

PEDRO OLIVEIRA

Assoc Prof of Operations & Innovation Management, Católica-Lisbon | Founder and Project Leader, Patient Innovation

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Wikipedia: [https://en.wikipedia.org/wiki/Pedro_Oliveira_\(academic\)](https://en.wikipedia.org/wiki/Pedro_Oliveira_(academic))

EDUCATION

- 2004 Ph.D., Operations, Technology and Innovation Management
Kenan-Flagler Business School, University of North Carolina at Chapel Hill, USA
- 1998 M.Sc., Operations Research and Systems Engineering
Instituto Superior Técnico (IST), Technical University of Lisbon, Portugal
- 1996 *Licenciatura*, Naval Engineering
Instituto Superior Técnico (IST), Technical University of Lisbon, Portugal

Non-degree advanced training:

- 2014 Exec Ed on Organic Growth Through Innovation & Leading a Culture of Innovation
Kellogg School of Management, Northwestern University, USA
- 2009 Art and Craft of Discussion Leadership
Harvard Business School, Harvard University, USA

PROFESSIONAL EXPERIENCE

Católica Lisbon School of Business and Economics, Portugal

- Associate Professor, Aug 2012 - present (previously, Assistant Professor, Feb 2004 – Aug.2012)
- Senior Associate Dean for Faculty and Research, Sept 2015 – present (previously, Associate Dean for Research, May 2014 – Sept 2015)
- Director, Católica Lisbon Research Unit in Business and Economics (CUBE), May 2014 – present
- Academic Director, The Lisbon MBA, in partnership w/ NovaSBE & MIT-Sloan, May 2014 – July 2016
- Academic Director, Doctoral Program in Technological Change and Entrepreneurship, a dual degree w/ Carnegie-Mellon University & IST (CMU Portugal Program), Oct 2006 - Sept 2015
- Principal Investigator of several research projects since 2004 (1,82 million euros raised)
- Founder and Scientific Director, Católica Lisbon Innovation Lab, February 2011 - present
- Project Leader, Creative Commons Portugal, 2006 – 2012
- Director of several executive education programs including:
 - The Advanced Program on Entrepreneurship and Innovation Management, PAEGI (14 editions)*
 - The Supply Chain Management Program (5 editions)*
 - Advanced Program on Telecom and Information Technologies, PAGETTI (4 editions)*
 - BES Entrepreneurship and Venture Development Initiative (3 editions)*

Patient Innovation (www.patient-innovation.com)

- Founder and Project Leader, Feb 2014 – present (*An award-winning online platform and community dedicated to facilitating the sharing of solutions developed by individuals afflicted with a disease/health condition or by their caregivers. Over 700 innovations were submitted and “medically screened” from a community of over 50.000 users from the five continents.*)

Orange Birds, PPL-Crowdfunding Portugal (www.ppl.com.pt/pt)

- Co-founder and Member of the Board, June 2011 – present

Massachusetts Institute of Technology (MIT), Sloan School of Management, USA

- International Faculty Fellow (IFF), Spring 2009, Fall 2011, Fall 2013

Government of Portugal, Ministry of Science, Technology and Higher Education

- Advisor to the Secretary of State, Prof Manuel Heitor, April – Sept 2005 (*Main responsibilities included the establishment of partnerships between academic institutions in Portugal and the US, which led to the Carnegie Melon Portugal and the MIT Portugal programs*)
- Consultant, IAPMEI’s council for the analysis of companies facing bankruptcy and of Platform FINICIA

University of North Carolina at Chapel Hill, Kenan-Flagler Business School, USA

- Instructor of Operations Management and Research Assistant, 2002-2004

Instituto Superior Técnico (IST), Technical University of Lisbon, Portugal

- Research Fellow, Center for Innovation, Technology and Policy Research, May 1999 – May 2004
- Head, Studies and Planning Office, Jan 1997 - Jan 1999 (Researcher, March 1994 - Dec 1996)

The University of Texas at Austin, IC² Institute, USA

- Visiting Scholar, Sept 1998

AWARDS, SPECIAL RECOGNITIONS AND EVIDENCE OF IMPACT

- **“Non-profit Startup of the Year 2016 Award”** for Patient Innovation at *The Healthcare Startup Awards* in London (Dec 17 2016). Over 1000 startups from all over the world were considered for the awards.
- **The Secretary-General of the United Nations, Ban Kin-moon, recognized Patient Innovation** as an example of “Commitments to Collective Action” for contributing to the UN’s Sustainable Development Goals and deemed the project as “highly encouraging” (Nov 29 2016).
- **Featured in the exhibition “Beyond the Lab: The DIY Science Revolution” organized by the London Science Museum**, which includes pictures of the founders of Patient Innovation and several innovations by patients. The exhibition will visit 29 European countries from 2016 to 2018.
- **AACSB recognized Patient Innovation** as Entrepreneurship Spotlight Challenge Honoree (2017).
- **Featured in a case study** entitled “Patient Innovation: empowering user innovators in healthcare” by Nadia Massari, Solvay Business School, Belgium (2016)
- **Named to the list of “Fazedores” (Doers)** published by DN/JN on Dec 31 2016, Portugal (2016).
- **Nominated to “Circulo da Inovação”** (Innovation Circle), an initiative by Expresso, SIC and NOS to find a new generation of leaders. 100 researchers and managers were nominated in 2016.
- **“2015 Personality of the Year in Education in Portugal Award”** by the Amadeus Brighter Awards, together with Daniel Traça, Dean of Nova SBE, Portugal (2015).
- **Named “One of the 14 Portuguese citizens who contributed to change the world for the better”**, by Jornal I, as due his work on the Patient Innovation Project (2014).
- Patient Innovation was **“most voted project from the crowd”** (with about 26.000 votes) and a semifinalist at Harvard Heath Innovation Challenge, organized by Harvard University, Cambridge, MA, USA (2014).
- Patient Innovation was a **Runner-up for Everis Foundation Entrepreneurship Prize** (Biotechnology & Health), Madrid, Spain.
- **Named Peter Pribilla Foundation Fellow, Germany**, November 2011 – 2013
- **2nd Prize Best Paper Innovation Management**, EBS Business School Competition, Germany (2011).
- Honorable Mention, Elwood S. Buffa Doctoral Dissertation Competition, Decision Sciences Institute, USA (2005).
- Best Paper Proceedings, Academy of Management, Operations Management Division, USA (2005).
- Named SAP Fellow, SAP, USA (2003).
- Calouste Gulbenkian Foundation Scholarship for Doctoral Studies, Portugal (1999-2002).
- Luso-American Development Foundation Grant for Doctoral Studies, Portugal (1999).

