Dear readers,

The third edition of 2019 of the journal Produção Online presents 15 articles related to the areas and related disciplines of production engineering.

The first article analyzes the efficiency of Brazilian ports according to the port governance system. This analysis was performed by input-oriented Data Envelopment Analysis (DEA). The following article analyzes the importance of the perception of the quality of service provided by a restaurant in the city of Itaperuna, Rio de Janeiro. Data collection occurred through the elaboration of a questionnaire based on the dimensions of the service performance model (SERVPERF). The third article proposes to improve the process of supplying imported items from the automotive sector, by applying Lean Office concepts. For this, we used the Value Stream Mapping (VSM) tool to understand the flow of imported items and identify points of waste. The fourth article examines the degree of preference for liquidity of banks and the public in clusters of municipalities present in the state of Rio de Janeiro. From a multivariate cluster analysis based on post-Keynesian theory, it was possible to observe the disparity in the degree of preference between clusters. The fifth article analyzes the application of the Scrum project management model to a project for the development of a vegetable greenhouse.

The sixth article analyzes, through the Servqual tool, the quality of services provided by foreign trade advisory companies operating in Serra Gaucha, in southern Brazil. The seventh article proposes a logistic study, using qualitative techniques and mathematical methods, to define the location of a new distribution center (DC) of a pneumatic component distribution company. The following article proposes to analyze the NN (Nearest Neighbor) optimization algorithm as a strategy for improving optimal locations in a constructive heuristic. The ninth article applies inventory management and warehouse layout change techniques to reduce waste from defective products, moving and unnecessary processing in a warehouse of a distributor of medicines and related materials. The tenth article presents an assessment of the degree of implementation of the Lean philosophy in the component maintenance sector in a central workshop located in a large steel mill located in the state of Minas Gerais.

The next article applies double and triple exponential smoothing statistical methods to model significant trends in non-stationary time series data to obtain forecasts for the production process demand planning in a metallurgical industry in the state of Santa Catarina (SC). The twelfth article aims to analyze the Generation Z profile through a descriptive, qualitative and quantitative study with 76 students from a

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Production Engineering course at a private university in the city of São Paulo, Brazil. In order to verify what are the characteristics of this generation and the type of change that it can promote in the culture of the organizations. The thirteenth article presents a systematic review of the literature on supply chain risk management. The following article analyzes how reverse logistics acts in the waste disposal of two pharmaceutical networks located in the city of Santana do Livramento, state of Rio Grande do Sul (RG). Finally, the fifteenth article develops a flexible business model proposal for the development and provision of services associated with smart meters (water and / or energy and / or gas) for domestic use.

The content of the articles evidences the growing scientific and practical relevance of research in the area of production engineering. It is also evident the constant concern with the resolution of real problems of several regions, which results in the increase of the competitiveness and the sustainable development of Brazil. As always, we hope that this collection of articles, which reflects the state of the art of production engineering, can contribute to the enrichment of your learning.

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Editor-in-chief (2018 – 2020)

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Co-Editor-in-chief (2018 – 2020)

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