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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.
2026/2027	2º	Final Project in Industrial Management and Logistics		Yes
2026/2027	2º	Logistics and Operation Management	Master Degree in Business Administration;	Yes

2026/2027	2°	Supply Chain Management	Master Degree in Management of Services and Technology; Master Degree in Technology and Supply Chain Management;	Yes
2026/2027	2°	Operations Management in Service		Yes
2026/2027	1°	Advanced Topics in Management I	Doctorate Degree (PhD) in Business Administration;	No
2026/2027	1°	Research Design I	Doctorate Degree (PhD) in Management;	No
2026/2027	1°	Systems and Technology Management		Yes
2026/2027	1°	Management in Humanitarian Action	Master Degree in Coordinated Human Response, Health and Displacement; Master Degree in Humanitarian Action;	Yes
2026/2027	1°	Project Management in Humanitarian Action		Yes
2026/2027	1°	Phd Thesis in Management	Doctorate Degree (PhD) in Management;	No
2026/2027	1°	Dissertation on Humanitarian Action		Yes
2026/2027	1°	Operations Management I	Bachelor Degree in Industrial Management and Logistics;	Yes
2026/2027	1°	Logistics Management		Yes
2026/2027	1°	Supply Chain Management		Yes
2026/2027	1°	Global Operations and Logistics		Yes
2026/2027	1°	Operations Management in Service	Master Degree in Technology and Supply Chain Management;	Yes
2025/2026	2°	Gestão Aplicada Das Operações Na Cadeia De Abastecimento	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2025/2026	2°	Final Intensive Weekend	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2025/2026	2°	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		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		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		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		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		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		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		Yes
2021/2022	1°	Applied Last Mille Logístics 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	1°	Final Intensive Weekend	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2021/2022	1°	Global Operations and Logistics		Yes
2020/2021	2°	Gestão Aplicada Das Operações Na Cadeia De Abastecimento	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2020/2021	2°	Final Intensive Weekend	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2020/2021	1°	Integrated Operations Management	Bachelor Degree in Management;	Yes
2020/2021	1°	Management in Humanitarian Action		Yes

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

Supervisions

• Ph.D. Thesis - Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Joel Curado Silveirinha	Blockchain Technologies applied to Traceability and Logistics in the Service Industry	English	Delivered	Iscte
2	Luo Zhangping	Study on platform operations pattern of Sichuan hotpot ingredients supply chain	English	Developing	Iscte
3	Ulpan Tokkozhina	Research Project Proposal: Doctoral Research on Blockchain Technology in Supply Chain Management	English	Developing	Iscte
4	Paulo Alexandre Ferreira Pereira	Adoption of supply chain 4.0 by organizations	English	Developing	Iscte
5	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
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	David Martins da Silva	Gestão do Risco na Cadeia de Abastecimento: Análise do risco logístico	Portuguese	Iscte	2017
36	Ana Sofia Abreu Pasadas	Análise da Propensão para a Utilização de Documentos em Formato Digital	Portuguese	Iscte	2017
37	Maria Ana Ferreira Beleza	Análise da Gestão do Rico na Cadeia de Abastecimento de Empresas Transformadoras	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	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
48	Ana Catarina dos Santos Figueiredo	Aplicação do Lean Thinking aos Processos de Produção da Caetano Colisão Sintra	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 Chaisse 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	apping 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 Sarmento 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®	347
Scopus	428

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. <i>Maritime Policy & Management</i>. N/A</p> <p>- Times Cited Web of Science®: 1 - Times Cited Scopus: 2 - Times Cited Google Scholar: 2</p>
2	<p>Curado, J., Bhandari, M., Ferreira, J. C. & Martins, A. L. (2025). Blockchain for maritime supply chain: Efficiency and security advancements. <i>IEEE Access</i>. 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> <p>- Times Cited Web of Science®: 12 - Times Cited Scopus: 15 - Times Cited Google Scholar: 24</p>
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> <p>- Times Cited Web of Science®: 10 - Times Cited Scopus: 7 - Times Cited Google Scholar: 15</p>

