

## QMOD 2016: Final Program

21 <sup>st</sup> September 2016, Wednesday							
12:00-17:00	QMOD-ICQSS Registration, Conference Centre						
12:30-13:30	Light Lunch						
13:30-14:00	<p><b>Room 1:</b></p> <p style="text-align: center;"><b>Conference Opening</b></p> <p><b>Jens J. Dahlgaard</b>, Prof., Conference Founder, General Chair, Linköping University, Sweden  <b>Su Mi Dahlgaard-Park</b>, Prof., Conference Founder, General Chair, Lund University, Sweden  <b>Mario Panizza</b>, Prof., Rector, University of Roma Tre, Italy  <b>Maria Francesca Renzi</b>, Prof., Local Chair Deputy Rector, University of Roma Tre, Italy  <b>Bruno Notarnicola</b>, Prof., AISME Chairman, Italy</p>						
14:00-15:00	<p><b>Room 1:</b></p> <p style="text-align: center;"><b>Plenary Session 1</b>  <i>"New perspective of Quality Innovation"</i></p> <p style="text-align: center;"><b>Sung Hyun Park, Professor</b>            President, Social Responsibility &amp; Management Quality Institute, South Korea  <b>Marianna Sigala, Professor</b>            Co-Editor of Journal of Service Theory and Practice, University of South Australia</p>						
15:00-15:30	Coffee Break						
15:30-17:00	<i>Room 2</i>	<i>Room 6</i>	<i>Room 7</i>	<i>Room 18</i>	<i>Room 19</i>	<i>Room 20</i>	<i>Room 21</i>
Parallel Sessions 1	Sustainability, Quality and Innovation I (JCP session)	Quality Management Systems I	Motivation, Continuous Improvement, Satisfaction I	Service Quality I	Leadership, Sustainability, HRM I	Impacts of Quality Approaches/Technology	Lean & Business Excellence
17:30-20:00	Welcome Reception						

22 <sup>nd</sup> September 2016, Thursday							
9:30-11:00	<p><b>Room 1:</b></p> <p style="text-align: center;"><b>Plenary Session 2</b>  <i>"The success of «Made in Italy»: global challenges and constraints"</i></p> <p style="text-align: center;"><b>Marco Frey, Professor</b>            Sustainability Management Research Group, Sant'Anna School, Pisa, Italy  <b>Gianluca Brozzetti, CEO</b>            CEO Buccellati Group (Luxury Sector), Milan  <b>Giorgio Marini, Manager</b>            Operational Excellence Division of ABOCA SpA</p>						
11:00-11:30	Coffee Break						
11:30-13:00	<i>Room 2</i>	<i>Room 6</i>	<i>Room 7</i>	<i>Room 18</i>	<i>Room 19</i>	<i>Room 20</i>	<i>Room 21</i>
Parallel Sessions 2	Sustainability, Quality and Innovation II (JCP session)	Quality Management Systems II	Motivation, Continuous Improvement, Satisfaction II	Service Quality II	Quality Theories, Methods, Tools I	Quality in Higher Education I	Service & Product Innovation I

13:00-14:00	<b>Lunch</b>						
14:00-15:30 <b>Parallel Sessions 3</b>	<i>Room 2</i> Sustainability, Quality and Innovation III (JCP session)	<i>Room 6</i> Quality Management Systems III	<i>Room 7</i> Motivation, Continuous Improvement Satisfaction III	<i>Room 18</i> Service Quality III	<i>Room 19</i> Quality Theories, Methods, Tools II	<i>Room 20</i> Quality in Higher Education II	<i>Room 21</i> Service & Product Innovation II
15:30-16:00	<b>Coffee Break</b>						
16:00-17:45 <b>Parallel Sessions 4</b>	<i>Room 2</i> Sustainability, Quality and Innovation IV (JCP session)	<i>Room 6</i> Reliability and Operations Management I	<i>Room 7</i> Sustainability, CSR, Complaint Management I	<i>Room 18</i> Service Quality IV	<i>Room 19</i> Quality Theories, Methods and Tools III	<i>Room 20</i> Quality in Higher Education III	<i>Room 21</i> Service & Product Innovation III
20:00-24:00	<b>Gala Dinner</b>						

<b>23<sup>rd</sup> September 2016, Friday</b>							
9:30-11:00	<b>Room 1:</b>  <b>Plenary Session 3</b> <i>"Building a Culture of Sustainability: Drivers and Constrains"</i>  <b>Rodrigo Lozano, Ass. Professor</b> Editor-in-Chief of the Journal of Cleaner Production the Copernicus Institute of Sustainable Development, Utrecht University <b>Bo Edvardsson, Professor</b> Director CTF-Service Research Center, vice Rector, Karlstad University Sweden <b>Luca Ruini, Vice President</b> Health, Safety, Environment & Energy, Barilla G.R.F.lli						
11:00-11:30	<b>Coffee Break</b>						
11:30-13:00 <b>Parallel Sessions 5</b>	<i>Room 2</i> Sustainability, Quality and Innovation V (JCP session)	<i>Room 6</i> Reliability and Operations Management II	<i>Room 7</i> Sustainability, CSR, Complaint M. II	<i>Room 18</i> Healthcare I	<i>Room 19</i> Quality of life, Quality of work	<i>Room 20</i> Service & Product Innovation IV	<i>Room 20</i> Quality M. Framework R&D, NPD, Strategy
13:00-14:00	<b>Lunch</b>						
14:00-15:30 <b>Parallel Sessions 6</b>	<i>Room 2</i> Management Systems and Integration	<i>Room 6</i> Quality Culture	<i>Room 7</i> Healthcare II	<i>Room 18</i> Six Sigma			
15:30-16:00	<b>Coffee Break</b>						
16:00-17:00 <b>Closing Session</b>	<b>Room 1:</b>  <b>Best paper Awards and QMOD 2017 Announcement</b>						

