
| 29 | <p>Ferreira, J. C., Martins, A. L. & Pereira, R. (2017). Goodspooling: an intelligent approach for urban logistics. In De Paz J. F., Villarrubia G., Marreiros G., Julian V., Novais P. (Ed.), Ambient Intelligence– Software and Applications – 8th International Symposium on Ambient Intelligence (ISAml 2017). ISAml 2017. Advances in Intelligent Systems and Computing. (pp. 55-62). Porto: Springer.</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 5 - Times Cited Scopus: 5 - Times Cited Google Scholar: 7 |
| 30 | <p>Ferreira, J., Pedrosa, D. & Martins, A. (2017). IoT system for anytime/anywhere monitoring and control of vehicles' parameters. In 2017 IEEE International Conference on Service Operations and Logistics, and Informatics, SOLI 2017. (pp. 193-198). Bari: IEEE.</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 14 - Times Cited Scopus: 16 - Times Cited Google Scholar: 27 |
| 31 | <p>Ferreira, J. C. & Martins, A. L. (2017). Ad hoc IoT approach for monitoring parking control process. In Cesar Analide, Pankoo Kim (Ed.), 13th International Conference on Intelligent Environments. (pp. 113-121). Seoul: IOS Press.</p> |
| 32 | <p>Martins, A. L., Cardoso-Grilo, T. & Touati, H. (2017). Improving supply chain practices in a luxury fashion company in the Middle East and the Near East. In KS Pawar; A Potter; A Lisec (Ed.), 22nd International Symposium on Logistics (ISL 2017). (pp. 748-755). Liubliana: University of Nottingham.</p> |
| 33 | <p>Martins, A. L. & Conchina, L. (2017). Assessment of service quality in supply of pharmaceutical products . In KS Pawar; A Potter; A Lisec (Ed.), 22nd International Symposium on Logistics (ISL 2017). (pp. 320-327). Liubliana: University of Nottingham.</p> |
| 34 | <p>Gonçalves, F., Fermé, E., Martins, A. L. & Ferreira, J. C. (2016). Towards activity theory - preliminary report: Ambient intelligence applied to smart education. In Madureira, A. M., Abraham, A., Gamboa, D., and Novais, P. (Ed.), Intelligent Systems Design and Applications. Advances in Intelligent Systems and Computing. (pp. 630-639). Porto: Spinger Cham.</p> |
| 35 | <p>Martins, A. L. (2016). Visiting legal systems using S-D logic lens: the impact on operations. In Heidi Dreyer, Tronbjorn Netland (Ed.), 23rd EurOMA. Trondheim: Norwegian University of Science and Technology.</p> |
| 36 | <p>Martins, A. & Crespo de Carvalho, J. (2015). The dynamics of the entities in the judicial system – their perceived value. In Gerald Reiner, Molad Zarin (Ed.), EurOMA 2015 - Operations management for sustainable competitiveness. Neuchatel</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 1 - Times Cited Google Scholar: 1 |
| 37 | <p>Martins, A. & Morgadinho, A.R. (2015). THE IMPACT OF LEAN INITIATIVES ON EMPLOYEE'S SATISFACTION: THE CASE STUDY OF A PILOT PROJECT IN A SERVICE COMPANY. In KS Pawar, H Rogers, F Ferrari (Ed.), International symposium on logistics 2015 - Reflections on supply chain research and practice. Bolonha</p> |
| 38 | <p>Storsjö, Isabell , Martins, A. & Zanoni, Simone (2015). Leanness and agility in the judicial supply chain. In Gerard Reiner; Milad Zarin (Ed.), EurOMA 2015 - Operations management for sustainable competitiveness. Neuchatel</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 1 |
| 39 | <p>Martins, A., Crespo de Carvalho, J., Ramos, T. & Fael, J. (2015). Assessing obstetrics perceived service quality at a public hospital. In Procedia - Social and Behavioral Sciences. (pp. 414-422). Istanbul: Elsevier Science BV.</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 13 - Times Cited Google Scholar: 6 |

