

## Conference IAQUIS

*Fostering organizational transformation for a sustainable future: enhancing synergies between quality, innovation and sustainability*

## PROGRAMME



Via S. Maria in Gradi, 4  
Viterbo, Italy  
11<sup>th</sup>-13<sup>th</sup> September 2024

## September 10<sup>th</sup>, Tuesday

20:00 WELCOME COCKTAIL – Renaissance Cloister at University of Tuscia

## September 11<sup>th</sup>, Wednesday

10:00 – 13:00 WELCOME & DOCTORAL CONSORTIUM – *Aula Magna*

10:00 – 10:10 Welcome from the Chair: Prof. Carmen Jaca

10:10 – 11:30 Presentation Session from the PhD students and Mentoring session

11:30 – 12:30 Seminar on “*How to publish papers in IJQRM and IJLSS*” – Jiju Antony, Professor of Quality and Operational Excellence

12:30 – 13:00 Feedback and reflection with mentoring buddy/ies and closing.

12:00 – 14:00 **REGISTRATION – Aula Magna**  
**WELCOME LIGHT LUNCH – Medieval Cloister**

14:00 – 14:30 INSTITUTIONAL GREETINGS – *Aula Magna*

- *Prof. Stefano Ubertini*, Rector of University of Tuscia
- *Prof. Tiziana Laureti*, Director of Department of Economics, Engineering, Society and Business Organization of University of Tuscia
- *Prof. Alessandro Ruggieri*, Local Chair
- *Prof. Maria Francesca Renzi*, IAQUIS scientific committee member

14:30 – 16:00 **PLENARY SESSION – Aula Magna**

### **QUALITY SESSION - “Quality to create value in manufacturing and services in the 4.0 era”**

14:30 – 14:40 Prof. Samuel Petros Sebhatu – Chair greetings

14:40 – 15:10 Prof. Jiju Antony, professor of Quality Management at Heriot -Watt University - “*Quality Management Themes of the Future: a Global Study and the way forward*”

15:10 – 15:40 Ir. Willy Vandenbrande, founder and President of QS Consult (Belgium) - “*Adapting Quality Management to Thrive in the 4.0 Era*”

15:40 – 16:00 Discussion

16:00 – 16:15 **COFFEE BREAK – Medieval Cloister**

September 11th, Wednesday

### Quality Innovation in Food Sector

Chairs: Psomas Evangelos, Laura di Pietro

*The impact of Lean Manufacturing on operational performance of food companies. The Greek case*

**Gkoloni Nikolitsa, Fotis Vouzas, Evangelos Psomas**

*Exploring Consumer Attitudes Towards Novel Foods: A Study on Edible Insects Consumption Among University Students in Italy and Poland*

**Grzegorz Suwala, Salvatore Ingenito, Massimo Riccardo Costanzo, Anna T. Mikulec, Anna M. Platta, Monika Radzimska, Gaetano Chinnici, Carla Zarbà, Agata Matarazzo**

Room 1

*Are we ready? Italian consumers' perceptions of cultured meat*

**Pasca Mariagiovina, Gabriella Arcese, Olimpia Martucci, Mario Risso**

*Promoting Agroecology and Innovative Approaches to Enhancing Food Security: A Case Study of Women's Cooperatives in Senegal*

**Leonardo Borsacchi, Gabriele Feligioni, Daniela Tacconi, Camilla Guasti, Chiara Vita, Pinelli Patrizia**

*Beyond the nutritional quality of Made in Italy Space Food: Motivational and Performance Implications on Astronautic Teams*

**Stefania Zanda, Francesca Castaldo**

### Quality Management

Chairs: Ida Gremyr, Frederic Marimon

*On the interpretation of Total Quality Management (TQM)*

**Bäckström Ingela, Rickard Garvare, Bo Bergman, Bengt Klefsjö**

*Action Certainty in Complaint Handling defining action certainty in complaint handling*

**Lemke Insa, Constantin Huld, Nadine Schlüter**

Room 2

*Agile Tools for Performance Improvement and Systemic Stakeholders Analysis in HEIs*

**Tatjana Nikitina, Inga Lapina**

*Mission statements as an indicator of the strategic business approach: analysis and perspectives of the manufacturing sector in Barranquilla*

**Juan David Sepúlveda Chaverra, Lourdes Isabel Meriño Stand**

*When digitalisation influences quality practices – do the competences of quality practitioners match?*

