

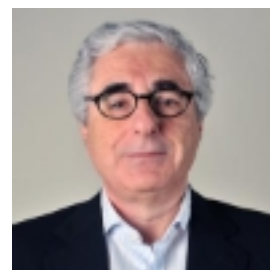
Warning: [2026-04-05 02:53] this document is a print-out of the Ciência-iul web portal and was automatically generated at the labeled date. The document has a mere informational purpose and represents the information contained on Ciência_Iscte at that date.

João Carlos Rosmaninho de Menezes

Professor Associado (com Agregação)

BRU-Iscte - Business Research Unit

Department of Marketing, Operation and Management (IBS)



Contacts

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|------------------|---------------------------|
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| Telephone | 217650454 (Ext: 220377) |
| Post Box | 136-A |

Academic Qualifications

| University/Institution | Type | Degree | Period |
|---|-------------|--|--------|
| ISCTE-IUL - Instituto Superior Ciências Trabalho e da Empresa | PhD | Organização e Gestão de Empresas | 2000 |
| Instituto Superior Técnico - UTL | M.Sc. | Engenharia Projectos Construção Mecânica | 1989 |
| Instituto Superior Técnico - UTL | Licenciante | Engenharia Mecânica | 1985 |

External Professional Activities

| Period | Employer | Country | Description |
|--------|----------|---------|-------------|
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|----|-------------|----|---|
| -- | Audax | -- | Consultancy; projects development in ports and harbours; fishing imports/exports; supply chain/logistics management |
| -- | Logisnatura | -- | Consultancy; projects development in Africa; South America and Asia |

Teaching Activities

| Teaching Year | Sem. | Course Name | Degree(s) | Coord |
|---------------|------|-----------------------------------|--|-------|
| 2025/2026 | 2° | Retail and E-commerce Management | | Yes |
| 2025/2026 | 1° | Advanced Topics in Management I | Doctorate Degree (PhD) in Business Administration; | No |
| 2025/2026 | 1° | Integrated Quality Management | | Yes |
| 2025/2026 | 1° | Research Design I | Doctorate Degree (PhD) in Management; | No |
| 2025/2026 | 1° | Port Business and Management | Master Degree in Governance and Sustainability of the Sea; | Yes |
| 2025/2026 | 1° | Operations Management I | | Yes |
| 2024/2025 | 2° | Operations Management II | | Yes |
| 2024/2025 | 2° | Technology and Quality Management | | Yes |
| 2024/2025 | 2° | Operations Management in Service | Master Degree in Management of Services and Technology; | Yes |
| 2024/2025 | 1° | Advanced Topics in Management I | Doctorate Degree (PhD) in Business Administration; | No |
| 2024/2025 | 1° | Integrated Quality Management | | Yes |
| 2024/2025 | 1° | Research Design I | Doctorate Degree (PhD) in Management; | No |
| 2024/2025 | 1° | Transportation Management | Institutional Degree in ISCTE Business School; | Yes |
| 2024/2025 | 1° | Port Business and Management | Master Degree in Governance and Sustainability of the Sea; | Yes |
| 2024/2025 | 1° | Operations Management I | Bachelor Degree in Industrial Management and Logistics; | Yes |
| 2024/2025 | 1° | Retail and E-commerce Management | Bachelor Degree in Industrial Management and Logistics; | Yes |
| 2023/2024 | 2° | Technology and Quality Management | | Yes |