**21<sup>st</sup> September 2016, Wednesday (12:00-17:00)**

**13:30-14:00 - Room 1: Conference Opening**

**Jens J. Dahlgaard**, Prof., Conference Founder, General Chair, Linköping University, Sweden  
**Su Mi Dahlgaard-Park**, Prof., Conference Founder, General Chair, Lund University, Sweden  
**Mario Panizza**, Prof., Rector, University of Roma Tre, Italy  
**Maria Francesca Renzi**, Prof., Local Chair, Deputy Rector, University of Roma Tre, Italy  
**Bruno Notarnicola**, Prof., AISME Chairman, Italy

**14:00-15:00 - Room 1: Plenary Session 1 "New perspectives of Quality Innovation"**

**Session Chair: Prof. Su Mi Dahlgaard-Park**, Lund University, Sweden

**Sung Hyun Park, Prof.** President,  
 Social Responsibility & Management Quality Institute, Korea

**Marianna Sigala, Prof.**  
 Co-Editor of Journal of Service Theory and Practice, University of South Australia

**15:00-15:30 Coffee Break**

<b>15:30-17:00</b>		<b>Parallel Sessions 1</b>	
<b>1.1 Room 2: Sustainability, Quality and Innovation I (15:30 – 17:00)</b>			
<b>Session Chair: Prof. Su Mi Dahlgaard-Park, Sweden &amp; Prof. Roberta Salomone, Italy</b>			
Franco Maria Barbini, Michela Marchiori, Italy		To integrate different management systems or to develop one integrated management system? Insights from the Italian waste management companies	
Roberta Guglielmetti Mugion, Martina Toni, Hendry Raharjo, Laura Di Pietro, Samuel Petros Sebhatu, Italy		Linkage between urban public transport quality and sustainable mobility	
Mikael Johnson, Asa Ronnback, Bo Enquist, Sweden		Business Excellence Models that Sustain and Innovate Business	
Samuel Petros Sebhatu, Bo Enquist, Sweden		ISO 26000 and Beyond	
<b>1.2 Room 6: Quality Management Systems I (15:30 – 17:00)</b>			
<b>Session Chair: Prof. Adam Hamrol, Poland</b>			
Cecilia Silvestri, Alessandro Ruggieri, Michela Piccarozzi, Alessandra Stefanoni, Italy		The relationship between motivation and competitive advantage in accredited ISO 9001:2008 firms. A case study	
Jan Lenning, Ida Gremyr, Sweden		Turning internal audits into business audits that drive business relevant improvements	
Patricia Moura e Sa, Rui Lourenco, Susana Bras Veloso, Portugal		Linking performance evaluation systems to quality assessment models: the case of the Portuguese directorates-generals	
Hartmut Holzmüller, Sandra Klute Wenig, Svenja Rebsch, Robert Refflinghaus, Germany		Improving the Selection of International Distribution Partners by Using Quality Management Methods	
<b>1.3 Room 7 : Motivation, Continuous Improvement, Satisfaction I (15:30 – 17:00)</b>			
<b>Session Chair: Associate Prof. Louise Boulter, UK</b>			
Francesca Simeoni, Marta Maria Ugolini, Fabio Cassia, Italy		Using tourist survey data to plan the rejuvenation of a tourism destination. The case of Sirmione	

Graziela Dos Santos Bento, Caroline Milbratz Thaise, Barbara K. Volles, Daniela Ferrari, Gerson Tontini, Brazil	The Critical Incident Technique (CIT) and Penalty-Reward Contrast Analysis (PRCA) applied to online reviews on TripAdvisor: Evaluation of satisfaction of hotel customers
Marta Grabowska, Anna Kasperek, Aleksandra Socha, Poland	Customer satisfaction survey of rail passenger services
Federica Murmura, Laura Bravi, Savino Tamburiello, Italy	Service quality in fitness centers: perception and propensity to use of the young Italians

#### **1.4 Room 18: Service Quality I (15:30 – 17:00)**

##### **Session Chair: Prof. Michael Brusch, Germany**

Zhen He, Yang Xiaoxi, Zhang Min, Zhang Guohua, China	Measuring Service Quality in Telematics Service: Development and Validation of Multidimensional TeleSevQ Scale
Bonnie Poksinska Bozena, Peter Cronemyr, Sweden	Measuring quality in elderly care: Possibilities and Limitations of the Vignette Method
Maria Gianni, Katerina Gotzamani, George Tsiotras, Greece	Multiple perspectives on integrated management systems and corporate sustainability performance
Chi-Kuang Chen, Lidia Reyes, Taiwan	A Quality Management Approach to Guide the Executive Management Team through Product/Service Innovation Process