**Magdalena Smeds, Ida Gremyr, Thomas Andersson**

## TQM and Sustainability

Chairs: Aneta Kucińska-Landwójtowicz, Raine Isaksson

*Driving Sustainable Success: The Role of Continuous Improvement Practices in Emerging Economies*

**Galeano Luis Paipa, César A. Bernal-Torres, Yavar Jarrah Nezhad**

*Contemporary solutions for ensuring quality in certification process: Study from a Stakeholder Perspective*

**Maija Kavosa, Inga Lapiņa, Konstantins Kozlovskis**

Room 3

*Study of the reasons for the application and factors contributing to continuous improvement in manufacturing companies*

**Kucińska-Landwójtowicz A., Czabak-Górska, I. D.**

*A sustainable Quality Assurance System*

**Liselott Lycke, Ingrid Tano**

*The role of sustainability as a Hypernorm for Service Ecosystem Transformation of Circular Economy*

**Sebhatu Samuel Petros, Bo Edvardsson**

16:15 – 17:45

## TQM Employees

Chairs: Rogala Piotr, Veronica Ungaro

*Thriving in complexity: A systematic literature review of the presence and application of psychological safety when leading for quality.*

**Eidolf Jenny, Anna Mårtensson, Johan Lilja**

*Investigating the Relationship Between Employees' Demographics and First-Time-Right Measurement of Quality Performance: An Empirical Study in the Banking Sector*

**Nasaj Mohamed Ibrahim**

Room 4

*Managing Employer Branding to attract and retain competence form the perspective of Quality Management*

**Olauzon Gertrud, Pernilla Ingelsson, Lilly-Mari Sten**

*Employee silence during external audits*

**Rogala Piotr , Marta Kusterka – Jefmańska, Luis Pimental**

*Knowledge Transfers on Blue Collars: Case of Good Manufacturing Practices for personal hygiene in Mexico*

**Rogelio Joel Bautista-García, Rojas Johan**

## Quality Management and Improvement

Chairs: Anna Mårtensson, Stefano Poponi

*Measurement of the impact of KAIZEN techniques on operational performance. A quantitative study in Mexican multinational companies.*

**Jesús A. Chávez-Pineda, Manuel F. Suárez Barraza, José A. Miguel-Dávila**

*The perceptual dynamics of quality: the case of a chemical company*

**Luís Pimentel, Piotr Rogala, Marcella Oliveira**

*Evaluation of the Lean Management implementation level and continuous improvement maturity level of an industrial cooperative of the Mondragon Corporation.*

**Unzueta Gorka, Jose Alberto Eguren, Iban Navarro**

*Leading Organizational Transformation towards Sustainable Futures: A Systematic Literature Review of leading for quality in the age of digitalization and AI*

**Saeidyfar Gulli, Anna Mårtensson, Johan Lilja**

*Promoting Sustainable Traction towards an Environment of Continuous Improvement*

**Chris Milner, Ahsraf Labib**

## Management Systems

Chairs: Luca Silvestri, Roberta Salomone

*Error Prevention and Error Management are two sides of the same coin: the application of Reason's Swisse Cheese Model before and after the incident in the case of Costa Concordia.*

**Cova Eleonora, Maria Luisa Farnese**

*Translation of standards: balancing contextualisation and standardisation*

**Marcus Hedberg, Gremyr Ida Jan Lenning**

Room 6

*Output Standardization Scheme for Business Processes*

**Kaito Ishii, Yukio Takenobe, Ryoko Shimono, Masahiko Muneshika**

*The Importance of an Integrated Management System in the Provision of Innovative Services in the Wind Energy Industry*

**Kristīne Zavoronkova, Arta Pilena-Dalberga**

*AI Revolutionizing Customer Service: Unveiling Operational Advantages in the Utility Industry*

**Luca Silvestri, Roberto Ruggieri, Cecilia Silvestri, Marco Ruggieri**

16:15 – 17:45

Room 5

20:30

GALA DINNER - Hotel Salus Terme

## September 12<sup>th</sup>, Thursday

9:00 – 10:30 PLENARY SESSION – *Aula Magna*

### INNOVATION SESSION - “Ecosystem to foster innovative and sustainable value creation”

- 09:00 – 09:10 Prof. Frederic Marimon – Chair greetings
- 09:10 – 09:40 Prof. Bo Edvardsson, professor of Business Administration at Karlstad University- “Value Creation in Ecosystems: Sustainable, Circular and Innovative Approaches”
- 09:40 – 10:10 Dr. Ing. Lorenzo Maggi – Environment and Energy Specialist at Unindustria (Association of Manufacturers and Enterprises)
- 10:10 – 10:30 Discussion

