

Biographical Note



Ana Rita Oliveira is a recent graduate from a Master Degree in Mechanical Engineering in the branch of Industrial Management from ISEP. Currently, she is a researcher whose primary areas of interest are characterised by a commitment to understanding and advancing excellence models, with a particular emphasis on the EFQM (European Foundation for Quality Management) and the Shingo models. Furthermore, her research pursuits extend to encompass the domains of Sustainability, on the relationships between the excellence models and sustainability, and on Lean methodologies.