

# IEMS'2011

Museu Soares dos Reis 6th January

9.30/10  
Chair  
Maria Antónia  
Carravilla

Álvaro Costa  
*Porto's culture and economic regeneration*

10/11  
Chair  
Jorge Pinho de  
Sousa

Vera Migueis  
*Segmentation and  
market basket analysis  
to support customer-  
oriented  
marketing policies*

Manuel Au-Yong Oliveira  
*Innovativeness and its link  
to interoperability:  
An investigation using a  
novel business narrative  
modelling language (BNML)*

Marta Rocha  
*Insights on the exact  
resolution of the roster-  
ing problemL)*

11/11.15

Coffee-Break

11.15/11.45  
Chair  
João José Ferreira

Aurora Teixeira  
*Open Innovation in a country at an intermediate stage of technological de-  
velopment*

11.45/12.45  
Chair  
Ana Camanho

Teresa Sarmento  
*Understanding Mobile  
Service Experiences: to-  
wards a more holistic  
view*

Andrea Morteo  
*Operating room assign-  
ment planning*

Isabel Horta  
*Performance trends in  
the construction industry  
worldwide: an overview  
of the turn of the century*

12.45/14.00

Lunch at Club da Gula

14.15/15.00

Guided tour through MNSR

15/15.30  
Chair  
José Fernando Oliveira

Ana Póvoa  
*Main Challenges in Sustainable Supply Chains*

15.30/16.30  
Chair  
Henriqueta  
Nóvoa

Luis Guimaraes  
*Annual Production  
Budget in the Bever-  
age Industry*

Nélson Pinho  
*Designing Complex Ser-  
vices for Multiple Stake-  
holders: Applying Systems  
Theory to Electronic  
Health Records*

Andreia Zanella  
*Benchmarking countries  
environmental perfor-  
mance: a DEA assess-  
ment based on EPI indi-  
cators*

16.30/17

Posters' Session + Coffee-Break

17/18  
Chair  
José António  
Barros Basto

João Guichard  
*Algorithms for Replenish-  
ment Processes*

Teresa Bianchi de Aguiar  
*Vehicle Routing for  
Mixed Solid Waste Col-  
lection*

Luís Certo  
*Going with the wind but  
dodging the obstacles: an  
edge routing algorithm  
for graph visualization*