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|-----------|----|-----------------------------------|--|-----|
| 2023/2024 | 2° | Operations Management in Service | Master Degree in Management of Services and Technology; | Yes |
| 2023/2024 | 1° | Advanced Topics in Management I | Doctorate Degree (PhD) in Business Administration; | No |
| 2023/2024 | 1° | Integrated Quality Management | | Yes |
| 2023/2024 | 1° | Research Design I | Doctorate Degree (PhD) in Management; | No |
| 2023/2024 | 1° | Transportation Management | Institutional Degree in ISCTE Business School; | Yes |
| 2023/2024 | 1° | Port Business and Management | Master Degree in Governance and Sustainability of the Sea; | Yes |
| 2023/2024 | 1° | Operations Management I | Bachelor Degree in Industrial Management and Logistics; | Yes |
| 2023/2024 | 1° | Retail and E-commerce Management | Bachelor Degree in Industrial Management and Logistics; | Yes |
| 2022/2023 | 2° | Technology and Quality Management | | Yes |
| 2022/2023 | 2° | Operations Management in Service | Master Degree in Management of Services and Technology; | Yes |
| 2022/2023 | 1° | Advanced Topics in Management I | Doctorate Degree (PhD) in Business Administration; | No |
| 2022/2023 | 1° | Integrated Quality Management | | Yes |
| 2022/2023 | 1° | Research Design I | Doctorate Degree (PhD) in Management; | No |
| 2022/2023 | 1° | Transportation Management | Institutional Degree in ISCTE Business School; | Yes |
| 2022/2023 | 1° | Port Business and Management | Master Degree in Governance and Sustainability of the Sea; | Yes |
| 2022/2023 | 1° | Operations Management & Logistics | | Yes |
| 2022/2023 | 1° | Retail and E-commerce Management | | Yes |
| 2021/2022 | 2° | Project Management | | Yes |
| 2021/2022 | 2° | Technology and Quality Management | | Yes |
| 2021/2022 | 2° | Operations Management in Service | Master Degree in Management of Services and Technology; | Yes |
| 2021/2022 | 1° | Advanced Topics in Management I | Doctorate Degree (PhD) in Business Administration; | No |
| 2021/2022 | 1° | Integrated Quality Management | | Yes |

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|-----------|----|--|--|-----|
| 2021/2022 | 1º | Transportation Management | Institutional Degree in ISCTE Business School; | Yes |
| 2021/2022 | 1º | Port Business and Management | Master Degree in Governance and Sustainability of the Sea; | Yes |
| 2021/2022 | 1º | Operations Management & Logistics | Bachelor Degree in Marketing Management; | Yes |
| 2021/2022 | 1º | Retail and E-commerce Management | | Yes |
| 2021/2022 | 1º | Integrated Project Management | | Yes |
| 2020/2021 | 2º | Project Management | | No |
| 2020/2021 | 2º | Operations Management in Service | Master Degree in Management of Services and Technology; | Yes |
| 2020/2021 | 2º | Logistics and Supply Chain Management | Master Degree in Management; | No |
| 2020/2021 | 1º | Advanced Topics in Management I | | No |
| 2020/2021 | 1º | Integrated Quality Management | | Yes |
| 2020/2021 | 1º | Transportation Management | Institutional Degree in ISCTE Business School; | Yes |
| 2020/2021 | 1º | Operations Management & Logistics | | Yes |
| 2020/2021 | 1º | Retail and E-commerce Management | Bachelor Degree in Industrial Management and Logistics; | Yes |
| 2020/2021 | 1º | Integrated Project Management | | Yes |
| 2020/2021 | 1º | Global Operations and Logistics | Master Degree in International Management; | Yes |
| 2019/2020 | 2º | Research Project in Operations Management, Logistics and Supply Chain Management | | No |
| 2019/2020 | 2º | Port Business and Management | Master Degree in Governance and Sustainability of the Sea; | Yes |
| 2019/2020 | 2º | Project Management | | Yes |
| 2019/2020 | 2º | Operations Management & Logistics | Bachelor Degree in Marketing Management; | Yes |
| 2019/2020 | 2º | Operations Management in Service | Master Degree in Management of Services and Technology; | Yes |
| 2019/2020 | 1º | Advanced Topics in Management I | | No |
| 2019/2020 | 1º | Integrated Quality Management | | Yes |
| 2019/2020 | 1º | Transportation Management | Institutional Degree in ISCTE Business School; | Yes |