10:30 – 10:45 COFFEE BREAK – *Medieval Cloister*

10:45 - 12:15 PARALLEL SESSION

#### Sustainability in Tourism

Chairs: Maria Francesca Renzi, Luca Silvestri

*Sustainable Practices in Small and Medium-sized Hotels. An Approach to the Case of the Basque Country*

**M. Jesús Álvarez, M. Josefina Mariné, Paz Morer Camo, Marta Ormazabal, Carmen Jaca, Isabel Rodriguez**

*Neurodiversity in Tourism: A Keyword Co-occurrence and Systematic Analysis*

**Atifa Amin , Roberto Viviani , Laura Di Pietro , Roberta Guglielmetti Mugion**

Room 1

*How to foster sustainable development of inner areas: key factors for attracting residents and tourists*

**Bisceglia Federica, Maria Francesca Renzi, Veronica Ungaro, Laura Di Pietro**

*Comparison between GRI, ESRS, and ETIS standards for implementing sustainability reporting strategy in the tourism sector*

**Rossana Strippoli, Teodoro Gallucci, Mariangela Matera, Giovanni Lagioia**

*Circular Tourism: defining a new model based on Circular Economy, Social Innovation and Sustainable Tourism*

**Borsacchi Leonardo, Gabriele Feligioni, Patrizia Pinelli**

## Sustainability in Agri-Food

Chairs: Giuseppe Saija, Cecilia Silvestri

*Perceived vs Actual Water Footprint: analysis of the consumers' awareness related to agrifood products*

**Agnusdei Leonardo, Agnusdei Giulio Paolo, Amoruso Mauro, Miglietta Pier Paolo**

*Evaluating sustainability good practices in agri-food sector using MCDA approach*

**Agata Matarazzo, Massimo Riccardo Costanzo, Salvatore Corrente, Tiziana Beltrani, Salvatore Ingenito**

Room 2

*Sustainable Water Practices: Understanding Water Consumption Behaviors Across Age Groups*

**Giada Pierli, Laura Bravi, Lolita Liberatore, Murmura Federica**

*Circular economy metrics in the agri-food sector: an applicative study in the olive oil industry*

**Salomone Roberta, Scandurra Federica, Mondello Giovanni, Saija Giuseppe, Lanuzza Francesco**

*Circular Economy Indicators in Agrifood: A Continuously Evolving Scenario*

**Poponi Stefano, Pacchera Francesco, Bruno Alessandro Lanfranco, Ruggieri Alessandro**

10:45 - 12:15

## Sustainability

Chairs: Pietro Renzulli, Giovanni Mondello

*A Sustainability Opportunity Study – the case of Swedish Building*

**Isaksson Raine, Max Rosvall, Baodong Li**

*Collaborative Plastic Solutions: Advancing Industrial Symbiosis in Gipuzkoa, Spain*

**Carmen Jaca, Laura Cristina Ramírez-Rodríguez, Marta Ormazabal,**

Room 3

*Monitoring of diffuse biogas emissions from landfills using drone-based technology*

**Renzulli Pietro, Bruno Notarnicola, Maurizio De Molfetta, Donatello Fosco, Rosa Di Capua, Gianfranco Spizzirri, Francesco Astuto**

*Sustainable business models: a systematic literature review*

**Gerou Anastasia, Angelos Pantouvakis**

*Integrating Sustainability into Total Quality Management: Analysis of the Deming Award Winning Companies*

**Pacchera Francesco, Provenzano Mariagrazia, Capati Gioia, Silvestri Cecilia, Piccarozzi Michela, Ruggieri Alessandro**

## **Sustainability and Service Innovation**

Chairs: Evangelos Psomas, Manuel Francisco Barraza

*Uncovering the Impacts of Food Safety Culture: A Systematic Literature Review*  
**Moschos Stavros, Evangelos Psomas, Zamira Burgos Silva**

*Exploring co-creation, collaborative improvement and innovation in rural communities: A case study of local development planning processes in Sweden*  
**Ostberg Louise, Kristen Snyder, Johan Lilja**