| | |
|----|---|
| 40 | Oliveira, A., Ramos, T. & Martins, A. (2015). Planning collection routes with multi-compartment vehicles. In Ana Paula Ferreira Dias Barbosa Póvoa and João Luis de Miranda (Ed.), Operations Research and Big Data: IO2015-XVII Congress of Portuguese Association of Operational Research (APDIO). Portalegre: Springer. - Times Cited Scopus: 7 |
| 41 | Margaça, J. & Martins, A. (2014). MULTIPLYING EFFECT OF LEAN TOOLS ON THE BENEFITS OF ISO 9001 CERTIFICATION. In Alzira Marques; Ana Sargento (Ed.), XXIV jornadas luso-espanholas de Gestão Científica. Leiria: Instituto Politécnico de Leiria. |
| 42 | Martins, A. & Crespo de Carvalho, J. (2014). INCREASING VALUE IN THE COURT SYSTEM OPERATION – A CASE STUDY. In Alzira Marques; Ana Sargento (Ed.), XXIV jornadas luso-espanholas de gestão científica. Leiria: Instituto Politécnico de Leiria. |
| 43 | Martins, A., Crespo de Carvalho, J., Ramos, T. & Fael, J. (2013). Assessing Obstetrics Perceived Service Quality at a Public Hospital. In Esra Erzengin Ozdemir + Mehtap Ozsahin (Ed.), 3rd International Conference on Leadership, Technology and Innovation Management. (pp. 435-443). Istanbul: Okan University. |
| 44 | Camões, I., Crespo de Carvalho, J. & Martins, A. (2012). An Innovative Lean Approach to Healthcare: eHealth as lean tools. In EUROMA CONFERENCE (Ed.), Production & Operations Management 4th World Conference and 19th International Annual EurOMA Conference. (pp. 0-0). Amsterdam: EUROMA PUBLISHING. |
| 45 | Martins, A. & Crespo de Carvalho, J. (2012). Slimming Lean times in Courts of Law a case study. In XVIII International Conference on Industrial Engineering (ICIEOM 2012). (pp. 0-0). Guimarães |
| 46 | Bendito, S. & Martins, A. (2012). Applying Lean Management in a Hospital Purchasing Process: a case study. In XVIII International Conference on Industrial Engineering (ICIEOM 2012). (pp. 0-0). Guimarães |
| 47 | Bendito, S. & Martins, A. (2012). Sliming the Purchasing Process in a Physically Isolated Hospital: a case study. In 4th Production & Operations Management World Conference 2012/19th International Annual EurOMA Conference. (pp. 0-0). Amesterdão |
| 48 | Martins, A. & Crespo de Carvalho, J. (2012). An Approach to Shorten Lead Times in Courts of Law a case study. In XXII Jornadas Luso-Espanholas de Gestão Científica 2012. (pp. 0-0). Vila Real |
| 49 | Martins, A. & Bendito, S. (2012). Applying Lean Management in a Hospital Purchasing process: a case study. In XXII Jornadas Luso-Espanholas de Gestão Científica 2012. (pp. 0-0). Vila Real |
| 50 | Bendito, S. & Martins, A. (2011). Lean Management in Hospital Purchasing Process: A case study. In Proceedings of the XVI Congreso AECA, Granada . (pp. 0-0). |
| 51 | Martins, A., Helgheim, B. & Crespo de Carvalho, J. (2007). A LOGISTIC APPROACH TO SHORTEN LEAD TIMES IN COURTS OF LAW – A CASE STUDY. In Arni Halldorsson & Gunnar Stefansson (Ed.), Proceedings of the 19th Nofoma conference. (pp. 759-774). Reikjavik - Times Cited Google Scholar: 4 |
| 52 | Hines, P. & Martins, A. (2005). TESTING THE BOUNDARIES OF LEAN SUPPLY CHAIN THINKING: OBSERVATIONS FROM THE LEGAL SECTOR. In Kulwant Pawar, Chandra Lalwani; José Crespo de Carvalho; Moreno Muffatto (Ed.), 10th International Symposium on Logistics. (pp. 185-192). Lisboa |
| 53 | Martins, A. & Helgheim, B. (2005). MEASUREMENT OF AGILITY LEVEL IN HOSPITALS SUPPLY CHAINS. In Kulwant Pawar, Chandra Lalwani; José Crespo de Carvalho; Moreno Muffatto (Ed.), 10th International Symposium on Logistics. (pp. 683-688). Lisboa |

| | |
|----|---|
| 54 | <p>Martins, A. & Crespo de Carvalho, J. (2005). CREATING VALUE IN A SERVICES SUPPLY CHAIN. In Kulwant Pawar, Chandra Lalwani; José Crespo de Carvalho; Moreno Muffatto (Ed.), 10th International Symposium on Logistics . (pp. 708-713). Lisboa</p> <p>- Times Cited Google Scholar: 8</p> |
| 55 | <p>Martins, A. & Crespo de Carvalho, J. (2004). THE COURT SYSTEM SUPPLY CHAIN AND ITS DYNAMICS – A CASE STUDY. In Kulwant Pawar, Chandra Lalwani; Janat Shah (Ed.), 9th International Symposium on Logistics. (pp. 29-33). Bangalore</p> <p>- Times Cited Google Scholar: 4</p> |
| 56 | <p>Menezes, J., Dias, E.B., Crespo de Carvalho, J. & Martins, A. (2004). High Speed Freight (HSF): The Impact on Modal Choice in Peripheral Regions. In University of Bangalore; University of Southampton (UK) (Ed.), Proceedings of the 9th International Symposium on Logistics. (pp. 617-623). Bangalore</p> |
| 57 | <p>Dias, E.B., Crespo de Carvalho, J., Menezes, J. & Martins, A. (2004). e-Fulfilment: Applied Models in e-fmcg-tail Industries. In University of Bangalore; University of Southampton (UK) (Ed.), Proceedings of the 9th International Symposium on Logistics. (pp. 379-384).</p> |
| 58 | <p>Martins, A., Menezes, J. & Crespo de Carvalho, J. (2004). A logistical development strategy for Mozambique: needs and oportunities. In Gerry Nkombo Muuka (Ed.), Building bridges for African Business & Development. (pp. 304-310). Altanta</p> |
| 59 | <p>Martins, A., Crespo de Carvalho, J., Menezes, J. & Dias, E.B. (2004). SUPPLY CHAIN AGILITY: A MEASUREMENT MODEL. In 5th International Meeting for Research on Logistics. Fortaleza</p> |
| 60 | <p>Martins, A. & Crespo de Carvalho, J. (2004). DEGREE OF AGILITY IN A HOSPITAL SUPPLY CHAIN – A CASE STUDY. In Kulwant Pawar, Chandra Lalwani; Janat shah (Ed.), 9th International Symposium on Logistics. (pp. 22-28). Bangalore</p> <p>- Times Cited Google Scholar: 1</p> |
| 61 | <p>Crespo de Carvalho, J., Dias, E.B., Menezes, J. & Martins, A. (2003). The e-Fulfilment Zero Inventory Model in the e-FMCG tail: the pt.submarino.com Case Study. In University of Seville; University of Southampton (Ed.), Proceedings of the 8th International Symposium on Logistics. (pp. 431-438). Sevilha</p> |
| 62 | <p>Martins, A., Crespo de Carvalho, J., Menezes, J. & Dias, E.B. (2003). AGILE SUPPLY CHAIN DIMENSIONS: APPLICATION IN A SERVICES SUPPLY CHAIN. In Kulwant Pawar, Moreno Muffatto (Ed.), 8th International Symposium on Logistics. (pp. 53-58). Sevilha</p> <p>- Times Cited Google Scholar: 1</p> |
| 63 | <p>Crespo de Carvalho, J., Dias, E.B., Menezes, J. & Martins, A. (2002). e-food-fmcg-retail: e-fulfilment models in the Portuguese Market. In CBS/University of Copenhagen/EUROMA (Ed.), Proceedings of the EUROMA Conference. (pp. 327-336). Copenhaga</p> |
| 64 | <p>Crespo de Carvalho, J., Dias, E.B., Menezes, J. & Martins, A. (2002). e-Logistics Models in the Food/FMCG Industries: A Portuguese and an European Market Approach. In University of Melbourne; University of Southampton (Ed.), Proceedings of the 7th International Symposium on Logistics. (pp. 545-548). Melbourne</p> |
| 65 | <p>Martins, A., Dias, E.B., Menezes, J. & Crespo de Carvalho, J. (2002). SUPPLY CHAIN AGILITY: STRATEGIES TO SATISFY CONSUMER NEEDS – A PRELIMINARY STUDY. In José Crespo de Carvalho, João Rosmaninho de Menezes; Elizabeth Reis; Rui Costa Pinto (Ed.), RIRL 2002 - Rencontres Internationales de la Recherche em Logistique. (pp. 465-470). Lisboa</p> |