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|-----------|----|----------------------------------|---|-----|
| 2019/2020 | 1° | Retail and E-commerce Management | Bachelor Degree in Industrial Management and Logistics; | Yes |
| 2019/2020 | 1° | Energy Management | | No |
| 2019/2020 | 1° | Integrated Project Management | | Yes |

Supervisions

• Ph.D. Thesis

- Ongoing

| | Student Name | Title/Topic | Language | Status | Institution |
|---|----------------------------------|--|----------|------------|-------------|
| 1 | Gao Pei | The impact of AI on the Transformation and Upgrading of the manufacturing industry | English | Developing | Iscte |
| 2 | Zhang Yang | Research on TQM system and measurement evaluation method of software products | English | Developing | Iscte |
| 3 | Victor Alexandre de Carvalho | Opportunities and barriers in the Cabotage (Short Sea Shipping) in SADEC region: Angola Case | English | Developing | Iscte |
| 4 | Inês Martins | -- | English | Developing | Iscte |
| 5 | Sandra Patricia Martinez Ramirez | Designing a BB2B Service Community - Strategies for long-term implementation | English | Developing | Iscte |
| 6 | Luís Eiras | -- | English | Developing | Iscte |
| 7 | Li Ling | -- | English | Developing | Iscte |
| 8 | Dong Wei | Determinants of Logistics Platform Integration Adoption among Micro and Small Retailing Enterprises: A Mixed-Methods Study | English | Developing | Iscte |
| 9 | Luis Ferreira | -- | English | Developing | Iscte |

- Concluded

| | Student Name | Title/Topic | Language | Institution | Concluding Year |
|---|--------------------------------|--|----------|-------------|-----------------|
| 1 | Nguyen Bac Nguyen | Customer-to-Customer value co-creation in the running event context | English | Iscte | 2025 |
| 2 | Rui Manuel Ganho da Silva Reis | Application of the Unified Theory of Acceptance and Use of Technology in the Shipping Sector | English | Iscte | 2025 |

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|---|--|--|------------|-------|------|
| 3 | Luís Duarte Costa Eiras | A alteração no relacionamento fornecedor-cliente, no processo de transição de bens para serviços, na área de bens de equipamentos para transporte e movimentação de cargas | Portuguese | Iscte | 2024 |
| 4 | Carlos Alberto Galamba Palma Pinto | Estratégia de interacção na construção de veículos ferroviários em Portugal. A evolução para uma lógica de serviço através da adaptação e adaptabilidade na rede de valor da indústria | Portuguese | Iscte | 2012 |
| 5 | Catarina Marques | -- | English | Iscte | 2011 |
| 6 | Carlos Alberto Pinto | -- | Portuguese | Iscte | 2011 |
| 7 | Catarina Maria Valente Antunes Marques | On the heterogeneity and measurement error an application to the visitors of portuguese protected areas | English | Iscte | 2010 |
| 8 | José Manuel Pereira Ferro Camacho | A Espanha e o Cluster da Galiza na Dinâmica Macroeconómica da Indústria Automóvel 1995-2005 | Portuguese | Iscte | 2008 |

• M.Sc. Dissertations

- Ongoing

| | Student Name | Title/Topic | Language | Status | Institution |
|---|---|---|----------|------------|-------------|
| 1 | Laura Alexandra Vicente Marques Fernandes | Futuro das Fashion Luxury Brands: num mundo de fast fashion na era da sustentabilidade | -- | Developing | Iscte |
| 2 | Duarte Carvalho Pereira da Cunha | In company Project | -- | Developing | Iscte |
| 3 | Oscar Sebastian Calvo Rojas | Digital Transformation in Logistics Management and Its Impact on Operational Efficiency: A Case Study of Fitoquim S.R.L., Santa Cruz. | -- | Developing | Iscte |
| 4 | Paulo Jorge Sousa Ferreira | Decarbonization of Maritime Transport: The Case of Grupo Sousa | -- | Developing | Iscte |
| 5 | Alexandre Yuhan Ji | Integration of E-commerce and Drop-Shipping in a Regional Retail Chain: The Case of Cover Me | -- | Developing | Iscte |
| 6 | Nilsa Rosa Vilarigues Ramos Sousa Colaço | A cabotagem em Angola | -- | Developing | Iscte |