#### **1.5 Room 19: Leadership, Sustainability, HRM I (15:30 – 17:00)**

##### **Session Chair: Prof. Stefan Lagrosen, Sweden**

Terje Slåtten, Gudbrand Lien, Arne Fredheim, Marius Tuverud Gangnes, Norway	Enabling Relationship Learning in Intrafirm Professional Service Teams
Pasquale Vetta, Italy	Community Investment initiatives: a practical study on their thematic and geographical distribution in the Oil & Gas sector
George Nisha, Aamna Ashraf, Hamza Zubaid Malik, Syed Usman Shahid, Pakistan	Factors Affecting Leadership Style in Academia

#### **1.6 Room 20: Impacts of quality Approaches, IT Technology (15:30 – 17:00)**

##### **Session Chair: Prof. Ilias Santouridis, Greece**

Gilberto Santos, Enrique Mandado, Portugal	Technological and Quality Differences between North and South European Countries
Christian Esser, Robert Refflinghaus, Germany	Requirements validation using virtual prototypes to optimize product quality
Yonghee Kim, Youngju Park, Jeongil Choi, South Korea	A Study on Adoption of IoT Smart Home Service: Based on Value-Based Adoption Model
Danish Rizwan Qaiser, Ramzan Muhammad, Pakistan	The Impact of Service Quality and Service Value on Customer Satisfaction through Customer bonding: An Evidence from telecommunication Sector

#### **1.7 Room 21: Lean & Business Excellence (15:30 – 17:00)**

##### **Session Chair: Prof. Angelos Pantouvakis, Greece**

Mia Ljungblom, Sweden	Business Excellence with Customer Service in World Class – A Swedish Case Study of Lean in a Supermarket
Christopher D. Milner, Christine Welch, UK	Towards Organizational Excellence - An Interactive Framework for Sustaining a Culture of Continuous Improvement
Manuel Suarez Barrasa, Francisco Rodríguez-González, Karla María	A Kaizen approach for Public Health Care: A qualitative study in México

Alvarado Ramírez, Mexico	
Decheng Wen, Xiao Chen, Xiaojing Sun, China	The Impact of Government Brand-Building Promotion on Enterprise Financial Performance: Evidence from China

**17:30 - 20:00 WELCOME RECEPTION: Basilica of St. Paul outside the Walls**

**22<sup>nd</sup> September 2016, Thursday (09:30-17:45)**

**09:30-11:00 - Room 1: Plenary Session 2** *"The success of «Made in Italy»: global challenges and constraints"*

**Session Chair: Prof. Jens J. Dahlgaard-Park**, Linköping University, Sweden

**Marco Frey, Professor,**

Sustainability Management Research Group, Sant'Anna School, Pisa, Italy

**Gianluca Brozzetti, CEO,**

CEO Buccellati Group (Luxury Sector), Milan

**Giorgio Marini, Manager,**

Operational Excellence Division of ABOCA SpA

**11:00-11:30 Coffee Break**

**11:30-13:00**

**Parallel Sessions 2**

**2.1 Room 2: Sustainability, Quality and Innovation II (11:30-13:00)**

**Session Chair: Prof. Jens Jorn Dahlgaard, Sweden & Prof. Bostjan Gomiscek, Dubai**

Michael Brusch, Katrin Baumert, Paula Kastner, Germany	Product Development Based on Design Attributes: An Empirical Analysis of Perceptions and Influences
Vera Amicarelli, Giovanni La Gioia, Italy	Recycling aluminum: a key factor towards new metal industry circular economy
Marta Ormazabal, Vanessa Prieto-Sandoval, Carmen Jaca, Spain	Spanish SMEs Sustainability: Challenges and opportunities of the Circular Economy
Gilberto Santos & Enrique Mandado, Portugal	Conception of integrated model of products generation and technology management process, namely for application in Southern European Countries

**2.2 Room 6: Quality Management Systems II (11:30-13:00)**

**Session Chair: Prof. Chi-Kuang Chen, Taiwan**

Piotr Rogala, Poland	Some ethics-related problems in internal quality auditing
Kanon Ruamchat, Natcha Thawesaengkulthai, Chaipong Pongpanich, Thailand	Integration framework of ISO 9001:2015 and Joint Inspection Group (JIG) standard for improving aviation fuel quality management
Christoffer Rybski, Roland J Jochem, Laura Homma, Germany	Empirical Study on Status of Preparation for ISO 9001:2015
Inga Lapina, Majia Kavosa, Karlis Brinkis, Latvia	The Evaluation of Certification in the Field of Energy Construction in Latvia

**2.3 Room 7: Motivation, Continuous Improvement, Satisfaction II (11:30-13:00)**

**Session Chair: Prof. Gerson Tontini, Brazil**

Torben Hansen, Lars Grønholdt, Anne Martensen, Alexander Jossiassen, Denmark	Trust in customer satisfaction formation: A study of retail banking in two national markets
Roberta Guglielmetti Mugion, Hendry Raharjo, Laura Di Pietro, Martina Toni,	Exploring the role of trust in e-tourism services