MEDIA COVERAGE

Featured in popular media outlets around the world including, UK: Sky News, The Guardian, BBC, The Independent, Time Out London, Virgin, E&T Magazine; Austria: LT1, Neues Volksblatt; Belgium: Horizon Magazine; Brazil: El Pais (Brazil); Canada: Canoe; Cyprus: CYBC; Italy: Il Sole 24 Ore; Kenya: Business Daily Africa; Luxembourg: Luxemburger Wort, Tageblatt; Poland: Wyborcza, Human, National Geographic Polska; Portugal: RTP 1/2/3/Internacional, RDP Internacional, SIC, SIC-N, TVI, Expresso, Público, DN, JN, Observador, Sol, Sábado, Visão, Diário Económico, Jornal de Negócios, Exame, Dinheiro Vivo, Antena 1/2, Radio Renascença, TSF; Russia: Clip; Spain: El Pais, El Independiente de Granada; Slovenia: VAL 2020 Radio Slovenija; Switzerland: World Economic Forum, Neue Zürcher Zeitung; UAE: Akbar El Emarat, MBC; USA: Huffington Post, NEJM Catalyst, Florida Today, Miami Herald, Medgaget, MGH Proto Magazine, Business Insider, among other.

RESEARCH PUBLICATIONS

Papers in refereed journals

- Canhão, H., L. Zejnivic and P. Oliveira (2017) "Revolutionising Healthcare by Empowering Patients to Innovate," *European Medical Journal Innov.*, 1 (1): 31-34.
- Canhão, H., P. Oliveira and L. Zejnivic (2016) "Patient Innovation – Empowering Patients, Sharing Solutions, Improving Lives," *The New England Journal of Medicine – Catalyst*.
- Oliveira, P., L. Zejnivic, H. Canhão and E. von Hippel (2015) "Patient innovation under rare diseases and chronic needs," *Orphanet Journal of Rare Diseases*, 10 (1): 41.
- Van de Boor, P., P. Oliveira and F. Veloso (2014), "Users as innovators in developing countries: The global sources of innovation and diffusion in mobile banking services," *Research Policy*, 43 (9): 1594-1607.
- Stock, R. M., P. Oliveira and E. von Hippel (2014), "Impacts of Hedonic and Utilitarian User Motives on the Innovativeness of User-Developed Solutions," *Journal of Product Innovation Management*, 32 (3): 389-403.
- Cunha, M. P. e., A. Rego, P. Oliveira, P. Rosado and N. Habib (2014), "Product Innovation in Resource-Poor Environments: Three Research Streams," *Journal of Product Innovation Management*, 31: 202–210.
- Oliveira, P. and A. V. Roth (2012), "The Influence of Service Orientation on B2B E-service Capabilities," *Production and Operations Management*, 21 (3): 423-443.
- Oliveira, P. and A. V. Roth (2012), "Service orientation: the derivation of underlying constructs and measures," *International Journal of Operations and Production Management*, 32 (2): 156 - 190.
- Oliveira, P., H. Habicht and V. Shcherbatiuk (2012), "User Innovators: When Patients Set Out to Help Themselves and End-up Helping Many," *Die Unternehmung - Swiss Journal of Business Research and Practice*.
- Oliveira, P. and E. von Hippel (2011), "Users as Service Innovators: The Case of Banking Services," *Research Policy*, 40 (6): 806-818.
- Oliveira, P. and E. von Hippel (2011), "Users as Financial Service Innovators," *The European Financial Review*, August-September.
- Siemsen, E., A. V. Roth and P. Oliveira (2010) "Common Method Bias in Regression Models with Linear, Quadratic and Interaction Effects," *Organizational Research Methods*, 13 (3): 456-476.
- Oliveira, P. and A. V. Roth (2003), "Cross-border mergers and acquisitions in network industries as a tool to transfer knowledge and foster competitive capabilities," *International Journal of Technology, Policy and Management*, 3 (2): 204-223.
- Oliveira, P., A. V. Roth and W. Gilland (2002), "Achieving Competitive Capabilities in E-services," *Technological Forecasting & Social Change*, 69 (7): 721-739.
- Conceição, P., M. Heitor and P. Oliveira (1998), "Expectations for the University in the Age of the Knowledge Based Societies," *Technological Forecasting & Social Change*, 58 (3): 203-214.
- Conceição, P., M. Heitor and P. Oliveira (1998), "University Based Technology Licensing in the Knowledge Economy," *Technovation*, 18 (10): 615-625.