- Concluded

| | Student Name | Title/Topic | Language | Institution | Concluding Year |
|--|--------------|-------------|----------|-------------|-----------------|
|--|--------------|-------------|----------|-------------|-----------------|

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|----|---|---|------------|-------|------|
| 1 | Ibraima Turé | Governance of the Port of Bissau: Nacional and Regional Dynamics | Portuguese | Iscte | 2025 |
| 2 | Wanying Li | Strategies for the integration of e-commerce and physical retail stores a study focusing on omni-channel retailing | English | Iscte | 2024 |
| 3 | Susana de Meneses dos Santos | Digital platforms in the logistics sector | Portuguese | Iscte | 2023 |
| 4 | Zineb Nouali | SERVICE DOMINANTE LOGIC AND SUSTAINABILITY IN REAL ESTATE INDUSTRY | English | Iscte | 2023 |
| 5 | Tran Nguyen Nhu Ngoc | Investigating the Attributes of Software Testers to Avoid Human Bias in Software Testing | English | Iscte | 2023 |
| 6 | Sara Godinho Canaveira | Leveraging the ultra-proximity store network in omnichannel retailing: The case of Auchan Retail Portugal | English | Iscte | 2022 |
| 7 | Joana Miguel Vidreiro de Morais Sarmento Torgal | How can brands luxury maintain exclusivity by promoting a digital channel as the main touchpoint with the customer? The Josefinas and Manjerica Cases | English | Iscte | 2022 |
| 8 | Pedro de Araújo e Sá Olaio | Covid-19 pandemic impact on Portuguese pharmaceutical firms? service provided and communication channels | English | Iscte | 2022 |
| 9 | Olivija Valanciute | How service design methods can be used to trigger and leverage c2c interactions for positive value outcomes? | English | Iscte | 2022 |
| 10 | Carolina Silvério Carvalho Duarte | Where to next? Logistics system - Pimensor | English | Iscte | 2022 |
| 11 | Giuseppe Grecomoro | Between Profit Maximization And Wins Maximization. Case of Study of Palermo Fc | English | Iscte | 2021 |
| 12 | Joana Patrícia Fernandes Afonso | Service Recovery Strategies to Negative Online Reviews on Restaurant Business: A Case Study on Zomato | English | Iscte | 2020 |
| 13 | Luminita Zaharciuc | The impact of trust and self-efficacy on medication adherence | English | Iscte | 2020 |
| 14 | Laura Maria Simão Cordeiro | Business model innovation in multi-sided platforms supported by the increase of trust in B2B relationships: A case study on Baby Sisters | English | Iscte | 2020 |
| 15 | Francisco de Almeida Gaspar Freixo Nunes | Is Augmented Reality going to bridge the gap between online and physical stores? | English | Iscte | 2020 |
| 16 | Carmen Suely da Silva Amaro Tati | Service Company's Adaptation of Supply Chain to Cope with Volatile Oil and Gas Market | English | Iscte | 2020 |