*Service Ethics for the Complexity of Modern Service Interactions by Including Non-Customers*  
**Sebhatu Samuel Petros, Hamdan Qusay, P. Fisk Raymond**

*The material topics and distributed value in the sustainable reports: the case of the paper industry*  
**Pavel Malyzhenkov, Fabrizio Rossi, Francesco Pacchera, Alessandra Stefanoni**

Room 4

10:45 - 12:15

## **Sustainability**

Chairs: Alessia Acampora, Federica Murmura

*Environmental Product Declarations. A Comprehensive Review of Current Research and Practices*  
**Capolini Flaviana, Cova Martina, Acampora Alessia, Martucci Olimpia**

*Network Governance trends and models for addressing complex crises and social problems: Exploring Established and New Frontiers*  
**Maurizi Gioia, Fiorani Gloria**

*The socio-economic impacts of a transition from livestock to plant production in Norway*  
**Clara Valente, Rannvá Danielsen, Anna Birgitte Milford**

Room 5



## Sustainability in Energy Sector

Chairs: Agata Matarazzo, Gabriella Arcese

*Measuring the environmental and energy performance of the Southern Adriatic Sea System Authority*

**Casilli Cristian, Crovella Tiziana, Paiano Annarita, Lagioia Giovanni**

10:45 - 12:15

Room 6

*Hydrogen implementation in the mix ensuring the energy transition: a bibliometric analysis*

**Ilaria Goglia, Maria Francesca Renzi, Maria Claudia Lucchetti**

*Towards Sustainable Hydrogen Production: Innovations in Nanostructured Catalyst Synthesis*

**Agata Matarazzo, Antonio Zerbo, Salvatore Ingenito, Fedrico Ursino, Salvatore Mirabella, Massimo Riccardo Costanzo**

12:15 - 13:00

**Transfer to the Botanical Garden “Angelo Rambelli”**

13:00 – 14:00

**LIGHT LUNCH – University of Tuscia’s Botanical Garden “Angelo Rambelli”**

14:00 – 15:00

**IAQUIS PRESENTATION**

15:00 – 17:00

**VISIT TO BOTANICAL GARDEN “ANGELO RAMBELLI”**

19:00

**CONFERENCE COCKTAIL - Hotel Niccolò V**

## September 13th, Friday

9:00 – 10:30 PLENARY SESSION – *Aula Magna*

### SUSTAINABILITY SESSION - “The role of institutions in promoting ecological transition as a new business model”

- 09:00 – 09:10 Prof. Carmen Jaca – Chair greetings
- 09:10 – 09:30 Dr. Jacopo Monzini, Senior Natural Resources Management officer of FAO
- 09:30 – 09:50 Prof. Carlo Alberto Pratesi, Professor of Economics and Business Management at Roma Tre University
- 09:50 – 10:10 Prof. Ray Fisk, Founder and President of ServCollab (Texas)
- 10:10 – 10:30 discussion

10:30 – 10:45 COFFEE BREAK – *Medieval Cloister*

10:45 – 12:15 PARALLEL SESSION

#### Circularity

Chairs: Vidal Ayuso Fatima, Stefano Poponi

*Unravelling circular best practices in the pasta and bread supply chains: insights from Italy*

**Esposito Benedetta, Bruno Notarnicola, Rosa Di Capua, Pietro Alexander Renzulli**

*Understanding the role of central public administration in transitioning towards a sustainable circular bioeconomy: an integrative review.*

**Kelvin Getanda, Roberta Salomone, Tomás B. Ramos**

Room 1

*Social implications of Circular Economy in the wine supply chain: a literature review*

**Gulino Giulia, Giuseppe Saija, Giovanni Mondello**

*Circular Economy Practices in Bronte's Pistachio Production: A Survey on Recycling Techniques*

**Agata Matarazzo, Massimo Riccardo Costanzo, Antonella Luciano, Salvatore Ingenito**

*Circular Economy and SDGs: strategies for consumer involvement in textile industry*

**Vidal-Ayuso Fatima, Carmen Jaca, Anna Akhmedova**

## Healthcare

Chairs: Michela Piccarozzi, Laura di Pietro

*The Reconditioning of Medical Devices: Consumer Perspectives*

**Ungaro Veronica, Guglielmetti Mugion Roberta, Renzi Maria Francesca, Martucci Olimpia**

*Industry 5.0 in Healthcare: state of the art and future trend towards Society 5.0*

