

Nuno Filipe Rosa Melão [0000-0002-1359-3437](https://orcid.org/0000-0002-1359-3437) • [2F1D-7C4C-9AEE](https://orcid.org/2F1D-7C4C-9AEE)  
INSTITUTO POLITÉCNICO DE VISEU • Escola Superior de Tecnologia e Gestão de Viseu

## PRODUÇÃO CIENTÍFICA

abrir todos

Livros & Capítulos de Livro de Edição Internacional

Reis, J., Pinelas, S., Melão, N. (Eds.)(2019). Industrial Engineering and Operations Management I. Cham, Suíça: Springer. Retrieved from <https://www.springer.com/gp/book/9783030149680>

Reis, J., Pinelas, S., Melão, N. (Eds.)(2019). Industrial Engineering and Operations Management II. Cham, Suíça: Springer. Retrieved from <https://link.springer.com/book/10.1007/978-3-030-14973-4>

Livros & Capítulos de Livro de Edição Nacional

Não foram encontrados artigos.

Artigos em Revistas Indexadas | Scopus e/ou WoS

Costa, J., Amorim, I., Reis, J., Melão, N. (2023). User communities: from nice-to-have to must-have. *Journal of Innovation and Entrepreneurship*, 12(25). DOI: [10.1186/s13731-023-00292-1](https://doi.org/10.1186/s13731-023-00292-1)

Reis, J., Melão, N. (2023). Digital transformation: A meta-review and guidelines for future research. *Heliyon*, 9(1), e12834. <https://doi.org/10.1016/j.heliyon.2023.e12834>

Reis, J., Melão, N., Costa, J., Pernica, B. (2022). Defence industries and open innovation: ways to increase military capabilities of the Portuguese ground forces. *Defence Studies*, 354-377. <https://doi.org/10.1080/14702436.2022.2033117>

Reis, J., Rosado, D. P., Ribeiro, D. F., Melão, N. (2022). Quintuple Helix Innovation Model for the European Union Defense Industry—An Empirical Research. *Sustainability*, 14(24), 16499. <https://doi.org/10.3390/su142416499>

Fernandes, J., Reis, J., Melão, N., Teixeira, L., Amorim, M. (2021). The Role of Industry 4.0 and BPMN in the Arise of Condition-Based and Predictive Maintenance: A Case Study in the Automotive Industry. *Applied Sciences*, 11(8), 3438. DOI: [10.3390/app11083438](https://doi.org/10.3390/app11083438)

Marimon, F., Melão, N., Bastida, R. (2021). Motivations and benefits of quality management systems in social services: Mediation of the implementation process. *Total Quality Management and Business Excellence*, 32(7-8), 693-718. DOI: [10.1080/14783363.2019.1626707](https://doi.org/10.1080/14783363.2019.1626707)

Melão, N., Reis, J. (2021). Social networks in personnel selection: Profile features analyzed and issues faced by hiring professionals. *Procedia Computer Science*, 181, 42-50. DOI: [10.1016/j.procs.2021.01.097](https://doi.org/10.1016/j.procs.2021.01.097)

Reis, J., Amorim, M., Melão, N., Cohen, Y., Costa, J. (2021). Counterintelligence Technologies: An Exploratory Case Study of Preliminary Credibility Assessment Screening System in the Afghan National Defense and Security Forces. *Information*, 12(3), 122. DOI: [10.3390/info12030122](https://doi.org/10.3390/info12030122)

Reis, J., Cohen, Y., Melão, N., Costa, J., Jorge, D. (2021). High-Tech Defense Industries: Developing Autonomous Intelligent Systems. *Applied Sciences*, 11(11), 4920. DOI: [10.3390/app11114920](https://doi.org/10.3390/app11114920)

Reis, J., Melão, N. (2021). The path to digital transformation: Overcoming prejudice in the digital era with service operations. *International Journal of Services and Operations Management*, 39(1), 81-97. DOI: [10.1504/IJSOM.2021.115188](https://doi.org/10.1504/IJSOM.2021.115188)

Reis, J., Santo, P. E., & Melão, N. (2021). Influence of artificial intelligence on public employment and its impact on politics: A systematic literature review. *Brazilian Journal of Operations & Production Management*, 18(3), 1-22. DOI: [10.14488/BJOPM.2021.010](https://doi.org/10.14488/BJOPM.2021.010)

Melão, N., Reis, J. (2020). Selecting talent using social networks: A mixed-methods study. *Heliyon*, 6(4), e03723. DOI: [10.1016/j.heliyon.2020.e03723](https://doi.org/10.1016/j.heliyon.2020.e03723)

Reis, J., Melão, N., Salvadorinho, J., Soares, B., Rosete, A. (2020). Service robots in the hospitality industry: The case of Henn-na hotel, Japan. *Technology in Society*, 63, 101423. DOI: [10.1016/j.techsoc.2020.101423](https://doi.org/10.1016/j.techsoc.2020.101423)

Reis, J., Santo, P., Melão, N. (2020). Artificial intelligence research and its contributions to the European Union's Political Governance: Comparative study between member states. *Social Sciences*, 9(11), 207. DOI: [10.3390/socsci9110207](https://doi.org/10.3390/socsci9110207)

Reis, J., Santo, P., Melão, N. (2020). Impact of artificial intelligence research on politics of the European Union Member States: The case study of Portugal. *Sustainability*, 12(17), 6708. Doi: [10.3390/su12176708](https://doi.org/10.3390/su12176708)

Melão, N., Bastida, R., Marimon, F. (2019). Assessing a quality model for the social sector: An empirical study of the EQUASS model. *Total Quality Management & Business Excellence*, 30(1-2), 221-243. <http://dx.doi.org/10.1080/14783363.2017.1401459>

Reis, J., Amorim, M., Melão, N. (2019). Multichannel service failure and recovery in a O2O era: A qualitative multi-method research in the banking services industry. *International Journal of Production Economics*, 215, 24-33. <http://dx.doi.org/10.1016/j.ijpe.2018.07.001>

Reis, J., Amorim, M., Melão, N. (2019). Service failure and recovery in technology-based business networks. *International Journal of Quality and Service Sciences*, 11(1), 2-15. <http://dx.doi.org/10.1108/ijqss-10-2017-0094>

Melão, N., Amorim, M., Marimon, F., Alegre, I. (2018). Quality management systems in European social service organizations: A survey of EQUASS Assurance pioneer adopters. *International Journal of Quality & Reliability Management*, 35(2), 354-372. <http://dx.doi.org/10.1108/ijqrm-10-2016-0187>

Artigos em Revistas

Não foram encontrados artigos.

## PROJETOS

[CENTRO-04-3560-FSE-072521](#) • MAIS E MELHOR EMPREENDEDORISMO EM VISEU DÃO LAFÕES

### Projetos internos

[PIDI/CISeD/2022/004](#) • Indústrias de defesa de alta tecnologia: Desenvolvimento de sistemas autónomos inteligentes