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|----|--|--|------------|-------|------|
| 17 | Fernando Aranha Capanema | The Adversities of Logistics in Fuel Distribution and Their Impacts on Safety Stock | Portuguese | Iscte | 2019 |
| 18 | Richard José Creusmar Metri de Almeida | The Lean View while Loading Trucks at a Fuel Distribution Terminal | Portuguese | Iscte | 2019 |
| 19 | Gaukhar Yelemessova | The first steps between Portugal and the Russian-speaking target market in medical tourism | English | Iscte | 2018 |
| 20 | Diana Ferraz da Costa Fernandes | Perspectives of operating room efficiency as part of the peroperative process | English | Iscte | 2018 |
| 21 | Jéssica Maria Antunes Teixeira | Relacionamento entre a Confiança e a Adesão à Medicação: O efeito mediador da autoeficácia a da expectativa de resultado | Portuguese | Iscte | 2017 |
| 22 | Rita Forte Caldas Ramos Taborda | Economia de Partilha e os Casos de Referência AIRBNB, UBER e BOATBOUND | Portuguese | Iscte | 2016 |
| 23 | Baturay Yenilmez | Payback Period Analysis of Using Green Energy Within the Scope of Smart Urban Renegeration and Selection of Green Vehicles in Turkey | English | Iscte | 2016 |
| 24 | Nádia Pereira Mesquita | Modelo de Negócio de "Gato Gordo - Boutique & Bar" | Portuguese | Iscte | 2016 |
| 25 | Diana Almeida Correia | Gestão de Reclamações no Segmento de Grupos e Eventos no Epic Sana Lisboa Hotel | Portuguese | Iscte | 2015 |
| 26 | Ana Filipa Guerra Cabral | O Modelo de Negócio de uma Marca de Roupas de Criança: O caso de estudo da "Fofos de Algodão" | Portuguese | Iscte | 2015 |
| 27 | Maria Inês Esteves Balsa | A Procura de Alinhamento Serviço-Sistema: O caso dos restaurantes numa cadeia de supermercados | Portuguese | Iscte | 2014 |
| 28 | Marta Catarina Fernandes Gonçalves | Grocery Consumer Relational Perceptions: Value typologies and environmentally sustainable consumption | English | Iscte | 2014 |
| 29 | Maurício Berwanger Franco de Sá | Supply chain adaptability in the mobile phones | English | Iscte | 2012 |

• M.Sc. Final Projects

- Ongoing

| | Student Name | Title/Topic | Language | Status | Institution |
|---|------------------------------|--|------------|-----------|-------------|
| 1 | Marco Alexandre Batista Maia | THE STRATEGIC IMPORTANCE OF BUNKERING SUPPLY IN THE PORT OF LISBON | Portuguese | Delivered | Iscte |

- Concluded

| | Student Name | Title/Topic | Language | Institution | Concluding Year |
|----|--|--|-----------------|--------------------|------------------------|
| 1 | Sérgio Rui Marques Patricio | Environmental sustainability in Cold Logistics: STEF Group's "Moving green" approach | Portuguese | Iscte | 2025 |
| 2 | Clarisse-Marie Adelaide Dominique Arnaud | In-Company Project: Addressing Challenges in waste management: Reorganization of the evacuation process of Empty Plastic Boxes at an Amazon Fulfillment center. | English | Iscte | 2024 |
| 3 | Rita Alexandra Valentim Picado | Simplifying hospital logistics: Introducing Artificial Intelligence in the logistical flow of clinical consumables between the Logistics Centre and the Undifferentiated Central Block at CUF Tejo | Portuguese | Iscte | 2024 |
| 4 | Inês Simão Boleixa | Improving replenishment practices at the store level to minimize out-of-stock levels: a case study in a Portuguese grocery retailer | English | Iscte | 2023 |
| 5 | Inês Maria Veloso Faria | Organizational Ambidexterity in Biopharmaceuticals? Supply Chain Flexibility | English | Iscte | 2022 |
| 6 | Ana Margarida Palhas Tomaz | Self-Service Technology Contribution for Achieving High Levels of Service Performance and Support Customers in a Better Service Experience: A Study of Fast-Food Restaurants | English | Iscte | 2022 |
| 7 | Alexandre Silva Ministro Vieira | The new way of clean clothing | English | Iscte | 2022 |
| 8 | Filipe Miguel Corales de Oliveira Sousa | Process Optimization & Quality Perceived by Passengers - The Case Study of Lisbon Airport | English | Iscte | 2019 |
| 9 | Laura Heinz | Swisslog's Field Service Engineers' productivity analysis across different countries within the Greater Europe region. | English | Iscte | 2019 |
| 10 | Gonçalo Nuno Neves Gonçalves Maldonado Sousa | Routing Optimization: GEFCO PORTUGAL | English | Iscte | 2018 |
| 11 | Beatriz Guimarães Fernandes | A relação entre os pacientes com Doenças crónicas e a sua comunidade farmacêutica utilizando o Role Theory | Portuguese | Iscte | 2018 |
| 12 | Pedro Miguel Vidal Pereira | Modelo de Negócio da "Enjoy the Moment..." | Portuguese | Iscte | 2017 |
| 13 | Daris Purnomo Jati | Lean Government, an Approach to Reduce Cargo Dwelling Time | English | Iscte | 2016 |