| | |
|---|--|
| 1 | Martins, A. & Ferreira, J. (2022). Intelligent Transport Systems 5th EAI International Conference, INTSYS 2021, Virtual Event, November 24-26, 2021, Proceedings. Springer Nature. |
|---|--|

- Talk

| | |
|----|---|
| 1 | Kazantsev, N., Mueller, J. , Tokkozhina, U. & Martins, A. (2025). Supply chains that regenerate natural systems: A Case Study of Norwegian Seafood Farming. International Conference on Operation and Supply Chain Management. |
| 2 | Oliveira, N. & Martins, A. (2025). Uncovering the dimensions of public value in public procurement: a systematic literature review. Euroma 2025. |
| 3 | Araújo, V., Martins, A. & Correia, R. (2025). Identifying Stakeholders' Needs for the use of Electronic Health Records. Euroma 2025. |
| 4 | Mateus, D., Martins, A. & Correia, R. (2025). The Impact of Health Wallets in User-Centric Healthcare. Euroma 2025. |
| 5 | Mateus, D., Martins, A. & Correia, R. (2024). Chain of Portable Health Folders: A Systematic Literature Review. 8th EAI International Conference on Intelligent Transport Systems (INTSYS 2024)). |
| 6 | Mateus, D., Martins, A. & Correia, R. (2024). 4a. Chain of Portable Health Folders. eHealth 2024. |
| 7 | Tokkozhina, U., Martins, A. & Ferreira, J. (2023). A New Panacea for Supply Chains?: Experience Feedback From Blockchain Technology Adopters. Handbook of Research on Blockchain Technology and the Digitalization of the Supply Chain. |
| 8 | Tokkozhina, U., Martins, A., Ferreira, J. & Casaca, A. (2023). Traceable Distribution of Fish Products: State of the Art of Blockchain Technology Applications to Fish Supply Chains. Intelligent Transport Systems. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. |
| 9 | Tokkozhina, U., Martins, A., Ferreira, J. & Casaca, A. (2023). Traceable Distribution of Fish Products: State of the Art of Blockchain Technology Applications to Fish Supply Chains. Intelligent Transport Systems. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. |
| 10 | Ferreira, J., Martins, A., Tokkozhina, U. & Helgheim, B. (2022). Fish Control Process and Traceability for Value Creation Using Blockchain Technology. Confernece in Innovations in Bio-Inspired Computing and Applications. - Times Cited Google Scholar: 13 |
| 11 | Pereira, P. A., Martins, A. & Ferreira, J. (2022). Perception of the Implementation of Blockchain Technology in Portuguese Supply Chains. Euroma 2022 Conference. |
| 12 | Tokkozhina, U., Martins, A. & Ferreira, J. (2022). Traceable distribution of fish products: state of the art of blockchain technology applications to fish supply chains. INTSYS 2022. |
| 13 | Ulpan, Martins, A. & Ferreira, J. (2022). A new panacea for supply chains? Experience feedback from blockchain technology adopters. Euroma 2022 Conference. |
| 14 | Cardoso M, Kovach J, Cardoso-Grilo T, Martins, A. & Kalakou, S. (2022). Resolving Gaps Using Design for Six Sigma in Healthcare. 5th International Conference on Quality Engineering and Management. |