Book chapters

- Oliveira, P. and S. Azevedo (2017), "Seja inovador para melhorar a sua saúde," in A. Rodrigues, H. Canhão, J. Branco, M. J. Gregório and R. Sousa (Eds), *Viver com saúde depois dos 60*, pp. 48–53.
- Oliveira, P., H. Canhão and L. Zejnivic (forthcoming), "Challenges and opportunities of developing and sharing solutions by patients and caregivers, a story of Patient-Innovation," in B. Frischmann, K. Strandburg, and M. Madison (Eds), *Cambridge Series on Governing Knowledge Commons*, Cambridge University Press.
- Zejnivic, L., P. Oliveira and H. Canhao (2016), "Innovations by and for Patients, and their Place in the Future Health Care System," in: Horst Albach, Heribert Meffert, Andreas Pinkwart, Ralf Reichwald, W. von E. (Ed.), *Boundaryless Hospital*. Springer-Verlag, Berlin, pp. 341–357.
- Oliveira, P. and H. Canhão (2016), "Users as Service Innovators: Evidence from Banking to Healthcare," in K. Lakhani and D Harhoff (eds.), *Revolutionizing Innovation*, MIT Press, Cambridge, MA.
- Cunha, M.P., A. Rego, S. Clegg, P. Neves and P. Oliveira (2014) Unpacking the concept of organizational ingenuity: Learning from scarcity. in B. Honig, J. Lampel and I. Drori (eds.), *Handbook of Organizational and Entrepreneurial Ingenuity*.
- Oliveira, P. and C. Abecassis-Moedas (2014), "Process Innovation," in VK Narayanan (Drexel and G. O'Connor (eds.), *Wiley Encyclopedia of Management 3rd edition, Technology and Innovation Management (Vol. 13)*

Oliveira, P. and J. Mendonça (2014), "User Innovation," in VK Narayanan (Drexel and G. O'Connor (eds.)), Wiley Encyclopedia of Management 3rd edition, Technology and Innovation Management (Vol. 13)

Oliveira, P., A. V. Roth, M. V. Conley and C. Voss (2003), "Knowledge Assets in Global Service Strategy," in D. Gibson, C. Stolp, P. Conceição and M. Heitor (eds.), *Systems and Policies for the Global Learning Economy*, Praeger Publishers, Westport CT, 511-536.

Conceição, P., M. Heitor, P. Oliveira and F. Santos (2000), "On the Socio-Economic Context and Organizational Development of the Research University," in P. Conceição, D. Gibson, M. Heitor and S. Shariq (eds.), *Science, Technology and Innovation Policy: Opportunities and Challenges for the Knowledge Economy*, Quorum Publishers, Westport CT, 99-118.

Conceição, P., M. Heitor and P. Oliveira (1999), "On the Need of New Mechanisms for the Protection of Intellectual Property of Research Universities," in A. Inzelt and J. Hilton (eds.), *Technology Transfer: From Invention to Innovation*, Kluwer Academic Publishers, (NATO ASI Series 4 [Science & Technology Policy]/19), Boston MA, 68-85.

Papers in proceedings

Oliveira, P., Zejnilovic, L., Canhão, H. and von Hippel, E. (2014) "Patient innovation under rare diseases and chronic needs" Orphanet Journal of Rare Diseases, 9(Suppl 1):O33 (*abstract only*)

Oliveira, P. (2013), "Users as Service Innovators: Evidence from Banking and Healthcare," Proceedings of the 20th International Annual EurOMA Conference, June 7-12 2013, Dublin, Ireland.

Oliveira, P. and E. von Hippel (2010), "Users as Service Innovators", Academy of Management Proceedings, August 6-10 2010, Montreal.

Eterno, R., A. Póvoa and P. Oliveira (2010), "New Services Development Through an Idea Management System: An Empirical Investigation," EUROMA Proceedings 2010, June 6- 9 2010, Porto.

Oliveira, P. and E. von Hippel (2010), "Users as Service Innovators," EUROMA Proceedings 2010, June 6- 9 2010, Porto.

Arora, A., R. Baptista, D. Hounshell, S. Klepper, P. Oliveira and F. Veloso (2007) Policy paper: Economic Development, Scientific Excellence, Entrepreneurial Activity.

Oliveira, P. and A. V. Roth (2005), "An Empirical Investigation of the B2B E-service Chain," Best Paper Proceedings of the 2005 Academy of Management Annual Meeting, Honolulu, Hawaii, 5-10 August 2005.

Oliveira, P., A. V. Roth, D. S. Rubin and W. Gilland (2002), "A Framework for the Analysis of Retail Banking Efficiencies and Strategies," Proceedings of the Decision Sciences Institute Annual Meeting, San Diego, California, 23-26 November 2002.

Oliveira, P., A. V. Roth and W. Gilland (2001), "Challenges and Opportunities for E-services," Proceedings of the Decision Sciences Institute Annual Meeting, 17-20 November 2001, San Francisco, California.

Conceição, P., M. Heitor and P. Oliveira (1999), "Realities and Perspectives of Industrial R&D," Proceedings of the 32nd Annual Hawaii International Conference on Systems Sciences, 5-8 January 1999, Hawaii.

Conceição, P., M. Heitor and P. Oliveira (1997), "Reasonable Expectations for the University in the Age of the Knowledge-Based Society," Proceedings of the 1st Intl. Conference on Tech. Policy and Innovation, 2-4 July 1997, Macao.

Conceição, P., M. Heitor and P. Oliveira (1997), "Capitalizing on Intellectual Property: the Challenges for the Development of European Universities," Proceedings of the 1st Intl. Conference on Tech. Policy and Innovation, 2-4 July 1997, Macao.

Conference presentations (presenter is underlined)

Oliveira, P. and H. Canhão, "Development and diffusion of health solutions by patients and caregivers," XXVIII ISPIIM Innovation Conference, Vienna, Austria, June 18-21 2017.