Italy	
Eleni Koutsothanassi, Nancy Bouranta, Evangelos Psomas, Greece	The relationship between Service Features and Customer Loyalty in the Greek Banking Sector
Patricia Moura e Sa, Marlene Paula Castro Amorim, Portugal	A typology of customer-to-customer interaction and its implications for excellence in service provision

#### 2.4 Room 18: Service Quality II (11:30-13:00)

##### Session Chair: Prof. Maria Claudia Lucchetti, Italy

Angelos Pantouvakis, Maria Karakasnaki, Greece	Exploring the role of the human talent in the Total Quality Management – Performance relationship
A. Lleo, E. Viles, Spain D. Jurburg, Uruguay	Strengthening employees' commitment to continuous improvement through middle managers' behaviours
Jeeradist Thongchai, Thailand	Airline service quality improvement with the beyond passengers' expectation implementation
Stefan Peplowsky, Christian Richter, Sebastian Jacobitz, Ralph Woll, Germany	Individuality - a challenge for production and quality

#### 2.5 Room 19: Quality Theories, Methods and Tools I (11:30-13:00)

##### Session Chair: Prof. Sung Hyun Park, South Korea

Ilias Santouridis, Androniki Vekari, Greece	Impact of CRM practices on Customer Satisfaction and the mediating role of Relationship Quality: Case of Greek mobile telephony market
Flaminia Musella, Roberta Guglielmetti Mugion, Laura Di Pietro, Italy Hendry Raharjo, Sweden	Reconciling internal and external satisfaction through probabilistic graphical models: an empirical study
Gábor Árva, Tamás Jónás, Hungary	Application of fuzzy inference systems built from data for quality and service management purpose
Wan Seon Shin, Boong Soon Hwang, South Korea	Designing Quality Scorecard System Based on Cost of Quality (COQ)

#### 2.6 Room 20: Quality in Higher Education I (11:30-13:00)

##### Session Chair: Associate Prof. Kristen Snyder, Sweden

Bálint Bedzsula, János Kövesi, Hungary	Feedback of student course evaluation measurements to the budgeting process of a faculty - a case study
Rita Csőke, Zsuzsanna Eszter Tóth, Hungary	"Better than what?" The evolution of service quality concept in higher education
Zsuzsanna Eszter Tóth, Gábor Árva, Andor György, Hungary	Peer review of teaching at Budapest University of Technology and Economics - Faculty of Economic and Social Sciences
Rita Csőke, Zsuzsanna Eszter Tóth, Hungary	"Whose life is it, anyway?" Student strategies reflecting changes in Hungarian higher education

#### 2.7 Room 21: Service & Product Innovation I (11:30-13:00)

##### Session Chair: Prof. Gilberto Santos, Portugal

Tomislav Baković, Ines Dužević, Josip Mikulić, Croatia	Identifying key components of radical innovation culture and their impact on product innovativeness
Kana Sugimoto, Shin'ya Nagasawa, Japan	Applying luxury strategy to brands in different segments: A case study and implications of Chanel
Elisabetta Savelli, Federica Murmura, Laura Bravi, Lolita Liberatore, Nicola Casolani, Italy	Food habits and attitudes towards food quality among young people

Lucio Cappelli, Fabrizio D'Ascenzo, Luisa Natale, Francesca Rossetti, Roberto Ruggeri, Domenico Vistocco, Italy	Consumer attitude towards the products "Made in Italy". An empirical investigation
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### 13:00-14:00 Lunch

<b>14:00-15:30</b>	<b>Parallel Sessions 3</b>
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#### 3.1 Room 2: Sustainability, Quality and Innovation III (14:00-15:30)

**Session Chair: Prof. Marco Frey, Italy & Prof. Roberta Salomone, Italy**

Alfonso Hernandez-Vivanco, P. Cruz-Cázares, M. Bernardo, Spain	Quality Innovation, Innovation Quality and Integration of Management Systems for pursuing sustainability
Angelos Pantouvakis, Maria Karakasni, Greece	The moderating effect of human talent on quality systems and pursue of excellence: evidence from the transport companies
Gianni Maria, Katerina Gotzamani, George Tsiotras, Greece	Integrated management systems, corporate sustainability and innovation
Flevy Lasrado, Dubai, Arif Mail, UK	Green Involvement in Workplace: A Strategy for Quality Green Involvement From UAEs Organizations Perspective
Federica Murmura, Lolita Liberatore, Laura Bravi, Nicola Casolani, Italy	Evaluation of Italian companies' perception about ISO 14001 and EMAS III: motivations, benefits and barriers

#### 3.2 Room 6: Quality Management Systems III (14:00-15:30)

**Session Chair: Prof. Ralf Woll, Germany**

Juhani Antilla, Kari Jussila, Finland	ISO 9001:2015 – A questionable reform. What should the implementing organizations understand and do?
Louise Boulter, Rochus Troger, Marcus Long, UK	Ensuring, Assuring & Insuring Responsible Business Practices: ISO 9001:2015
Masaaki Kaneko, Yoshinori Lizuka, Japan	A Strategic Approach to Quality Management System Design for Sustained Success
Piotr Kafel, Alexandra Simon, Poland	The reasons for decertification of ISO 9001. Financial aspects

