



Dear readers,

We start 2016 celebrating some improvements achieved in 2015. Among other improvements: the number of submissions was increased, the time between submission and acceptance for publication as well as the time between submission and first feedback to authors were reduced. Regarding indexing, the journal was indexed in 5 new international scientific databases. So, we would like to thank the scientific community for submitting the relevant papers to Produção Online. We would like to reinforce our commitment to work for achieving new improvements.

In this 2016 first edition the Journal publishes 15 papers. The first article deals with priority rules for programming flexible flow line production systems with dependent setup times of the task processing sequence. Among the main results, it was found that the treated production system is more advantageous to prioritize tasks with higher workloads. The second paper merges sustainability and organizational change. The authors identified that critical success factors were instrumental in the organizational change process, particularly in addressing the practice of managing change in a chemical and petrochemical Brazilian company, associated with the inclusion of proactive management of corporate sustainability, through sustainability criteria. In the case of the third paper, the authors employ multicriteria decision analysis. The purpose of the article is developing a customized assessment model to help trade marketing management through the identification, organization, measurement, and integration of the factors considered by the management as necessary and sufficient for its management. The fourth article is about maintenance strategy. In this article the authors proposed a maintenance strategy and a set of improvements to increase the availability in a waste-gas compression station from the oil distillation process, consisting of two compressors in the oil refinery industry. Finalizing the first block an article deals with performance indicators analysis on higher education quality.

Starting the second block, we have an article which main objective was to evaluate the influence of justice perceptions in customer satisfaction after driving a complaints management process. Following, the next article that presents a method of obtaining the achieved level of skills considered high value for an organization with three production units in different countries. The eighth paper deals with the subject of health & safety at work. In this paper the authors evaluate indicators of work accidents and propose ergonomic interventions in a chicken slaughterhouse. The ninth paper is about queuing theory in the service sector. In this article the authors apply queuing theory in a bank agency in order to identify improvement opportunities in customer waiting time, from the assumption that the analyzed lines follow the Poisson distribution. Closing the second block, the tenth article also addresses the issue of services, the work deals with health care operations. The paper develops a bibliometric study in documents indexed by Scopus database from 2004 to 2014.

In the last block, the eleventh paper discusses the quality of life and occupational stress in prisons workers, another article on the topic of ergonomics. The twelfth paper deals with operations management. In this article the authors present a lead time reduction proposed in the line of thermoelectric products from a small family business. Also regarding operations management, we have the thirteenth paper, whose theme is the barriers of management in the implementation of lean management, a study in the automotive sector. The fourteenth paper merges innovation, product design and logistics costs thematic. In this paper the authors use innovation in product design as a factor for reducing logistic costs and production. And to close the issue, the fifteenth paper discusses again the lean subject. In this article the

authors apply the value stream mapping associated with the simulation in order to analyze the lean manufacturing adoption impacts on the performance of a footwear company.

In this edition we have 61 authors from 10 states in Brazil. The authors represent 24 different educational institutions. We hope this collection of papers can contribute to enrich your learning.

We wish you all a good 2016 and a good read!

Profa. Dra. Lucila Maria de Souza Campos
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Key Editorial Performance Indicators - March 2016

Number of papers under evaluation: 131

Number of paper in editing and publishing process: 15

Average time between submission and acceptance for publication: 222 days

Average time between submission and first feedback to authors: 10 days