Goeldner, M., C. Herstatt, H. Canhão and P. Oliveira, "With a Little Help from My Friends – How Patients and Caregivers Become User Entrepreneurs in the Medical Device Sector," 14th Open and User Innovation Conference, Cambridge, MA, August 1-3 2016.

Zejnilovic, L., P. Oliveira and H. Canhão, "Development, adoption, and attitudes towards health-related solutions developed by citizens – a representative survey in Portugal," 14th Open and User Innovation Conference, Cambridge, MA, August 1-3 2016.

Azevedo, S., A. Duarte, P. Oliveira and H. Canhão, "Patient Innovation: from the need to the market," 14th Open and User Innovation Conference, Cambridge, MA, August 1-3 2016.

Goeldner, M., C. Herstatt, H. Canhão and P. Oliveira, "Patients and Caregivers as User Entrepreneurs – A Case Study Analysis in the Healthcare Sector," R&D Management Conference, Cambridge, UK, 2016

Zejnilovic, L., P. Oliveira and H. Canhão, “Patient innovation and adoption, and the role of the content of social interactions,” Academy of Management Meeting, Vancouver (Canada), August 7-11 2015.

Azevedo, S., H. Canhão and P. Oliveira, “Are patient innovations above the threshold of regulatory agencies? Are the regulatory agencies ready for patient innovations?” 13th Open and User Innovation Workshop, Lisbon, Portugal, 13-15 July 2015.

Oliveira, P., L. Zejnilovic, H. Canhão and E. von Hippel, “Innovation by patients with rare diseases and chronic needs,” 13th Open and User Innovation Workshop, Lisbon, Portugal, 13-15 July 2015.

Roldão, J., L. Zejnilovic, P. Oliveira and H. Canhão, “The effectiveness of diffusion attempts of user-developed health care solutions,” 13th Open and User Innovation Workshop, Lisbon, Portugal, 13-15 July 2015.

Oliveira, P., “Patient Innovation,” 22th International Annual EurOMA Conference, Neuchâtel, Switzerland, June 28–July 1 2015.

Oliveira, P., H. Canhão, L. Zejnilovic and P. Pereira, “The use of technology in patient and caregiver innovation: An empirical survey of solutions developed to help mental or cognitive impaired children and adolescents,” VI Congresso Internacional da Criança e do Adolescente, Lisboa 22-23 Abril 2015.

Oliveira, P., H. Canhão, L. Zejnilovic and P. Pereira, “Patient Innovation e a difusão de inovações desenvolvidas por doentes e cuidadores na área da Medicina Física e Reabilitação,” XVI Congresso Sociedade Portuguesa de Medicina Física e Reabilitação, Lisboa 19-21 Março 2015.

Oliveira, P., “Health Innovation: A Research Agenda” (Keynote), 12th Open and User Innovation Workshop, Harvard Business School, Cambridge, MA, 2014.

Oliveira, P., L. Zejnilovic, H. Canhão and E. von Hippel, “Patient Innovation Under Rare Diseases and Chronic Need,” 12th Open and User Innovation Workshop, Harvard, Cambridge, 2014.

Oliveira, P., L. Zejnilovic, H. Canhão and E. von Hippel, “Patient Innovation Under Rare Diseases and Chronic Need,” Academy of Management Meeting, Philadelphia, 2014.

Fidelis, T., L. Zejnilovic and P. Oliveira, “Diffusion as a validation process: Learning from Patient innovators,” Academy of Management Meeting, Philadelphia, USA, 2014.

Fidelis, T., L. Zejnilovic and P. Oliveira, “Diffusion as a validation process: Learning from Patient innovators,” 12th Open and User Innovation Workshop, Cambridge, USA, 2014.

Zejnilovic, L., P. Oliveira and H. Canhão, “Patient Innovation under Chronic Needs: An Empirical Investigation of Innovation Efforts by Patients of Rare Diseases and their Caregivers.” Medical User Innovation Medical Commons Conference. NY, USA, 28-30 May, 2014

Zejnilovic, L. and P. Oliveira (2013), “How high necessity influences patient-innovation: an empirical study among rare disease patients in Portugal,” 10th User and Open Innovation Workshop, July 14-17 2013, Brighton, UK.

Fidelis, T., L. Zejnilovic, and P. Oliveira (2013), “Diffusion and observational trials as a validation process: learning from patient innovators,” 10th User and Open Innovation Workshop, July 14-17 2013, Brighton, UK.

Van der Boor, P., J. Mendonça, and P. Oliveira, J. de Jong and E. von Hippel (2013), “Diffusion and Commercialization of User Innovations: Evidence from a National Survey in Portugal,” 10th User and Open Innovation Workshop, July 14-17 2013, Brighton, UK.

Zejnilovic, L., P. Oliveira and R. Stock-Homburg (2013), “The moderating role of technological competence on the level of user involvement in the innovation process,” 10th User and Open Innovation Workshop, July 14-17 2013, Brighton, UK.

Oliveira, P. (2013), “Users as Service Innovators: Evidence from Banking and Healthcare,” 20th International Annual EurOMA Conference, June 7-12 2013, Dublin, Ireland.

Mendonça, R., A. Pova and P. Oliveira (2013), “An Empirical Investigation Of Innovation System Practices And Work Environment Types In Service Firms,” 20th International Annual EurOMA Conference, June 7-12 2013, Dublin, Ireland.

Oliveira, P. (2012), “Patients as Health Care Innovators and Developers of New Treatments, Therapies or Medical Devices,” INFORMS Annual Meeting, October 14-17 2012, Phoenix, Arizona.