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
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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: 25
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: 69 - Times Cited Google Scholar: 104
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. C., Santos, P. & Martins, A. L. (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: 17 - Times Cited Google Scholar: 27
12	<p>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)</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 12 - Times Cited Scopus: 11 - Times Cited Google Scholar: 20
13	<p>Ferreira, J. & Martins, A. (2019). Edge computing approach for vessel monitoring system. <i>Energies</i>. 12 (16)</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 10 - Times Cited Scopus: 10 - Times Cited Google Scholar: 16
14	<p>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</p>

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®: 12 - Times Cited Scopus: 12
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: 42 - Times Cited Google Scholar: 67
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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: 48
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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

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1	Martins, A., Ferreira, J. & Kocian, A (2020). <i>Lecture Notes of the Institute for Computer Sciences, Social-Informatics and Telecommunications Engineering, LNICST</i> . --. Springer.
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• Books and Book Chapters

- Book author

1	Martins, A. & Camelo, A. (2011). <i>Logistics and Production Management</i> . TREPAN.
2	Martins, A. & Camelo, A. (2011). <i>Logistics and Production Management</i> . TREPAN.
3	Crespo de Carvalho, J., Dias, E.B., Martins, A., Menezes, J. & Ramos, T. (2010). <i>Logística e Gestão da Cadeia de Abastecimento</i> . Sílabo. - Times Cited Google Scholar: 742

- Book editor

1	Martins, A., Ferreira, J., Alexander Kocian, Tokkozhina, U., Berit I. Helgheim & Bråthen, S. (2023). Intelligent Transport Systems.
2	Martins, A., Ferreira, J., Alexander Kocian & Tokkozhina, U. (2023). Intelligent Transport Systems. Springer.
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	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.).
8	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.).
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

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2	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.
3	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

4	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.
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: 29
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	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.
2	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.
3	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.

4	<p>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.</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 4 - Times Cited Scopus: 4 - Times Cited Google Scholar: 6
5	<p>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 TokkozhinaAna 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.</p> <ul style="list-style-type: none"> - Times Cited Google Scholar: 1
6	<p>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.</p> <ul style="list-style-type: none"> - Times Cited Scopus: 4 - Times Cited Google Scholar: 11
7	<p>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.</p> <ul style="list-style-type: none"> - Times Cited Google Scholar: 4
8	<p>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.</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 2 - Times Cited Scopus: 6 - Times Cited Google Scholar: 11
9	<p>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.</p>
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> <ul style="list-style-type: none"> - Times Cited Web of Science®: 2 - Times Cited Scopus: 3 - Times Cited Google Scholar: 5
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> <ul style="list-style-type: none"> - Times Cited Scopus: 4

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14	<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</p> <p>- Times Cited Scopus: 1</p> <p>- Times Cited Google Scholar: 1</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>
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17	<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>
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>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®: 6</p> <p>- Times Cited Scopus: 12</p> <p>- Times Cited Google Scholar: 27</p>
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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>

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11	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.
12	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
13	Ferreira, J., Martins, A. & Ramos, T. (2017). GoodsPooling an intelligent approach for urban logistics. International Conference on Ambient Intelligence (ISAml).
14	Ferreira, J., Martins, A. & Ramos, T. (2017). GoodsPooling an intelligent approach for urban logistics.
15	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.
16	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.
17	Ferreira, J. & Martins, A. (2017). Smart Parking for the delivery of Goods in Urban Logistics. 22nd International Symposium on Logistics (ISL 2017).
18	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
19	Frederica Gonçalves, Fermé, E., Martins, A. & Ferreira, J. (2016). Towards Activity Theory - Preliminary Report: Ambient Intelligence applied to Smart Education. ISDA 2016.

20	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.
21	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.
22	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”.
23	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.
24	Martins, A. & Bendito, S. (2012). Applying Lean Management in a Hospital Purchasing process: a case study. XXII Jornadas Luso-Espanholas de Gestão Científica 2012.
25	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).
26	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.
27	Bendito, S. & Martins, A. (2012). Applying Lean Management in a Hospital Purchasing Process: a case study. XVIII International Conference on Industrial Engineering (ICIEOM 2012).
28	Martins, A. (2011). Logistics and Production Management. Trepan.
29	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 (RAISE), 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 (RAISE) - 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), IPLeia - (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
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Member of scientific journal editing staff	Eletronic 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 Internatiomnal Conference on Intelligent Transport Systems	--	2018	English