| | |
|----|--|
| 15 | Kovach J, Martins, A., Kalakou, S. & Cardoso-Grilo T (2022). Transforming Warehouse Operations Using Lean Six Sigma Projects. PMI Houston 2022. |
| 16 | Tokkozhina, U., Martins, A. & Ferreira, J. (2021). Wine Traceability and Counterfeit Reduction: Blockchain-based Application for a Wine Supply Chain. EAI INTSYS 2021 - 5th EAI International Conference on Intelligent Transport Systems. |
| 17 | Paulo A. Pereira, Martins, A. & Ferreira, J. (2021). TENDENCY TO ADOPT BLOCKCHAIN TECHNOLOGY IN PORTUGUESE SUPPLY CHAINS. The 25th International Symposium on Logistics (ISL 2021) . |
| 18 | Martins, A., Nunes, Ana Catarina & Carvalho, B. (2019). Analyzing a fleet solution using scenarios. INTSYS 2019. |
| 19 | Isabell Storsjö & Martins, A. (2019). Towards a Service Supply Chain Approach for Public Service Management. XXIII Annual Conference of the International Research Society for Public Management. |
| 20 | Pereira, João, Martins, A. & Pereira, R. (2018). PROCESS ANALYSIS USING BUSINESS PROCESS MANAGEMENT. XVIII Encuentro Internacional AECA. - Times Cited Scopus: 1 |
| 21 | Martins, A. & Conchina, L. (2017). Assessment of service quality in supply of pharmaceutical products . 22nd International Symposium on Logistics. |
| 22 | Martins, A., Cardoso-Grilo T & Touati H (2017). Improving supply chain practices of Hermès Parfums in Middle East and The Near East. 22nd International Symposium on Logistics – ISL 2017. |
| 23 | Ferreira, J. & Martins, A. (2017). T2* - Personalized Trip Planner . Ambient Intelligence - Software and Applications - 8th International Symposium on Ambient Intelligence (ISAmI 2017). |
| 24 | Ferreira, J. & Martins, A. (2017). Transportation synergies in inbound logistics flow at automotive assembler plant. 22nd International Symposium on Logistics (ISL 2017). |
| 25 | Ferreira, J. & Martins, A. (2017). Using milk run to deal with uncertainty in demand in a car assembler . 22nd International Symposium on Logistics (ISL 2017). |
| 26 | Martins, A., Duarte, H. & Costa, D. (2017). Relationship between buyer and supplier in outsourcing of information technology services. 22nd International Symposium on Logistics. |
| 27 | Martins, A., Cardoso-Grilo, T. & Touati, H. (2017). Improving supply chain practices in a luxury fashion company in the Middle East and the Near East. 22nd International Symposium on Logistics (ISL 2017). |
| 28 | Martins, A. (2016). Using intelligent systems to improve case flow in court systems. ISDA 2016. |
| 29 | Martins, A. (2016). Visiting legal systems using S-D logic lens: the impact on operations. Euroma 2016 - Interactions. |
| 30 | Margaça, J. & Martins, A. (2016). LEAN e ISO 9001 - FÓRMULA PARA O CRESCIMENTO E COMPETITIVIDADE. 41º Colóquio da Qualidade . |
| 31 | Adriano Oliveira, Ramos, T. & Martins, A. (2015). Planning collection routes with multi-compartment vehicles. Operations Research and Big Data - IO2015 XVII Congress of Portuguese Association of Operational Research (APDIO). 15, 131-138 |

| | |
|----|--|
| 32 | Martins, A. & Crespo de Carvalho, J. (2015). The dynamics of the entities in the judicial system – their perceived value. EurOMA 2015 - Operations management for sustainable competitiveness. |
| 33 | Martins, A. & Morgadinho, A.R. (2015). THE IMPACT OF LEAN INITIATIVES ON EMPLOYEE'S SATISFACTION: THE CASE STUDY OF A PILOT PROJECT IN A SERVICE COMPANY. International symposium on logistics 2015 - Reflections on supply chain research and practice. |
| 34 | Storsjö, Isabell , Martins, A. & Zanoni, Simone (2015). Leanness and agility in the judicial supply chain. EurOMA 2015 - Operations management for sustainable competitiveness. |
| 35 | Martins, A. & Crespo de Carvalho, J. (2014). INCREASING VALUE IN THE COURT SYSTEM OPERATION – A CASE STUDY. XXIV jornadas luso-espanholas de gestão científica. 1 |
| 36 | Margaça, J. & Martins, A. (2014). MULTIPLYING EFFECT OF LEAN TOOLS ON THE BENEFITS OF ISO 9001 CERTIFICATION. XXIV jornadas luso-espanholas de Gestão Científica. 1 |
| 37 | Martins, A., Crespo de Carvalho, J., Ramos, T. & Fael, J. (2013). Assessing Obstetrics Perceived Service Quality at a Public Hospital. 3rd International Conference on Leadership, Technology and Innovation Management. 1, 435-443 |
| 38 | Martins, A. (2012). Recurso ao Lean Management num processo hospitalar: um caso de estudo. 12ª Conferência Fora de Portas do 40º aniversário do ISCTE, com o tema "Oportunidades em Tempos de Crise?". |
| 39 | Camões, I., Crespo de Carvalho, J. & Martins, A. (2012). An Innovative Lean Approach to Healthcare: eHealth as lean tools. International Annual EurOMA Conference. |
| 40 | Martins, A. & Crespo de Carvalho, J. (2012). Slimming Lean times in Courts of Law a case study. XVIII International Conference on Industrial Engineering (ICIEOM 2012). |
| 41 | Bendito, S. & Martins, A. (2012). Applying Lean Management in a Hospital Purchasing Process: a case study. XVIII International Conference on Industrial Engineering (ICIEOM 2012). |
| 42 | Bendito, S. & Martins, A. (2012). Sliming the Purchasing Process in a Physically Isolated Hospital: a case study. 4th Production & Operations Management World Conference 2012/19th International Annual EurOMA Conference. |
| 43 | Martins, A. & Crespo de Carvalho, J. (2012). An Approach to Shorten Lead Times in Courts of Law a case study. XXII Jornadas Luso-Espanholas de Gestão Científica 2012, Vila Real. |
| 44 | Martins, A. & Bendito, S. (2012). Applying Lean Management in a Hospital Purchasing process: a case study. XXII Jornadas Luso-Espanholas de Gestão Científica 2012. |
| 45 | Bendito, S. & Martins, A. (2011). Lean Management in Hospital Purchasing Process: A case study. XVI Congreso AECA. |
| 46 | Martins, A. (2011). Logistics and Production Management. TREPAN. |
| 47 | Martins, A. (2011). Logistics and Production Management. Trepan. |
| 48 | Martins, A. (2011). Logistics and Production Management. Trepan. |