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|----|--|--|------------|-------|------|
| 14 | Ana Jorge Cardoso Ferreira | A Study of Business Models for Interfileiras: An account of the current situation and suggestion of an alternative model using Osterwalder's Business Model Canvas | Portuguese | Iscte | 2015 |
| 15 | Ana Cristina Cabral Correia | Posicionamento Desejado VS. Posicionamento Percebido - Estudo de caso pedagógico da marca de street food "Comida de Rua" | Portuguese | Iscte | 2015 |
| 16 | Pedro Consolado Santos Alves | Co-Creating Value With Customers in Energy Markets | English | Iscte | 2015 |
| 17 | Suse Isabel dos Santos Lima | Service Experience Cocriação de valor numa Lógica de C2C: O caso da Refood | Portuguese | Iscte | 2015 |
| 18 | José Pedro Theotónio Ventura Lopes | Reputação Online: Implicações na Gestão Hoteleira - Caso de estudo: Pestana Group | Portuguese | Iscte | 2015 |
| 19 | Dora Helena Oliveira da Silva Simões Peralta | Modelo Colaborativo no Sistema Ferroviário Português. Uma abordagem dos últimos 20 anos. | Portuguese | Iscte | 2015 |
| 20 | Gisela Maria Santos Ordens Vieira | Gestão da Capacidade Portuária e Modelos de Negócio (Mar/Terra): Caso do Porto de Lisboa | Portuguese | Iscte | 2014 |
| 21 | Andreia Sofia Cardeira Morins | Modularity, Service Co-Creation and Business Models Approaches in a Logistics Service Provider | English | Iscte | 2014 |
| 22 | Sónia Alexandra dos Santos Rodrigues | O Serviço Management e o Mercado Livre de Electricidade, para Grandes Consumidores em Portugal | Portuguese | Iscte | 2013 |
| 23 | Raquel Henriques da Costa | O serviço como elemento de mudança: o caso de uma empresa de gelados | Portuguese | Iscte | 2013 |
| 24 | Carolina Garradas Branco Nunes Fagulha | Gestão de Reclamações na Europcar: Um caso de estudo | Portuguese | Iscte | 2013 |
| 25 | Francisco Leiria Gomes Valadão dos Santos | O Sector do Turismo na Ilha Terceira - Qual o caminho a seguir? | Portuguese | Iscte | 2012 |
| 26 | Carina Vanessa Alves de Andrade | Gestão de Serviços em Bibliotecas Universitárias. A biblioteca do ISCTE-Instituto Universitário de Lisboa | Portuguese | Iscte | 2012 |
| 27 | Jordan Louis Ferreira | A Fidelização de Clientes no Retalho Electrónico: O caso do mercado de produtos desportivos e de actividade física. | Portuguese | Iscte | 2011 |
| 28 | Nelson Jorge Rodrigues Loureiro | Melhoria dos Processos na Área da Garantia da Qualidade para os Serviços de Telecomunicações e Entretenimento | -- | Iscte | 2011 |