#### 3.3 Room 7: Motivation, Continuous Improvement, Satisfaction III (14:00-15:30)

**Session Chair: Associate Professor Anne Martensen, Denmark**

Maria Fredriksson, Anette Oxenswärdh, Sweden	Learning sustainability in Organizational Context
Michela Marchiori, Lucia Marchegiani, Costanza Nosi, Italy	"Involve me, I'll understand: The importance of reasonable accommodation and communication in the employment of people with intellectual disabilities in hotels."
Nadine Schlüter, Benedikt Sommerhoff, Germany	Development of a Sustainable Job Clustering Model for Quality Professions
Stefan Peplowsky, Louis Pueschel, Ralph Woll, Germany	What customers want? - Development of a software-based method to evaluate subjective requirement on the example of motorcycles

#### 3.4 Room 18: Service Quality III (14:00-15:30)

**Session Chair: Prof. Håkan Wiklund, Sweden**

Anttila Juhani, Kari Jussila, Finland	The world, me and quality. Conceptualization of the fundamental concepts of
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	quality
Amna Javed, Youji Kohda, Hisashi Masuda, Japan	Value Propositions for Cascading Service Transactions. A Case Study of Islamic Banking
Hana Pakaiova, Stefan Markulik, Anna Nagyova, Slovakia	Risk Management as a Common Aspect of Management Systems
Johan Lilja, David Hansen, Daniel Richardsson, Johan Fredrikson, Sweden	Is Innovation the Future of Quality Management? Searching for signs of quality and innovation management merging in current practices and concepts

### 3.5 Room 19: Quality Theories, Methods and Tools II (14:00-15:30)

#### Session Chair: Prof. Robert Refflinghaus, Germany

Manuel F.Suárez-Barraza, Mexico	Kaizen in Public Service. A case study in a Public Environmental Organization in Mexico
Pernilla Ingelsson, Therese Kahm, Sweden	Lean from first-line managers' perspective – assuredness about the effects of Lean as a driving force for sustainable change.
Evangelos Psomas, Mary Tasiou, Fotis Vouzas, Greece	Assessing Lean adoption in public service organizations. Evidence from Greece
Chang Wook Kang, Muhammad Babar Ramzan, South Korea	Statistical Approach for Evaluation of Quality Inspection Skill

### 3.6 Room 20: Quality in Higher Education II (14:00-15:30)

#### Session Chair: Prof. Inga Lapina, Latvia

Anette Oxenswärdh, Sweden	Teachers' Collective learning for more reliable assessment
Ingrid Tano, Liselott Lyck, Sweden	Building Quality Culture in Higher Education
Stefan Lagrosen, Sweden	Quality through accreditation
Bo Bergman, Sweden	Quality challenges of a university: Knowledge triangle in practice

### 3.7 Room 21: Service & Product Innovation II (14:00-15:30)

#### Session Chair: Prof. Zhen He, China

Martina Toni, Giovanni Mattia, Maria Francesca Renzi, Italy	What makes the Sharing Economy a disruptive innovation? An analysis of users' perceptions in the accommodation sector
Serena Flammini, Ilaria Massa, Giuseppe Campagna, Olimpia Martucci, Gabriella Arcese, Maria Claudia Lucchetti, Italy	Innovative Platforms in the Telecommunication Industry: a Value Creation Perspective in a Large Corporation
Carolina Camén, Helene Lidestam, Sweden	Do contracts restrict service innovations?
Hannes Göbel, Sweden, Xavier Leal, UK	Designing Platforms Leveraging Service Innovation

**15:30-16:00 Coffee Break**

**16:00-17:45**

**Parallel Sessions 4**

#### 4.1 Room 2: Sustainability, Quality and Innovation IV (16:00-17:45)

**Session Chair: Prof. Maria Francesca Renzi, Italy & Prof. Su Mi Dahlgaard-Park, Sweden**

Emilia Lomonaca, Barbara Cafarelli, Caterina Tricase, Italy	Analysis of consumers' perception of quality and sustainability of the organic food products
António Ramos Pires, María de la Cruz del Río Rama, Margarida Saraiva, José Álvarez García, Spain	Environmental Management Systems: Impact of Motivation and Barriers on the Perceived Benefits
Bruno Notarnicola, Giuseppe Tassielli, Pietro Renzulli, Gabriella Arcese, Rosa Di Capua, Italy	Environmental And Economic Life Cycle Assessment of cherry Production In Southern Italy
Carmen Jaca, Vanessa Prieto, Olaia Etxeberria, Marta Ormazabal, Spain	Consumer organizations for sustainability awareness
Giovanni Mondello, Roberta Salomone, Elena Neri, Nicoletta Patrizi, Simone Bastianoni, Francesco Lanuzza, Italy	Environmental impact of Tuscan "Pecorino" cheese: using Life Cycle Assessment for planning continuous improvement strategies in a sustainability perspective