Oliveira, P. (2012), “Users as Service Innovators: Evidence from Banking to Healthcare,” 5th International EurOMA Service Operations Management Forum “The Future of Services in a Connected World,” September 19-20 2012, Cambridge, UK

Mendonça, P., P. Oliveira, J. de Jong and E. von Hippel (2012), "Measuring User Innovation: a large-scale survey in Portugal, July 30-August 1 2012, Harvard University, Boston, Massachusetts.

Oliveira, P. (2012), "Patients as Health Care Innovators: The Case of Cystic Fibrosis," 9th User and Open Innovation Workshop, July 30-August 1 2012, Harvard University, Boston, Massachusetts.

Shcherbatiuk, V. and P. Oliveira Users as Developers and Entrepreneurs of Medical Treatments/Devices: The case of Patients, their Families and Friends, 4th International Conference on Drug Discovery and Therapy, February 12-15 2012, Dubai, UAE.

van der Boor, P., P. Oliveira and F. Veloso, "Emergence and diffusion of mobile banking services in emerging markets", Academy of Management Annual Meeting, August 3-7 2012, Boston, Massachusetts.

Zejnilovic, L., P. Oliveira and F. Veloso, "Employees as User Innovators: An Empirical Investigation of an Idea Management System", Academy of Management Annual Meeting, August 3-7 2012, Boston, Massachusetts.

von Hippel, E., H. DeMonaco and P. Oliveira (2011), "Patients as Health Care Innovators: The Case of Cystic Fibrosis," 9th User and Open Innovation Workshop, July 4-6 2011, Vienna, Austria.

Oliveira, P. and M. P. Cunha (2011), "Social Networks as Platforms for Service Development by Users: The Evolution of Crowdfundig," 9th User and Open Innovation Workshop, July 4-6 2011, Vienna, Austria.

van der Boor, P., P. Oliveira, F. Veloso and E. von Hippel (2011), "Emergence and diffusion of mobile banking services in emerging markets," 9th User and Open Innovation Workshop, July 4-6 2011, Vienna, Austria.

Zejnilovic, L., P. Oliveira and F. Veloso (2011), "User vs. Non-User Ideas in ICT/Telecom," 9th User and Open Innovation Workshop, July 4-6 2011, Vienna, Austria.

Oliveira, P. and E. von Hippel (2010), "Users as Service Innovators," Academy of Management Annual Meeting, August 6-10 2010, Montreal, Canada.

Oliveira, P. and E. von Hippel (2010), "Users as Service Innovators," MIT User and Open Innovation Workshop, August 2-4 2010, Boston, MA.

Van der Boor, P., P. Oliveira, F. Veloso, S. Klepper and E. von Hippel (2010), "Emergence and Diffusion of Mobile Banking Services in the Developing World," MIT User and Open Innovation Workshop, August 2-4 2010, Boston, MA.

Zejnilovic, L., P. Oliveira, F. Veloso (2010), "Empowering Users to Innovate: Implications for Organisational and Innovation Policy in ICT sector," MIT User and Open Innovation Workshop, August 2-4 2010, Boston, MA.

Oliveira, P. and E. von Hippel (2010), "Users as Service Innovators," EUROMA Annual Meeting, June 6 – 9, 2010, Porto.

Eterno, R., A. Póvoa, P. Oliveira (2010), "New Services Development Through an Idea Management System: An Empirical Investigation," EUROMA Annual Meeting, June 6 – 9 2010, Porto.

Oliveira, P., A. Roth and S. Venkataraman "An Imprecise Data Envelopment Analysis (IDEA) Framework for the Analysis of Retail Banking Strategies," Production and Operations Management Annual Meeting, May 7 – 10 2010, Vancouver, Canada.

Eterno, R., A. Póvoa, and P. Oliveira (2010), "Innovative Ideas in Firms Through Idea Management Systems," Production and Operations Management Annual Meeting, May 7 – 10 2010, Vancouver, Canada.

Oliveira, P. and E. von Hippel (2010), "Users as Service Innovators: The Case of Banking," Production and Operations Management Annual Meeting, May 7 – 10 2010, Vancouver, Canada.

Oliveira, P. and E. von Hippel (2009), "The Major Role of Users in Services Innovation: An Empirical Investigation into the Sources of Financial and Hospitality Services," User and Open Innovation Workshop, June 3-5 2009, Hamburg, Germany.

Eterno, R., P. Oliveira and A. Póvoa (2009), "New Services Ideas developed through Idea Management Systems (IMS): An Empirical Investigation " Production and Operations Management Society Annual Conference, May 1-4 2009, Orlando, Florida.

Eterno, R., P. Oliveira and A. Póvoa (2008), "New Service Development through Lead-Users: An Empirical Investigation," INFORMS Annual Meeting, October 12-15 2008, Washington DC.

Oliveira, P. and A. Roth (2008), "The Influence of Service Orientation on B2B E-service Capabilities: An Empirical Investigation," POMS Annual Meeting, May 2008, La Jolla, CA.

Oliveira, P. and A. Roth (2007), "New Multi-item Measurement Scales for Service Orientation in B2B," INFORMS Annual Meeting, November 4-7 2007, Seattle, WA.

Oliveira, P. and A. Roth (2007), "New Multi-item Measurement Scales for Service Orientation in B2B," POMS College of Service Operations Meeting, July 12-13 2007, London Business School, England.

Assunção, J. B. and P. Oliveira (2007), "Introducing Innovations in Small Economies," POMS Annual Meeting, May 2007, Dallas, Texas.

Assunção, J. B. and P. Oliveira (2006), "Introducing Innovations in Small Economies," INFORMS Annual Meeting, 5-8 November 2006, Pittsburgh, Pennsylvania.

Oliveira, P. and A. V. Roth (2006), "Towards a New Theory of B2B E-Service Capability," Seventeenth Annual Conference of POMS, April 28 - May 1, 2006, Boston, Massachusetts.