**Michela Piccarozzi, Alessandra Stefanoni, Iaria Elisa Vannini, Fabrizio Rossi**

*A food provision method using action cards for hospitalized patients during a disaster*

**Masaaki Kaneko, Chisato Kajihara, Masahiko Munechika, Masataka Sano**

*Moving hospital care to the patient's home: implications for value co-creation and its actors*

**Peters Sofie, Gremyr Ida, Andreas Hellström**

## Life Cycle Assessment

Chairs: Giovanni Mondello, Carmen Jaca

*A preliminary LCA of rainbow trout farming: a Case Study on freshwater aquaculture in Italy*

**Maria Cozzolino, Roberta Salomone, Teresa Maria Gulotta**

*Design and development of a life cycle model for the production of denim in small and medium enterprises*

**Andrea Fedele, Rachele Dandolo, Filippo Zuliani, Alessandro Manzardo**

*The role of uncertainty in representative Italian LCA database: the case of olive datasets*

**Mondello Giovanni, Teresa Maria Gulotta, Roberta Salomone, Patrizia Primerano, Giuseppe Saija**

*Life Cycle Assessment of a cosmetic sector: critical issues related to life cycle inventory data availability*

**Alice Mondello, Roberta Salomone, Giovanni Mondello**

*Life cycle perspective in the textile supply chain: analysis of improvement practices*

**Toniolo Sara, Bravo Ilenia, Russo Ivan**

Room 2

Room 3

10:45 – 12:15

## Innovation Industry 4.0

Chairs: Maria Gianni, Roberta Guglielmetti Mugion

*AI Service Quality and Customer Experience: the case of students in Higher Education*

**Ines Dužević, Tomislav Baković, Damic Mate**

*Intended vs. actual use of Industry 4.0 technologies: A culture-driven survey*

**Gianni Maria, Katerina Gotzamani, Ioannis Konstantaras, Eftychia Kessopoulou, Styliani Xanthopoulou**

Room 4

*Differences in Kansei Evaluation between Real Products and Product Images in Virtual Reality: A Case Study of Personal Watercraft*

**Kajihara Chisato, Kohei Sano, Kaori Inoue, Tetsuya Mashiko, Masahiko Munechika**

*Leveraging Generative AI: Enhancing Employee Engagement and Performance in the Workplace*

**Marimon Frederic, Marta Mas-Machuca, Anna Akhmedova, José Luis Ruiz-Alba**

10:45 – 12:15

*Quality 5.0 in Higher Education: A Literature Review*

**Colamatteo Ilenia, Ilenia Bravo, Lucio Cappelli**

## Life Cycle Assessment

Chairs: Roberta Salomone, Piotr Rogala

*Municipal biowaste management: A literature review of case studies, best practices, and life cycle assessments*

**Roberta Salomone, Dinh Linh Le, Giovanni Mondello, Giuseppe Saija, Francesco Lanuzza, Daniela Baglieri**

Room 5

*Environmental impacts of soilless and in-soil strawberry cultivation: a comparative Life Cycle Assessment*

**Licastro Antonio, Salomone Roberta, Mondello Giovanni, Calabrò Grazia**

*A preliminary Life Cycle Assessment of electromagnetic energy harvesting devices: a focus on Magnetic Tunnel Junctions*

**Teresa Maria Gulotta, Roberta Salomone, Patrizia Primerano, Giuseppe Saija**

*Students' Intentions After Graduation: The Influence of University Students' Satisfaction*

**Bouranta Nancy**

## **Innovation**

Chairs: Alessia Acampora, Ingela Backstrom

*Innovation in glass sorting and selection: a literature review*

**Cova Martina, Abbati Giulia, Capolini Flavia, Acampora Alessia**

*TQM and Industry 4.0: an analysis of key enabling technologies about Critical Success Factors*

**Provenzano Mariagrazia, Pacchera Francesco, Silvestri Cecilia, Piccharozzi Michela, Ruggieri Alessandro**

*Exploration and exploitation strategies influencing business performance The Greek case*

**Panagiotis Kafetzopoulos, Evangelos Psomas, Angelos Pantouvakis**

10:45 – 12:15

Room 6

12:15 - 13:00

**CLOSING SESSION – *Aula Magna***

13:00

**LIGHT LUNCH – *Medieval Cloister***