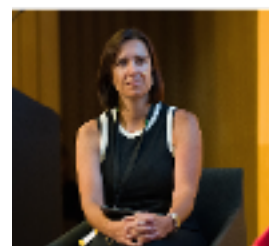


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## Susana Ratinho

### Assistente Convidada

Department of Marketing, Operation and Management (IBS)



### Contacts

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### Teaching Activities

Teaching Year	Sem.	Course Name	Degree(s)	Coord
2026/2027	1º	Logistics Management	Bachelor Degree in Industrial Management and Logistics;	No
2025/2026	2º	Final Project in Industrial Management and Logistics	Bachelor Degree in Industrial Management and Logistics;	No
2025/2026	2º	Logistics System in Healthcare Organizations	Post Graduation Program in Health Services Management;	Yes
2025/2026	2º	Supply Chain and Operations Management	Post Graduation Program in Business Management;	No
2025/2026	2º	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes

2025/2026	1°	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2025/2026	1°	Logistics Management	Bachelor Degree in Industrial Management and Logistics;	No
2024/2025	2°	Final Project in Industrial Management and Logistics	Bachelor Degree in Industrial Management and Logistics;	No
2024/2025	2°	Logistics System in Healthcare Organizations	Post Graduation Program in Health Services Management;	Yes
2024/2025	2°	Supply Chain and Operations Management	Post Graduation Program in Business Management;	Yes
2024/2025	2°	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2024/2025	1°	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2024/2025	1°	Logistics Management	Bachelor Degree in Industrial Management and Logistics;	No
2023/2024	2°	Final Project in Industrial Management and Logistics	Bachelor Degree in Industrial Management and Logistics;	No
2023/2024	2°	Logistics System in Healthcare Organizations	Post Graduation Program in Health Services Management;	Yes
2023/2024	2°	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2023/2024	2°	Logistics and E-Fulfilment		Yes
2023/2024	1°	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2023/2024	1°	Logistics Management	Bachelor Degree in Industrial Management and Logistics;	No
2022/2023	2°	Logistics System in Healthcare Organizations	Post Graduation Program in Health Services Management;	No
2022/2023	2°	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2022/2023	2°	Logistics and E-Fulfilment		No
2022/2023	1°	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2022/2023	1°	Logistics Management	Bachelor Degree in Industrial Management and Logistics;	No

2021/2022	2º	Logistics System in Healthcare Organizations	Post Graduation Program in Health Services Management;	No
2021/2022	2º	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2021/2022	2º	Logistics and E-Fulfilment		No
2021/2022	1º	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2021/2022	1º	Logistics Management	Bachelor Degree in Industrial Management and Logistics;	No
2020/2021	2º	Logistics System in Healthcare Organizations	Post Graduation Program in Health Services Management;	No
2020/2021	2º	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2020/2021	2º	Logistics and E-Fulfilment		No
2020/2021	1º	Gestão Logística E De Compras	Other programme in Applied Online Post Graduate Logistics and Supply Chain Management;	Yes
2020/2021	1º	Logistics Management	Bachelor Degree in Industrial Management and Logistics;	No
2019/2020	2º	Logistics System in Healthcare Organizations	Post Graduation Program in Health Services Management;	No
2019/2020	2º	Logistics and E-Fulfilment		No
2019/2020	1º	Logistics Management	Bachelor Degree in Industrial Management and Logistics;	No

## Supervisions

### • M.Sc. Dissertations

#### - Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Francisca Celorico Vaz	Improve the reliability of clinical consumables stock management in the central warehouse and advanced points at Lusíadas Hospital.	--	Developing	Iscte

2	Martim Pereira da Silva Teixeira Diniz	How to increase productivity in both retail and warehouse operations through the application of retail store layout principles to an SAP EWM warehouse	--	Developing	Iscte
3	Sofia dos Santos Gaspar	Monitoring and evaluation of the current process for managing drug shortages, with proposals for improvement and optimization.	--	Developing	Iscte
4	Mariana Gomes de Oliveira	Development of a Dynamic Dock Assignment Model for a Warehouse Inbound Process: The Worten Case	--	Developing	Iscte
5	Inês Pereira Policarpo	Otimização do stock à consignação residente do fornecedor na CUF Tejo	--	Developing	Iscte
6	Rodrigo Melo Branco Pires	Desenho das especificações funcionais de uma aplicação para gestão do processo de aquisição equipamentos clínicos para a CUF - Hospitais e Clínicas	--	Developing	Iscte
7	Maria Francisca Pinto Duarte Maia Rosa	Impact of dry ports scarcity on the operational management of maritime ports in Portugal	--	Developing	Iscte
8	Ana Carolina Gonçalves Abadesso	Optimization in Warehouse Management: The case of a Pharmaceutical Company	--	Developing	Iscte
9	Maria Inês Ferreira de Morais Mendes	Optimization of the procurement process for reagents at JCS	--	Developing	Iscte
10	Ana Margarida Gabriel Marques	Transformação Digital e Supply Chain: A perceção das empresas em Portugal.	--	Developing	Iscte

#### - Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	António Pedro Catrau Pires da Silva	Artificial Intelligence in SME Warehousing in Portugal: Tools, Benefits, and a Framework for Implementation	English	Iscte	2025
2	Inês Costa Santos	The impact of Collaborative Logistics on the development of the Circular Economy - Pooling de paletes	Portuguese	Iscte	2025

3	Andreza Vaniria Benchimol Domingues	Analysis of Customer Relationship Management Needs in a B2B Pharmaceutical Company	English	Iscte	2025
4	Joana Avó Bilro Brás Custódio	Development of a reporting automation tool for the management of supply flow for the J&J Medtech portfolio	Portuguese	Iscte	2025
5	José Francisco Ferreira Lopes	Management of passengers & luggage flows: The impact in total time spent in airports	English	Iscte	2022
6	Maria de Jesus da Silva Marques de Abreu	Post Covid-19 Supply Chain: From theory to practice	Portuguese	Iscte	2022
7	João Carlos German da Silva	THE EVALUATION OF ORGANIZATIONAL COMMITMENT IN THE IMPLEMENTATION OF A SHARED SERVICES CENTER	Portuguese	Iscte	2021

## • M.Sc. Final Projects

### - Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Mariana Farinha de Lima	The impact of the Kaizen methodology on warehousing logistics at D. Estefânia Hospital	Portuguese	Iscte	2025
2	Ana Rita Silva Mata	Process Optimization in the Pediatric Emergency Department of a Private Hospital in Lisbon	Portuguese	Iscte	2025
3	Mariana Santos Pinheiro	Improving Distribution Routes at Lusíadas Saúde	English	Iscte	2025
4	Ana Catarina Taveira Antunes	Operational feasibility study for the centralization of plasma stock at the Portuguese Institute of Blood and Transplantation (IPST)	Portuguese	Iscte	2025
5	Joana Pires Serrano da Silva Pendão	Implementing Material Master Data Management within SAP EWM - A Case Study	English	Iscte	2025
6	João Monteiro de Carvalho Pais de Vasconcelos	Impact of Stock Management Optimization through Machine Learning and Artificial Intelligence tools: A case study at Pernod Ricard Portugal	English	Iscte	2025
7	Raquel Filipe Canastreiro de Almeida	Warehouse processes improvement: The case of a pharmaceutical factory	English	Iscte	2025
8	Gonçalo Almeida Arneiro	The impact of implementing warehouse management system on the operational control of logistics processes and increased productivity in the company Air Liquide	--	Iscte	2024

9	Pedro Alexandre Santarem Rijo	The transition from diesel to electric trucks at Maersk in Portugal	Portuguese	Iscte	2023
10	Diogo Filipe de Mesquita	Logistical processes optimization through technology - reengineering of logistical processes in food and beverage vending area, in order to increase efficiency and productivity;	Portuguese	Iscte	2023
11	Miguel Guilherme Venâncio de Castro Lapa e Costa	Warehouse Logistics Optimization at kencko	English	Iscte	2022
12	Orlando Humberto da Silva Nunes	Fleet sustainability in a freight company - The TNB Expresso case	Portuguese	Iscte	2022
13	Cristina Rute Pita Cardoso	Study of operational solution for centralizing the sterilization process of medical devices in the operating room	Portuguese	Iscte	2022
14	Ana Rita Rios de Sousa	Production Capacity Increase Planning and Strategy , the case study of Wingsys	English	Iscte	2021
15	Rodrigo Esteban Teles	DEVELOPMENT OF A TOOL TO SUPPORT THE HUMAN RESOURCE ALLOCATION PROCESS IN THE DISTRIBUTION CENTER OF FNAC PORTUGAL	Portuguese	Iscte	2018