| | |
|----|---|
| 49 | Martins, A., Helgheim, B. & Crespo de Carvalho, J. (2007). A LOGISTIC APPROACH TO SHORTEN LEAD TIMES IN COURTS OF LAW – A CASE STUDY. Proceedings of the 19th Nofoma conference. 759-774 |
| 50 | Hines, P. & Martins, A. (2005). TESTING THE BOUNDARIES OF LEAN SUPPLY CHAIN THINKING: OBSERVATIONS FROM THE LEGAL SECTOR. 10th International Symposium on Logistics. 185-192 |
| 51 | Martins, A. & Helgheim, B. (2005). MEASUREMENT OF AGILITY LEVEL IN HOSPITALS SUPPLY CHAINS. 10th International Symposium on Logistics. 683-688 |
| 52 | Martins, A. & Crespo de Carvalho, J. (2005). CREATING VALUE IN A SERVICES SUPPLY CHAIN. 10th International Symposium on Logistics . 708-713 |
| 53 | Martins, A. & Crespo de Carvalho, J. (2004). THE COURT SYSTEM SUPPLY CHAIN AND ITS DYNAMICS – A CASE STUDY. 9th International Symposium on Logistics. 29-33 |
| 54 | Menezes, J., Dias, E.B., Crespo de Carvalho, J. & Martins, A. (2004). High Speed Freight (HSF): The Impact on Modal Choice in Peripheral Regions. Proceedings of the 9th International Symposium on Logistics. 617-623 |
| 55 | Dias, E.B., Crespo de Carvalho, J., Menezes, J. & Martins, A. (2004). e-Fulfilment: Applied Models in e-fmcg-tail Industries. Proceedings of the 9th International Symposium on Logistics. 379-384 |
| 56 | Martins, A., Menezes, J. & Crespo de Carvalho, J. (2004). A logistical development strategy for Mozambique: needs and oportunities. Building bridges for African Business & Development. 304-310 |
| 57 | Martins, A., Crespo de Carvalho, J., Menezes, J. & Dias, E.B. (2004). SUPPLY CHAIN AGILITY: A MEASUREMENT MODEL. 5th International Meeting for Research on Logistics. |
| 58 | Martins, A. & Crespo de Carvalho, J. (2004). DEGREE OF AGILITY IN A HOSPITAL SUPPLY CHAIN – A CASE STUDY. 9th International Symposium on Logistics. 22-28 |
| 59 | Crespo de Carvalho, J., Dias, E.B., Menezes, J. & Martins, A. (2003). The e-Fulfilment Zero Inventory Model in the e-FMCG tail: the pt.submarino.com Case Study. Proceedings of the 8th International Symposium on Logistics. 431-438 |
| 60 | Martins, A., Crespo de Carvalho, J., Menezes, J. & Dias, E.B. (2003). AGILE SUPPLY CHAIN DIMENSIONS: APPLICATION IN A SERVICES SUPPLY CHAIN. 8th International Symposium on Logistics. 53-58 |
| 61 | Menezes, J., Crespo de Carvalho, J., Dias, E.B. & Martins, A. (2003). The Need of a Network Approach in Household Waste Packages Collection: An Empirical Analysis in a Heteorgenous Population Density Area. ICIL 2003. I, 404-414 |
| 62 | Crespo de Carvalho, J., Dias, E.B., Menezes, J. & Martins, A. (2002). e-food-fmcg-retail: e-fulfilment models in the Portuguese Market. Proceedings of the EUROMA Conference. 327-336 |
| 63 | Martins, A., Dias, E.B., Menezes, J. & Crespo de Carvalho, J. (2002). SUPPLY CHAIN AGILITY: STRATEGIES TO SATISFY CONSUMER NEEDS – A PRELIMINARY STUDY. RIRL 2002 - Rencontres Internationales de la Recherche em Logistique. 465-470 |

- Conference paper not in proceedings

| | |
|---|--|
| 1 | Isabell Storsjö & Martins, A. (2019). Towards a Service Supply Chain Approach for Public Service Management. Proceedings of the XXIII Annual Conference of the International Research Society for Public Management. |
|---|--|