Oliveira, P. and A. V. Roth (2005), "Customer Technology Receptivity and the B2B e-Service Chain," 2005 INFORMS Annual Meeting, 13-16 November 2005, San Francisco, California.

Oliveira, P. and A. V. Roth (2005), "An Empirical Investigation of the B2B E-service Chain," 2005 Academy of Management Annual Meeting, 5-10 August 2005, Honolulu, Hawaii (Best Paper Proceedings).

Oliveira, P. and A. V. Roth (2005), "Customer Technology Receptivity: the Missing Link of the B2B E-Service Chain," Production and Operations Management Society (POMS) Annual Meeting, 29 April - 2 May 2005, Chicago, Illinois.

Oliveira, P. and A. V. Roth (2004), "B2B E-Service Capacity," INFORMS 2004, October 2004, Denver, Colorado.

Oliveira, P. and A. V. Roth (2004), "Antecedents and Consequences of B2B E-Service Capacity," EUROMA 2004, 27 - 29 June 2004, Fontainebleau, France.

Oliveira, P. and A. V. Roth (2004), "New Multi-item Measurement Scales of the Antecedents and Consequences of B2B E-service Capability: A Two-stage Approach," Production and Operations Management Society (POMS) Annual Meeting, 30 April - 3 May 2004, Cancun, Mexico.

Oliveira, P. and A. V. Roth (2003), "An Empirical Investigation of the Antecedents of E-Service Competence," 7th Intl. Conf. on Tech. Policy and Innovation, 10-13 June 2003, Monterrey, Mexico.

Oliveira, P., A. V. Roth, D. S. Rubin and W. Gilland (2003), "Fostering competitive capabilities through knowledge-based operations strategies," Production and Operations Management Society (POMS) Annual Meeting, 4-7 April 2003, Savannah, Georgia.

Oliveira, P. and A. V. Roth (2003), "Impact of B2B E-Service Competence on Customer Satisfaction and Loyalty," Production and Operations Management Society (POMS) Annual Meeting, 4-7 April 2003, Savannah, Georgia.

Oliveira, P. and A. V. Roth (2003), "An Empirical Investigation of the Antecedents of E-Service Competence," Production and Operations Management Society (POMS) Annual Meeting, 4-7 April 2003, Savannah, Georgia.

Oliveira, P. and A. V. Roth (2002), "An Empirical Investigation of Electronic-Service Value and Performance," Decision Sciences Institute Annual Meeting, 23-26 November 2002, San Diego, California.

Oliveira, P., A. V. Roth, D. S. Rubin and W. Gilland (2002), "A Framework for the Analysis of Retail Banking Efficiencies and Strategies," Decision Sciences Institute Annual Meeting, 23-26 November 2002, San Diego, California.

Oliveira, P., and A. V. Roth (2002), "Leveraging competitive capabilities through cross-border mergers and acquisitions," 6th Intl. Conf. on Tech. Policy and Innovation, 12-15 August 2002, Kyoto, Japan.

Oliveira, P., A. V. Roth, D. S. Rubin and W. Gilland (2002), "An Imprecise Data Envelopment Analysis (IDEA) Framework for the Analysis of Retail Banking Strategies," Production and Operations Management Society (POMS) Annual Meeting, 5-8 April 2002, San Francisco, California.

Oliveira, P., A. V. Roth and W. Gilland (2001), "Challenges and Opportunities for E-services," Decision Sciences Institute Annual Meeting, 17-20 November 2001, San Francisco, California.

Oliveira, P. and A. V. Roth (2001), "An Empirical Investigation of the Drivers of Customer Satisfaction and Loyalty in E-services," 5th Intl. Conf. on Tech. Policy and Innovation, 26-29 June 2001, Delft, The Netherlands.

Oliveira, P. and A. Roth (2000), "Competitive Capabilities in E-Services: New Challenges and Opportunities in the Virtual Market Space," Annual Meeting of the Decision Sciences Institute, 18-21 November 2000, Orlando, Florida.

Oliveira, P. and A. Roth (2000), "Redefining Competitive Capabilities in E-Services," 4th Intl. Conf. on Tech. Policy and Innovation, 28-31 August 2000, Curitiba, Brazil.

Conley, V., P. Oliveira, A. Roth and C. Voss (1999), "Knowledge Assets in Global Service Strategy," 3rd Intl. Conf. on Tech. Policy and Innovation, 1-4 September 1999, Austin, Texas.

Conceição, P., M. Heitor, P. Oliveira and C. Vedovello (1998), "Learning through Interaction: A Perspective for Research Universities," Conference on Innovation, Creation of New Businesses and Jobs, 18-19 May 1998, Luxembourg.

Oliveira, P., S. Thore, P. Conceição, and M. Heitor (1997), "An Integrated Approach to Foster the Assessment and Utilization of University R&D Results," EURO-INFORMS Joint Intl Meeting - OR/MS for the Next Millennium, 14-17 July 1997, Barcelona, Spain.

Conceição, P., M. Heitor and P. Oliveira (1997), "Reasonable Expectations for the University in the Age of the Knowledge-Based Society," 1st Intl. Conference on Tech. Policy and Innovation, 2-4 July 1997, Macao.

Conceição, P., M. Heitor and P. Oliveira (1997), "Capitalizing on Intellectual Property: On Modeling the Exploitation of University R&D Results," 1st Int. Conf. on Tech. Policy and Innovation, 2-4 July 1997, Macao.

Conceição, P., M. Heitor and P. Oliveira (1997), "Intellectual Property: the Challenges for the Development of European Universities," 6th Intl. Conference on Management of Technology, 25-28 July 1997, Gotemborg, Sweden.

