

CADASTRAMENTO DE DISCIPLINAS - *Stricto Sensu*

Nome do Curso ou Programa: Engenharia de Produção

Nome da Disciplina: (Estudos dirigidos)

Digital transformation and Lean 5.0 in service management

Ministrada : ME DO Ambos

Carga Horária/Créditos

Teóricos		Téorico-Práticos		Trabalho Orientado / Est. Superv.		Total	
Carga Horária	Nº de Créditos	Carga Horária	Nº de Créditos	Carga Horária	Nº de Créditos	Carga Horária	Nº de Créditos
60	4					60	4

Ementa da Disciplina:

OBJETIVO

Conducting studies and research in the context of Production Engineering linked to digital transformation and Lean Service 5.0 in service management. This discipline is primarily conducted in the English language. Additionally, the activities and research conducted will be in the English language.

EMENTA

Identify theoretical and practical gaps in service production management to propose solutions through the lens of the scientific method and Lean Thinking. Stimulate critical thinking and scientific production skills in participants, focusing on high-impact research in Production Engineering. Emphasise digital transformation as a means to enhance processes, technologies, and people within the service context.

BIBLIOGRAFIA

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FERENHOF, H. A., FERNANDES, R. F. Desmistificando a revisão de literatura como base para redação científica: método SSF. *Revista ACB*, 21(3), 550-563, 2016.

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SOUZA, R.; FERENHOF, H.; FORCELLINI, F. Industry 4.0 and Industry 5.0 from the Lean perspective. *International Journal of Management, Knowledge and Learning*, v. 11, 20 jun. 2022. Doi: <https://www.doi.org/10.53615/2232-5697.11.145-155>

YIN, R. K. *Estudo de Caso-: Planejamento e métodos*. Bookman editora, 2015.

A SER PREENCHIDO

Código da Disciplina:

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