• **Other Publications**

- **Other publications**

| | |
|----|--|
| 1 | Mariana Dias, Ferreira, J., Rui Maia, Maia, R., Maia, R., Rui Maia...Martins, A. (2019). Data sense platform. |
| 2 | Ferreira, J., Martins, A., Frederica Gonçalves, Maia, R. & Rui Maia (2019). A blockchain and gamification approach for smart parking. Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering. |
| 3 | Maia, R., Rui Maia, Ferreira, J. & Martins, A. (2019). Using Chained Machine Learning Models for Scientific Articles Recommendation. 232ND THE IIER INTERNATIONAL CONFERENCE. |
| 4 | Mariana Dias, Maia, R., Rui Maia, Maia, R., Rui Maia, Ferreira, J....Martins, A. (2019). DATA SENSE PLATFORM. IASTEM - 586th International Conference on Science Technology and Management (ICSTM). |
| 5 | Dias, J., Ferreira, J. & Martins, A. (2019). Optimize Capacity for a Uniform Waste Transportation. |
| 6 | Maia, R., Rui Maia, Ferreira, J. & Martins, A. (2019). RATING PREDICTION ON YELP ACADEMIC DATASET USING PARAGRAPH VECTORS. 232ND THE IIER INTERNATIONAL CONFERENCE. |
| 7 | Ferreira, J., Martins, A. & Dias, J. (2019). Intelligent Transport Systems, From Research and Development to the Market Uptake. Intelligent Transport Systems, From Research and Development to the Market Uptake. |
| 8 | Mataloto, B., Martins, A., Ferreira, J., Ribeiro, R., António R. Andrade & Luís Mota (2019). Tourism Guidance Tracking and Safety Platform. |
| 9 | Mataloto, B., Martins, A., Ferreira, J., Ribeiro, R., António R. Andrade & Luís Mota (2019). Tourism Guidance Tracking and Safety Platform. INTSYS 2019 - 3rd EAI International Conference on Intelligent Transport Systems. |
| 10 | Martins, A., Ferreira, J., Maia, R. & Rui Maia (2018). Collaborative Gamified Approach for Transportation. SmartCity360°. |
| 11 | Martins, A., Nunes, Ana Catarina, Ramos, T. & Ferreira, J. (2018). Improving fleet solution – a case study. |
| 12 | Ferreira, J., Marcelo, A., Vitor Basto-Fernandes & Martins, A. (2018). PLANNING PROCESS FOR AN OPERATIONAL MANAGEMENT PLATFORM FOR A PUBLIC TRANSPORT. ISER 97th International Conference. |
| 13 | Ferreira, J. & Martins, A. (2018). A Blockchain and Gamification Approach for Smart Parking. SmartCity360°. |
| 14 | Martins, A., Nunes, Ana Catarina, Ramos, T. & Ferreira, J. (2018). Improving fleet solution – a case study. SmartCity360°. |
| 15 | Gomes, J., Martins, A. & Ferreira, J. (2018). Assessment of perceived quality: comparison of sports apparel retail chains. ISER 97th International Conference. - Times Cited Web of Science®: 1 |
| 16 | Ferreira, J., Martins, A. & Ramos, T. (2017). GoodsPooling an intelligent approach for urban logistics. |

| | |
|----|--|
| 17 | Ferreira, J., Martins, A., António R. Andrade, António Ramos & joao almeida (2017). Distributed Multimodal Journey Planner Based on Mashup of Individual Planners' APIs. Highlights of Practical Applications of Cyber-Physical Multi-Agent Systems. |
| 18 | Ferreira, J. & Martins, A. (2017). Smart Parking for the delivery of Goods in Urban Logistics. 22nd International Symposium on Logistics (ISL 2017). |
| 19 | Frederica Gonçalves, Fermé, E., Martins, A. & Ferreira, J. (2017). Towards Activity Theory - Preliminary Report: Ambient Intelligence Applied to Smart Education. Intelligent Systems Design and Applications - Advances in Intelligent Systems and Computing. |
| 20 | Ferreira, J., Martins, A., Dias, J., Afonso, J. L. & Jose A. Afonso (2017). Mobile Device Sensing System for Urban Goods Distribution Logistics. International Workshop on IoT applications in Intelligent Transportation Systems and Logistics 2017 (IoT-ITSL 2017). - Times Cited Web of Science®: 3 - Times Cited Scopus: 1 |
| 21 | Ferreira, J., Martins, A. & Ramos, T. (2017). GoodsPooling an intelligent approach for urban logistics. International Conference on Ambient Intelligence (ISAmI). |
| 22 | Frederica Gonçalves, Fermé, E., Martins, A. & Ferreira, J. (2016). Towards Activity Theory - Preliminary Report: Ambient Intelligence applied to Smart Education. ISDA 2016. |
| 23 | Martins, A., Crespo de Carvalho, J., Ramos, T. & Fael, J. (2013). Assessing Obstetrics Perceived Service Quality at a Public Hospital. 3rd International Conference on Leadership, Technology and Innovation Management. |
| 24 | Martins, A. & Crespo de Carvalho, J. (2012). An Approach to Shorten Lead Times in Courts of Law – a case study. XXII Jornadas Luso-Espanholas de Gestão Científica 2012. |
| 25 | Martins, A. (2012). Recurso ao Lean Management num processo hospitalar: um caso de estudo. 12ª Conferência Fora de Portas do 40º aniversário do ISCTE, com o tema "Oportunidades em Tempos de Crise". |
| 26 | Camões, I., Crespo de Carvalho, J. & Martins, A. (2012). An Innovative Lean Approach to Healthcare: eHealth as lean tools. Production & Operations Management 4th World Conference and 19th International Annual EurOMA Conference. |
| 27 | Martins, A. & Bendito, S. (2012). Applying Lean Management in a Hospital Purchasing process: a case study. XXII Jornadas Luso-Espanholas de Gestão Científica 2012. |
| 28 | Martins, A. & Crespo de Carvalho, J. (2012). Slimming Lean times in Courts of Law – a case study. XVIII International Conference on Industrial Engineering (ICIEOM 2012). |
| 29 | Bendito, S. & Martins, A. (2012). Sliming the Purchasing Process in a Physically Isolated Hospital: a case study. 4th Production & Operations Management World Conference 2012/19th International Annual EurOMA Conference. |
| 30 | Bendito, S. & Martins, A. (2012). Applying Lean Management in a Hospital Purchasing Process: a case study. XVIII International Conference on Industrial Engineering (ICIEOM 2012). |
| 31 | Martins, A. (2011). Logistics and Production Management. Trepan. |
| 32 | Bendito, S. & Martins, A. (2011). Lean Management in Hospital Purchasing Process: A case study. Proceedings of the XVI Congreso AECA, Granada. |