#### 4.2 Room 6: Reliability and Operations management I (16:00-17:45)

**Session Chair: Prof. Chang Wook Kang, South Korea**

Dai Anshu, He Shuguan, Zhen He, China	Field reliability modeling based on two-dimensional warranty data with censoring times
Yoo-Jung Kim, Jong-Un Won, Sang Chan Park, South Korea	Application of IoT for the Maintaining Rolling Stocks
Robin Tuertmann, Bjorn Falk, Robert Schmitt, Henrik Gloeckner, Germany	Conceptual Modelling of the Failure Management Process in the Production Industry
Adnan Aktepe, Ali Uslu, Süleyman ERSÖZc, Turkey	Location selection for post-disaster service supply with fuzzy hybrid multi-criteria decision making models

#### 4.3 Room 7: Sustainability, CSR, Complaint M. I (16:00-17:45)

**Session Chair: Associate Prof. Zsuzsanna Eszter Tóth, Hungary**

Tatiana Salimova, Yulia Palkina, Ludmila Birukova, Natalia Vatulkina, Russian Federation	Focus on sustainability and stakeholders in management practices: exploiting potential of self-assessment
Enrico Massaroni, Alessandra Cozzolino, Ewa Wankowicz, Italy	Cross-collaborative supply chains: How logistics services contribute to social responsibility
Gavino Balata, Giovanni Mandras, Alessio Tola, Giovanni M. Ruggiu, Italy	Sustainability certification and hospitality management. An enquiry on the Sardinian coastal hotels' approach and criticalities towards the EU Ecolabel Certification
Giovanni Mondello, Elena Nori, Roberta Salomone, Nicoletta Patrizi, Simone Bastianone, Francesco Lanuzza, Italy	The environmental burden of cheese production: an LCA study of Tuscan "Pecorino"

#### 4.4 Room 18: Service Quality IV (16:00-17:45)

**Session Chair: Associate Prof. Ingela Bäckström, Sweden**

Milan Delić, Bojana Milić, Uglješa Marjanović, Srđan Vulcanović, Dragoljub Šević, Serbia	Fostering learning organization through authentic leadership and employees' affective commitment
Kristina Zgodavova, P. Palfy, Andrea Sütöová, Slovakia	Quality Culture: Insight into International Organizations in Slovakia
Apostolos Rafailidis, Panagiotis	The mediating role of quality on the relationship between organizational

Trivellas, Panagiotis Polychroniou, Greece	culture, ambidexterity and innovation performance
Muhammad Asif, Saudi Arabia Muhammad Usman Awan, Pakistan	Exploring the Antecedents of Ambidexterity: A Taxonomic Approach

#### 4.5 Room 19: Quality Theories, Methods and Tools III (16:00-17:45)

##### Session Chair: Prof. Lars Grønholdt, Denmark

Peter Cronemyr, Ingela Backstrom, Asa Ronnback, Sweden	A tool for measuring Quality Culture
Promptorn Wangwacharakul, Bonnie Poksinska, Sweden	Using Anchoring Vignettes for Studying Quality Management in an International Settings
Raine Isaksson, Sweden	TQM from theory to practice. The ideal knowledge transfer process
Flevy Lasrado, Boštjan Gomišček, Dubai	Steps on the way to Business Excellence: Experience of UAE Organizations

#### 4.6 Room 20: Quality in Higher Education III (16:00-17:45)

##### Session Chair: Prof. Terje Slåtten, Norway

Frederic Marimon, Marta Mas-Machuca, Jasmina Berbegal-Mirabent, Joseph Ilach, Spain	Assessing the overall perceived quality of the undergraduate students
Anita Straujuma, Inga Lapina, Elina Sarkane, Modris Ozolins, Latvia Stensaker Bjørn, Norway	The role of Regulatory Compliance Governance in Strategic Management of Higher Education and Research Institutions
Bálint Bedzsula, János Kövesi, Hungary	Improving talent management at Budapest University of Technology and Economics
Saliha Anwar, Mohammad Usman Awan, Pakistan	Development of Service Quality Scale: Online Higher Education

#### 4.7 Room 21: Service & Product Innovation III (16:00-17:45)

##### Session Chair: Prof. Heejun Park, South Korea

Kristen Snyder, Christer Hedlund, Pernilla Ingelsson, Ingela Backstrom, Sweden	Storytelling as a co-creative process to build cultures of quality, innovation and sustainability
Ola Pilerot, Hannes Gobel, Sweden	Designing a Digital Service Platform in Context – What matters?
Kristina Zgodavova, Andrea Sütoová, Slovakia	Understanding Quality Assurance in Open Innovation Environment
Beatrice Monique Rich, Christine Goldmann, Ralf Woll, Germany	Product Audits - Why we don't ask the customers?