GRANTS

<i>Project title</i>	<i>Budget</i>	<i>Funding Agency</i>
ProFooSe: Promoting Food Security	185.950€	EEA Grants (Norway)
Patient Innovation (grants 2014/15 and 2016/17)	46.000€	FCG
Digitalize or Die: Dynamic Drivers of Responsible Research and Innovation in Health and Welfare Services	40.000€	Norwegian Research Council
TEIPL: Technology, Entrepreneurship and Innovation Policy Lab	350.000€	FCT/ CMU PT
An Empirical Investigation of Treatment, Therapies and Medical Devices developed by Patients of Chronic Diseases	180.174€	FCT
Visualizing User Innovation in Health Care	40.000€	Peter Pribilla Found.
Human Resource Capability and User Innovation: A pilot survey in Portugal		MIT PT
The Role of 'User Innovators' in the Devel. of Telecom Products and Services	199.584€	FCT/ CMU PT
Technology Management and Policy in the Telecommunications Industry	486.735€	FCT/ CMU PT
The Internet and the Service Economy	116.420€	FCT
Information and communication technologies, inter-firm networking and innovativeness	159.624€	FCT
COMMUNIA - The European Thematic Network on the Digital Public Domain	10.000€	e-Content Plus (EC)
Other travel grants for attending conferences	7.600€	FLAD, FCG
	Total	1.822.087€

KEY-NOTES AND OTHER INVITED PRESENTATIONS

2017

- QUIS 15 – 2017, Porto, Portugal, 12-15 Jun 2017 (Keynote Speaker)
- Health Systems for the Future, European Parliament, Brussels, Belgium, 8 Jun 2017
- 37^oC Life Science Technology Conference & Exhibition, Stavanger, Norway, 7 Jun 2017
- TEDxFCTUNL, Lisbon, Portugal, 2 Jun 2017
- Horasis Global Meeting, 27-30 May 2017, Cascais, Portugal (speaker and chair)
- Responsible Research & Innovation in the Health Industry, Brussels, Belgium, May 18-19 2017
- BET24 (Bring Entrepreneurs Together), Microsoft Portugal, May 6 2017
- Maximizing the Value of Patient Invention, Harvard Catalyst, Harvard Medical School, April 24 2017 (Keynote Speaker)
- eHealth Summit, Lisbon, Portugal, April 4th 2017
- Leading the Heart, Lisbon, Portugal, March 25 2017 (Keynote Speaker)
- Bayer Medical Directors Meeting, Berlin, Germany, February 14 2017 (Keynote Speaker)

2016

- Summit on Science and Technology Enablement for the Sustainable Development Goals, New York Academy of Sciences, New York City, NY, USA, November 29 2016
- Web Summit 2016, Lisbon, Portugal, November 10 2016
- Pre Web Summit event at Católica-Lisbon, November 2016
- Reformas de Proximidade – SNS, Lisbon, Portugal, October 17-18 2016 (Keynote Speaker)

- Tycho Brahe Planetarium, Copenhagen, Denmark, October 4 2016
- 26^o Digital Business Congress, APDC, Lisbon, Portugal, September 28 2016
- Workshop on "health innovation", Ministry of Health & Católica-Lisbon, Lisbon, Portugal, September 22 2016
- University of San Diego, San Diego, CA (USA), September 20 2016
- Stanford Medicine X, Stanford University, Palo Alto, CA (USA), September 16-18 2016
- Festiwal Przemiany, Centrum Nauki Kopernik, Warsaw (Poland), September 4 2016
- Research seminar at University of North Carolina at Chapel Hill's The Kenan-Flagler Business School, Chapel Hill, NC (USA) August 26 2016
- Science Museum, Católica-Lisbon Alumni gathering, London (UK), July 11 2016
- Conference "Building Global Entrepreneurs", Católica-Lisbon School of Business and Economics, Lisbon, Portugal, June 20 2016
- Conference by Jornal Expresso "o meu futuro, os meus medicamentos", Mercado da Ribeira, Lisbon, Portugal, May 18 2016
- Conference "HOPE-European Hospital and Healthcare Federation", Universidade Nova de Lisboa, Lisbon, Portugal, May 13 2016
- Conference "Value Creation in Healthcare", Universidade Nova de Lisboa, Lisbon, Portugal, May 13 2016
- Hospital Fernando da Fonseca, Amadora, Portugal, April 13 2016
- AIMS 2016 - The Annual International Medical Students Meeting, Lisbon, Portugal, March 12th 2016 (Keynote Speaker)
- Portugal Embassy in Madrid-Spain, Católica-Lisbon Alumni gathering, Madrid, Spain, February 2016
- Conference "From e-Health to better Health: How engineering and technology will cut costs and shape the future of healthcare", IST, Lisbon, Portugal, February 18 2016

2015

- 3^o CONAHP - Congresso Nacional de Hospitais Privados, São Paulo (Brazil), November 11-13 2015
- TEDxTUM, Munich, Germany, October 24 2015
- Crowdsourcing Week Europe 2015, Brussels, Belgium, October 19-23 2015 (Keynote Speaker)
- European Students' Conference at Charité, Berlin, Germany, September 25 2015 (Keynote Speaker)
- 13th Open and User Innovation Workshop, Calouste Gulbenkian Foundation, Lisbon, Portugal, July 13-15 2015
- SIWF'15 Social Innovation World Forum, Lisbon, Portugal, June 25-26 2015
- OPENING UP TO AN ERA OF INNOVATION - A NEW START FOR EUROPE, European Commission, Brussels, Belgium, 22-23 June 2015 (Keynote Speaker)
- 22nd EurOMA Conference, Neuchatel, Switzerland, June 26 - July 1 2015
- Fostering Science & Innovation Ecosystems: Portugal – US Partnerships, Lisbon, Portugal, May 28-29 (Highlight Talk)