Research Projects

| Project Title | Role in Project | Partners | Period |
|---|---------------------|--|-------------|
| Xpanding Innovative Alliance | Researcher | BRU-Iscte - Leader, CIS-Iscte, ULSSA - (Portugal), UNIVERSITY OSLO - (Norway), THD - (Germany), LAUREA - (Finland), AUTH - (Greece), DHS - (Slovakia), NTTDES - (Spain), FGM - (Italy), Fyrstain) - (France), UMinho - (Portugal), ECHALLIANCE COMPANY LIMITED BY GUARANTEE - (Ireland), TALTECH - (Estonia), EUROPEAN HEALTH MANAGEMENT ASSOCIATION - (Belgium), Clinipower - (Finland), UCRETE - (Greece), CSCT - (Portugal) | 2025 - 2028 |
| Erasmus Mundus Joint Master on Coordinated Humanitarian Response, Health and Displacement (HumanResponse) | Work Package Leader | IRU-Iscte - Leader, CIES-Iscte, NTNU - (Norway), MAKERERE - (Uganda), NKUA - (Greece), Uni-CV - (Cape Verde), US - (Cape Verde), Universidade de Rovuma - (Mozambique) | 2024 - 2030 |
| EduCation on Antimicrobial REsistance for the health workforce | Researcher | ISTAR-Iscte (SSE), BRU-Iscte, CIS-Iscte, HEALTH CARE WITHOUT HARM EUROPE - (Belgium), AGENCIA ESPANOLA DE MEDICAMENTOS Y PRODUCTOS - (Spain), SERVICIO ANDALUZ DE SALUD - (Spain), FUNDACION PUBLICA ANDALUZA PARA LAGESTION DE LA - (Spain), INVESTIGACION EN SALUD DE SEVILL - (Spain), ECHALLIANCE COMPANY LIMITED BY GUARANTEE - (Ireland), EUROPEAN HEALTH MANAGEMENT ASSOCIATION - (Belgium), EUROPEAN SOCIETY FOR QUALITY AND PATIENTSAFETY IN GENERAL PRACTICE/FAMILY MEDICINE - (Denmark), FUNDACION PRIVADA INSTITUTO DE SALUD GLOBAL BARCELONA - (Spain), HOSPITAL CLINIC DE BARCELONA - (Spain), ETHNIKO KAI KAPODISTRIAKO PANEPISTIMIO ATHINON - (Greece), SEMMELWEIS EGYETEM - (Hungary), UNIVERSITA DEGLI STUDI DI FIRENZE - (Italy), LIETUVOS SVEIKATOS MOKSLU UNIVERSITETAS - (Lithuania) | 2023 - 2025 |
| Nepalese Education in E-health - Master | Researcher | ISTAR-Iscte (SSE) - Leader, BRU-Iscte, CIS-Iscte, UNIVERSITETET I OSLO - (Norway), KATHMANDU UNIVERSITY - (Nepal), POKHARA UNIVERSITY - (Nepal) | 2023 - 2026 |
| Decentralize Portugal with blockchain agenda | Researcher | ISTAR-Iscte, BRU-Iscte, CIES-Iscte, CIS-Iscte, VOID - Leader (Portugal), INESC-ID - (Portugal), IST-ID - (Portugal), UM - (Portugal), IPLeiria - (Portugal), BioGHP - (Portugal), INESC TEC - (Portugal), INOV - (Portugal) | 2023 - 2025 |
| Master's Degree of Managing Digital Transformation in the Health Sector | Researcher | Iscte - Leader, LAUREA - (Finland), AUTH - (Greece), UNI EIFFEL - (France), IT-IUL - (Portugal), Clinipower - (Finland), Whymob - (Portugal), MundiConsulting - (Portugal) | 2023 - 2026 |
| Humanitarian Action: Climate Change and Displacements | Researcher | IRU-Iscte - Leader, CIES-Iscte, BRU-Iscte, Universidade Pedagógica de Maputo - (Mozambique), Pungué University - (Mozambique), Universidade de Rovuma - (Mozambique), UNI-CV - (Cape Verde), Universidade de Santiago - (Cape Verde), National and Kapodistrian University of Athens - (Greece) | 2021 - 2024 |