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|----|--|--|------------|-------|------|
| 29 | Duarte Jardim Vital de Evaristo Carvalho | Modelo de Optimização de Gama no Retalho Alimentar | -- | Iscte | 2011 |
| 30 | Nelson Jorge Rodrigues Loureiro | -- | -- | Iscte | 2011 |
| 31 | Miguel António Rodrigues Martins | Análise do Modelo de Gestão de Stocks de um Armazém de Matérias-Primas de uma Empresa de Artes Gráficas. | Portuguese | Iscte | 2009 |

Total Citations

| | |
|------------------------|-----|
| Web of Science® | 594 |
| Scopus | 612 |

Publications

• Scientific Journals

- Scientific journal paper

| | |
|---|---|
| 1 | Nguyen, N. B. & Menezes, J. (2025). Customer-to-customer value co-creation: A customer-dominant framework of value. <i>Journal of Global Marketing</i> . 38 (2), 156-185 - Times Cited Web of Science®: 6 |
| 2 | Nguyen, N. B. & Menezes, J. (2024). An extensive framework of customer-to-customer value co-creation practices: A study in a running event context. <i>Services Marketing Quarterly</i> . 45 (2), 182-224 - Times Cited Web of Science®: 2 - Times Cited Scopus: 3 |
| 3 | Nguyen, N. B. & Menezes, J. (2021). The thirtyyear evolution of customertocustomer interaction research: a systematic literature review and research implications. <i>Service Business</i> . 15 (3), 391-444 - Times Cited Web of Science®: 12 - Times Cited Scopus: 11 |
| 4 | Ferreira, L. M. & Menezes, J. C. (2020). How costumers' way of life influence the value co-creation. <i>International Journal of Economics and Business Administration</i> . 8 (1), 72-93 - Times Cited Scopus: 1 |
| 5 | Marques, C., Reis, E., Menezes, J. & Salgueiro, M. F. (2017). Modelling preferences for nature-based recreation activities. <i>Leisure Studies</i> . 36 (1), 89-107 - Times Cited Web of Science®: 32 - Times Cited Scopus: 30 - Times Cited Google Scholar: 49 |
| 6 | Ferreira, L. M. C. & Menezes, J. (2015). Value-in-use in a B2B food service logistic context. <i>Tourism and Management Studies</i> . 11 (1), 146-152 |
| 7 | Gonçalves, M., Menezes, J. & Marques, C. (2015). Grocery consumer relational perceptions: in green consumption context. <i>Tourism and Management Studies</i> . 11 (1), 160-163 - Times Cited Google Scholar: 17 |

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| 8 | Menezes, J., Santos, M., Reis, E. & Marques, C. (2013). The influence of the consumer perceived value on the satisfaction with the grocery retailer relationship: the mediating effect of the risk of unsustainable consumption. <i>Egitania Scientia</i> . 13, 199-210 - Times Cited Google Scholar: 1 |
| 9 | Marques, C., Reis, E. & Menezes, J. (2010). Profiling the segments of visitors to Portuguese protected areas. <i>Journal of Sustainable Tourism</i> . 18 (8), 971-996 - Times Cited Web of Science®: 65 - Times Cited Scopus: 57 - Times Cited Google Scholar: 123 |
| 10 | Marques, C., Reis, E., Menezes, J. & Salgueiro, M. F. (2010). Modelling the influence of environmental attitudes on the preferences for activities: A SEM approach. <i>Portuguese Journal of Quantitative Methods</i> . 1 (1), 119-134 - Times Cited Google Scholar: 4 |
| 11 | Valle, P. O. D., Menezes, J., Reis, E. & Rebelo, E. (2009). Reverse logistics for recycling: the customer service determinants. <i>International Journal of Business Science and Applied Management</i> . 4 (1), 1-17 - Times Cited Scopus: 19 - Times Cited Google Scholar: 46 |
| 12 | Castro, P., Garrido, M. V., Reis, E. & Menezes, J. (2009). Ambivalence and conservation behaviour: An exploratory study on the recycling of metal cans. <i>Journal of Environmental Psychology</i> . 29 (1), 24-33 - Times Cited Web of Science®: 90 - Times Cited Scopus: 74 - Times Cited Google Scholar: 143 |
| 13 | Do Valle, P., Rebelo, E., Reis, E. & Menezes, J. (2005). Combining behavioral theories to predict recycling involvement. <i>Environment and Behavior</i> . 37 (3), 364-396 - Times Cited Web of Science®: 235 - Times Cited Scopus: 250 - Times Cited Google Scholar: 531 |
| 14 | Do Valle, P. O., Reis, E., Menezes, J. & Rebelo, E. (2004). Behavioral determinants of household recycling participation: the Portuguese case. <i>Environment and Behavior</i> . 36 (4), 505-540 - Times Cited Web of Science®: 152 - Times Cited Scopus: 166 - Times Cited Google Scholar: 209 |
| 15 | Crespo de Carvalho, J., Menezes, J. & Dias, E.B. (2001). Operação Logística: Actividade Económica Nacional e Perspectiva Internacional. <i>Economia e Prospectiva</i> . 18, 39-52 |