**19:30 - 24:00 GALA DINNER: Open Colonna**

**23<sup>rd</sup> September 2016, Friday (09:30-17:00)**

**09:30-11:00 - Room 1: Plenary Session 3 "Building a culture of sustainability: drivers and constrains"**

**Session Chair: Prof. Bruno Notarnicola, AISME Chairman, Italy**

**Rodrigo Lozano, Ass. Prof.,**

Copernicus Institute of Sustainable Development, Utrecht Univ., Belgium

**Bo Edvardsson, Prof.,**

Director CTF-Service Research Center, vice Rector, Karlstad University, Sweden

**Luca Ruini, Vice President,**

Health, Safety, Environment & Energy, Barilla G.R.F.Ili

**11:00-11:30 Coffee Break**

<b>11:30-13:00</b>	<b>Parallel Sessions 5</b>
<b>5.1 Room 2: Sustainability, Quality and Innovation V (11:30-13:00)</b>	
<b>Session Chair: Prof. Su Mi Dahlgard-Park, Sweden &amp; Prof. Maria Francesca Renzi, Italy</b>	
Eleanor Doyle, Stephen McCarthy, Damien McGovern, Irland	A Quality-based Pathway to Sustainability – One Route via Compliance-Innovation
Juhani Anttila, Kari Jussila, Finland	Striving for benefits of sustainability from the interactivity of quality and innovation
Alessandra Cozzolino, Ewa Wankowicz, Enrico Massaroni, Italy	Logistics service providers' good practices for sustainable supply chain management. An empirical study on the adoption of the fourth generation of sustainability reporting guidelines
Raine Isaksson, Sweden	A Framework for Process Based System Change towards Sustainable Development
<b>5.2 Room 6: Reliability and Operations management II (11:30-13:00)</b>	
<b>Session Chair: Prof. Bo Bergman, Sweden</b>	
Melda Bagsasi, Adnan Aktepe, Suleyman ERSÖZc, Turkey	Fuzzy Optimistic and Pesimistic Evaluation Model in Quality Function Deployment (QFD) and Applicaton
Robin Tuertmann, Maximilian Ruessmann, Malte Schroeder, Alexander Linder, Robert Schmitt, Germany	Failure Management as a Service in the Production Industry
Lv Jie, Wen Decheng, China	Study on the process capability index and control chart of the skew-normal distribution: Based on the tail distribution characteristics
Florian Vincent Haase, Adrian Dierl, Anna Sophia Henke, Ralph Woll, Ennes Sarrady, Germany	Development of an experiment for impedance measurement of structured sandwich sheet metals by using a full factorial multi-stage approach
<b>5.3 Room 7: Sustainability, CSR, Complaint M. II (11:30-13:00)</b>	

<b>Session Chair: Associate Prof. Patricia Moura e Sá, Portugal</b>	
Valeria Costantini, Francesco Crespi, Giovanni Marin, Elena Paglialunga, Italy	Eco-innovation, sustainable supply chains and environmental performances in the European Union industries
Raine Isaksson, Rickard Garvare, Gunnar Dahlin, Sweden	The ideal process of engineering education and CDIO
Mariusz Bryke, Adam Hamrol, Beata Starzynska, Poland	Developing Human Lean Green tool as an instrument of measuring a sustainable organization development
Boštjan Gomišček, Flevy Lasrado, Dubai Damjan Maletic, Matjaz Maletic, Slovenia	Organizational Performance of UAE Organizations in the Light of Sustainable Quality Management
<b>5.4 Room 18: Healthcare I (11:30-13:00)</b>	
<b>Session Chair: Associate Prof. Bonnie Poksinska, Sweden</b>	
Annika Nordin, Ann-Christine Andersson, Boel Andersson Gäre, Sweden	Emergent Program theories of a National Quality Register
Rita Dénes, Judit Uzonyi-Kecskés, Tamás Koltai, Hungary	The application of data envelopment analysis in healthcare: performance evaluation of rehabilitation departments in Hungary
Rita Veronika Dénes, Zsuzsanna Eszter Tóth, Hungary	Importance of quality indicators in measuring service quality of healthcare in case of rehabilitation of musculoskeletal diseases
Haizhe Jin, Masahiko Munechika, Masataka Sano, Chisato Kajihara, Masaaki Kaneko, Fu Guo, China	Research on Sustainable Method of Medical Service Quality Based on Error Cases
<b>5.5 Room 19: Quality of Life, Quality of Work (11:30-13:00)</b>	
<b>Session Chair: Associate Professor Christopher D. Milner, UK</b>	
Brillo João, Simon Dolan, Kristine Marin Kawamura, Brazil	Values-based Strategy Coaching Map: A tool for mapping and scorecarding strategic business goals for creating a sustainable innovation culture
Yvonne Lagrosen, Stefan Lagrosen, Sweden	A healthier working life – the importance of work-integrated learning and physical exercise
Insu Cho, Su Mi Dahlgard-Park, Heejun Park, South Korea	The Impacts of Organizational Justice and Psychological Resilience on Employee Commitment to change in M&A context
Pernilla Ingelsson, Ingela Backstrom, Sweden	Monitoring co-worker health and Lean culture development
<b>5.6 Room 20: Service &amp; Product Innovation IV (11:30-13:00)</b>	
<b>Session Chair: Associate Prof. Raine Isaksson, Sweden</b>	
Xavier Leal, UK, Hannes Göbel, Sweden	Barriers Hampering Exchange in the Knowledge Triangle
Ovidiu Bielefeld, Hendrik Dransfeld, Nadine Shlueter, Petra Winzer, Soroush Yazdanmadad, Germany	Development of an innovative Approach for complex, causally determined Failure Chains
Andrea Rocchi, Olimpia Martucci, Italy	SPID: the Italian way for innovation in public administration and open government
<b>5.7 Room 21: Quality Management Frameworks for R&amp;D, NPD and Strategy (11:30-13.00)</b>	
<b>Session Chair: Prof. Bo Edvardsson, Sweden</b>	
Jae Wook Yoon, Korea	Quality Management Frameworks for Research and Development
Cagri Bulut & Secil Pelin Aka, Turkey	New Product Development Success and Strategic Orientations