Academic Management Positions

Coordenador (2026)
Unit/Area: Doctorate Degree (PhD) in Management

Director (2025 - 2028)
Unit/Area: Master Degree in Humanitarian Action

Sub-diretor (2025)
Unit/Area: ISCTE Business School

Sub-diretor (2025)
Unit/Area: ISCTE Business School

Sub-diretor (2024 - 2025)
Unit/Area: ISCTE Business School

Coordenador (2023 - 2024)
Unit/Area: Master Degree in Humanitarian Action

Sub-diretor (2023 - 2024)
Unit/Area: ISCTE Business School

Sub-diretor (2022 - 2023)
Unit/Area: ISCTE Business School

Coordenador (2021 - 2022)
Unit/Area: Other programme in Applied Online Post Graduate Logistics and Supply Chain Management

Vice-Presidente (2021 - 2023)
Unit/Area: Conselho Pedagógico

Membro (Docente) (2021 - 2023)
Unit/Area: Comissão Permanente do Conselho Pedagógico

Membro (Docente) (2021 - 2023)
Unit/Area: Plenário do Conselho Pedagógico

Sub-diretor (2021 - 2022)
Unit/Area: ISCTE Business School

Director (2021 - 2023)
Unit/Area: [0296] Humanitarian Action

Director (2020 - 2025)
Unit/Area: Master Degree in Humanitarian Action

Coordenador (2020 - 2021)
Unit/Area: Other programme in Applied Online Post Graduate Logistics and Supply Chain Management

Sub-diretor (2020 - 2021)
Unit/Area: ISCTE Business School

Sub-diretor (2019 - 2020)
Unit/Area: ISCTE Business School

Director (2019)
Unit/Area: Specialization Seminar in Humanitarian Action

Membro (Docente) (2019 - 2021)
Unit/Area: Comissão Permanente do Conselho Pedagógico

Vice-Presidente (2019 - 2021)
Unit/Area: Conselho Pedagógico

| |
|--|
| Membro (Docente) (2019 - 2021) Unit/Area: Plenário do Conselho Pedagógico |
| Director (2019) Unit/Area: [0296] Humanitarian Action |
| Director (2017 - 2019) Unit/Area: Bachelor Degree in Industrial Management and Logistics |
| Coordenador do 3º Ano (2017 - 2018) Unit/Area: Bachelor Degree in Industrial Management and Logistics |
| Membro (Docente) (2017 - 2019) Unit/Area: Plenário do Conselho Pedagógico |
| Membro (Docente) (2017 - 2019) Unit/Area: Comissão Permanente do Conselho Pedagógico |
| Coordenador do 3º Ano (2016 - 2017) Unit/Area: Bachelor Degree in Industrial Management and Logistics |
| Coordenador do 1º Ano (2015 - 2016) Unit/Area: Bachelor Degree in Industrial Management and Logistics |
| Director (2015 - 2017) Unit/Area: Bachelor Degree in Industrial Management and Logistics |
| Responsável (2014 - 2015) Unit/Area: ISCTE Business School |
| Coordenador do 1º Ano (2013 - 2015) Unit/Area: Bachelor Degree in Industrial Management and Logistics |
| Director (2013 - 2015) Unit/Area: [9167] Industrial Management and Engineering |
| Director (2011 - 2013) Unit/Area: [9167] Industrial Management and Engineering |
| Director (2010 - 2011) Unit/Area: [9167] Industrial Management and Engineering |
| Coordenador do 1º Ano (2010 - 2015) Unit/Area: [9167] Industrial Management and Engineering |

Awards

| |
|--|
| Best Paper award - INTSYS 2022 (2022) |
| Best teacher award - Advance programme in Logistics and Supply Chain Management_3rd edition (2022) |
| Best teacher award - Advance programme in Logistics and Supply Chain Management_4th edition (2022) |
| Best teacher award - Advance programme in Logistics and Supply Chain Management_2nd edition (2021) |
| Best Paper Award - track: "Non-Profit Organizations" (2014) |
| Best Teacher Award (2011) |

Organization/Coordination of Events

| Type of Organization/Coordination | Event Title | Organizer | Year |
|---|---|-----------|------|
| Member of scientific event's organizing committee | INTSYS 2018 - 2nd EAI International Conference on Intelligent Transport Systems | EAI | 2018 |
| Coordination of scientific event (with scientific committee) outside of ISCTE-IUL | INTSYS 2018 - 2nd EAI International Conference on Intelligent Transport Systems | EAI | 2018 |

Scientific Editing/Reviewing Activities

| Type of Activity | Journal Title | ISSN/Quartile | Period | Language |
|--|--|----------------------|-------------|----------|
| Member of scientific journal editing staff | Electronic Commerce Research | 1389-5753 / Q1 (T5) | 2025 | English |
| Member of scientific journal editing staff | operations management research | 1936-9735 / Q1 (T10) | 2025 | English |
| Scientific journal editor | Sensors: Humans as Sensors – Cross-disciplinary approaches towards Smart, Resilient and Sustainable Responses in Humanitarian Action | -- | 2018 - 2019 | English |
| Scientific journal editor | INTSYS 2018 - 2nd EAI International Conference on Intelligent Transport Systems | -- | 2018 | English |