• Books and Book Chapters

- Book author

| | |
|---|--|
| 1 | 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: 724 |
| 2 | Menezes, J. & Dias, E.B. (2008). <i>Alta Velocidade Ferroviária: Estratégias Logísticas para a Carga</i> . Lisboa/Portugal. Edições 70. |
| 3 | Crespo de Carvalho, J., Menezes, J., Dias, E.B., Caldeira, P & Viana, P (2003). <i>Logística, Supply Chain & Network Management</i> . Lisboa, Portugal. Ad Literam. |

- Book chapter

| | |
|---|--|
| 1 | Marques, C., Reis, E. & Menezes, J. (2012). A finite mixture approach to uncover the heterogeneity in the relationship between visit motivation and activity preferences. In P. E. Oliveira et al. (Ed.), <i>Recent Developments in Modeling and Applications in Statistics, Studies in Theoretical and Applied Statistics</i> . (pp. 21-29). Berlin Heidelberg: Springer-Verlag . - Times Cited Scopus: 1 - Times Cited Google Scholar: 1 |
| 2 | Menezes, J. (2010). Referenciais para a Gestão da Cadeia de Abastecimento Sustentável . In Edições Sílabo (Ed.), <i>Logística e Gestão da Cadeia de Abastecimento</i> . (pp. 620-671). Lisboa: Edições Sílabo. |

• Conferences/Workshops and Talks

- Publication in conference proceedings

| | |
|----|---|
| 1 | Menezes, J. & Marques, C. (2015). Grocery consumer typologies on environmentally sustainable consumption. In 4th International Conference on Multinational Enterprises and Sustainable Development, (MESD'15). Lisbon |
| 2 | Menezes, J. & Martins, Inês (2014). Portuguese Military Hospitals Merger – an Organizational Innovation Case Study. In Scientific Association for Promotion of Technology and Management for Organizational and Social Transformative Change (Ed.), <i>Fourth International Conference on Business Sustainability - Management, Technology and Learning for Individuals, Organisations and Society in Turbulent Environments</i> . (pp. 125-132). |
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- Other publications

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Academic Management Positions

Coordenador do 2º Ano (2025 - 2026)
Unit/Area: Bachelor Degree in Industrial Management and Logistics

Coordenador do 2º Ano (2023 - 2025)
Unit/Area: Bachelor Degree in Industrial Management and Logistics

Coordenador do 2º Ano (2021 - 2023)
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Coordenador do 2º Ano (2019 - 2021)
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Coordenador do 2º Ano (2017 - 2019)
Unit/Area: Bachelor Degree in Industrial Management and Logistics

Coordenador do 2º Ano (2016 - 2017)
Unit/Area: Bachelor Degree in Industrial Management and Logistics

Coordenador do 2º Ano (2015 - 2016)
Unit/Area: Bachelor Degree in Industrial Management and Logistics

Coordenador do 2º Ano (2014 - 2015)
Unit/Area: Bachelor Degree in Industrial Management and Logistics