Sergiu Stefan NICOLAESCU, Horatiu Constantin PALADE, Constantin-Manuel Hila & Claudiu Vasile KIFOR, Romania	Organizational Leadership through effective KPI selection - a strategic KM approach for Automotive R&D centers
Ulrika Harlin & Martina Berglund	Drivers for collaboration systems to increase innovativeness, diversity and future competence provision in industry
Mubashir Uzma, Rafi Ayesha Arooj, Mahmood Hassan Khawar, Baig Ashraf Mirza Musharraf, Sarwar Bilal, Pakistan	Relationship between Gratitude and Quality of Academic Achievement at Postgraduate Level

### 13:00-14:00 Lunch

<b>14:00-15:30 Parallel Sessions 6</b>	
<b>6.1 Room 2: Management Systems and Integration I (14:00-15:30)</b>	
<b>Session Chair: Prof. Decheng Wen, China</b>	
Ren Yingxue, Zhen He, Luning Pieternel, China	Explore challenges in the Chinese food safety control system
Srdan Vulcanovic, Mila Delić, Vladan Radlovački, Bato Kamberović, Ivan Beker, Serbia	Risk based design of integrated management systems
Imants Meiris, Janis Mazais, Inga Lapina, Latvia	Effect of Management System Integration on Company Performance in Energy Industry of Latvia
Madiha Adnan, Muhammad Usman Sarwar, Saima Afzal, Saiqa Raziq, Pakistan	Impact of Quality of Working Life (QWL) on the IT Sector
<b>6.2 Room 6: Quality Culture (14:00-15:30)</b>	
<b>Session Chair: Prof. Kristina Zgodavová, Slovakia</b>	
Ingela Bäckström, Peter Cronemyr, Åsa Rönnbäck, Sweden	What values are included in a Quality Culture? – A theoretical and practical collaboration
Dimitrios Kafetzopoulos, Katerina Gotzamani, Evangelos Psomas, Greece	A Conceptual Framework of Quality Management, Innovation and Business Performance
Inga Lapina, Krista Grike, Latvia	Concept of Organizational Culture: Development and Related Aspects
Naseem M. Rafee Abdulla, Dubai, UAE	An Investigation into the Moderating Role of National Culture in the Relationship Between Corporate Social Responsibility and Service Quality Outcomes: The UAE Experience
<b>6.3 Room 18: Healthcare II (14:00-15:30)</b>	
<b>Session Chair: Prof. Bo Enquist, Sweden</b>	
Xiong Jingjing, He Zhen, Yujia Deng, Min Zhang, China	Quality management practices and their impact on public hospital performance
Dahlin Gunnar, Sweden	Preparations for testing a conceptual model for measuring process maturity in healthcare
Jonas Bostrom, Johan Lilja, Helene Hillborg, Sweden	Cultural Impact of Applying User Involvement for Improving Healthcare Quality
Zuber, M. Shaikh, Alaa Mohammed Al Qaidi, Saudi Arabia	Critical analysis of patient and family education standards in jci accreditation and Cbahi for hospitals
<b>6.4 Room 19: Six Sigma I (14:00-15:30)</b>	

<b>Session Chair: Associate Prof. Peter Cronemyr, Sweden</b>	
Yujia Deng, Zhen He, Jiju Antony, Ka-Yin Chau, China	A comparative study of Critical Success and Failure Factors in Six Sigma implementation: Some evidence from mainland and Hong Kong-Macau regions of China
Francesco De Seta, Laura Di Pietro, Paola Di Stefano, Andrea Grammatico, Tiziana De Santo, Maria Francesca Renzi, Roberta Guglielmetti Mugion, Italy	Service Quality Model and Six Sigma integration for service improvement. The case of Medtronic Regional Clinical Center
Jane Worlitz, Felix Noack, Ralph Woll, Germany	How to identify a suitable Six Sigma rollout strategy
Samia Najeeb, Baber Saleem, Farhana Bashir, Khalida Mehmood, Pakistan	Using Six Sigma to Understand High Dropout Rate of Female Students in Undergraduate Program

**15:30-16:00 Coffee Break**

<p><b>16:00-17:00 - Room 1: Closing Session</b></p> <p style="text-align: center;"><b>Su Mi Dahlgaard-Park, Jens J. Dahlgaard &amp; Maria Francesca Renzi</b></p> <p style="text-align: center;"><b>Best Paper Selections and Awards</b></p> <p style="text-align: center;"><b>QMOD 2017 Announcement</b></p>
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