2014

- 12th Open and User Innovation Workshop, Harvard Business School, Cambridge, MA, USA, 2014 (Keynote Speaker)
- Research seminar at Lund University 's CIRCLE, Lund, Sweden, October 1 2014
- 12th Open and User Innovation Workshop, Harvard Business School, Cambridge, MA, USA, July 28-30 2014
- New York University, NY, USA, May 16 2014
- Research seminar at MIT Sloan Management School, TIES - Tech. Innovation, Entrepreneurship, and Strategic Management, Cambridge, MA, USA, May 5 2014

Prior to 2014

- MIT Sloan Management School, Innovation Lab Meeting, Cambridge, MA, USA, June 3-4 2013
- MIT Sloan Management School, Innovation Lab Meeting, Cambridge, MA, USA, March 27-28 2013
- Technical University of Munich, Germany, 2012
- MIT Sloan Management School, Innovation Lab Meeting, Cambridge, MA, USA, November 27-28 2012
- 4th International Conference on Drug Discovery and Therapy, Dubai, UAE, February 12-15 2012,
- MIT Sloan Management School, Innovation Lab Meeting, Cambridge, MA, USA, November 9 2011

- VINNOVA - Swedish Governmental Agency for Innovation System, Cambridge, MA, USA, October 27 2011
- FIM - Forum for Innovation Management, Stockholm, Sweden, October 27 2011
- EBS Business School, Wiesbaden, Germany, July 26 2011
- NASA Johnson Space Center - Houston, Innovation Lab Meeting, Houston, TX, USA June 17 2011
- IDEO, Munich, Germany, February 25 2011
- Ericsson Nikola Tesla, Zagreb, Croatia, 2010
- MIT Sloan Management School, Innovation Lab Meeting, Cambridge, MA, USA, 2009
- Clemson University, Clemson, SC, USA, 2006
- IESE Business School, Barcelona, Spain, 2003
- Instituto de Empresa, Madrid, Spain, 2003
- Technische Universiteit Eindhoven, Dpt. of Tech. Mgt., Eindhoven, The Netherlands, video-conference, 2003
- Universidad Carlos III de Madrid, Departamento de Economía de la Empresa, Madrid, Spain 2003
- Universidade Nova de Lisboa, Faculdade de Economia, Lisboa, Portugal, 2003
- Universidade Católica Portuguesa, Faculdade de Ciências Económicas e Empresariais, Lisboa, Portugal, 2003
- University of Utah, David Eccles School of Business, Salt Lake City, UT, USA, 2003
- University of Notre Dame, Mendoza College of Business, Notre Dame, IN, USA, 2003
- University of Oxford, Saïd Business School, Oxford, UK, 2003
- University of North Carolina at Chapel Hill, Kenan-Flagler Business School, NC, USA, 2001

STUDENT GOVERNMENT

- Coordinator and Contractor, Project TEMPUS JEP 1716 – Board of European Students of Technology Summer Program; Sept 1993 - Sept 1994
- President, Executive Committee of PAPS (Portuguese-American Post-graduate Society), December 2000 – January 2002 (member of the Executive Committee, Jan 2002 – Feb 2003)
- President, BEST-IST (Board of European Students of Technology), an international organization of 35 leading engineering universities in 20 European countries. May 1992 - May 1993
- Vice-President, Assembly of Representatives of IST, the highest ruling body of IST. Nov 1990 - Nov 1991

EDITORSHIPS OF JOURNALS

- Senior Editor, Production and Operations Management (POM), a top “A” journal in operations management, ranked among Business Week's top 20 and Financial Times 45 premier journals
- Editorial Review Board Member, Production and Operations Management (POM)
- Co-Editor, Special Issue, Int. Journal of Operations and Production Management (IJOPM)
- Editorial Review Board Member, Special Issue Manufacturing and Services Operations Management (MSOM)
- **Reviewer:** Research Policy | Journal of Operations Management (JOM) | Management Science | Manufacturing and Services Operations Management (MSOM) | Production and Operations Management (POM) | Quarterly Journal of Electronic Commerce | Decision Sciences Journal | International Journal of Operations and Production Management (IJOPM)

OP-ED CONTRIBUTIONS

Authored opinion articles that came out in the leading Portuguese newspapers including Expresso, Público, DN, Observador, Sol, etc:

- As minas vão mesmo reabrir? Com pessoas, ou acabará Trump a dar emprego a robôs mineiros? (Observador 15/6/2017)
- O futuro do trabalho... e o que vão fazer os nossos filhos? (Cadernos de Economia 2017)
- O que é que a Tesla tem? (Observador 13/4/2017)
- Se o futuro pertence aos robôs, o que farão os nossos filhos? (Observador 9/1/2017)
- Toda a verdade sobre as notícias falsas! (Observador 24/11/2016)
- O Patient Innovation da Católica-Lisboa no Web Summit (Dinheiro Vivo 4/11/2016)
- A Revolução da Inovação- uma exposição e dois livros (Observador 11/8/2016)

- Podem baldes de água fria e “likes” do Facebook salvar vidas? (Diário Ecocómico 31/12/2014)
- A Década da Inovação Aberta e de Utilizador (Diário Ecocómico)
- A Democratização da Inovação
- 2012 também vai ser o que nós quisermos! (Sol)
- Inovação: de pobres para ricos (Sol 4/06/2013)
- Está sem comida em casa? Imprima qualquer coisa que se coma! (Sol 19/02/2013)
- Os Portugueses são Inovadores? (Sol 20/11/2012)
- Crowdfunding: afinal há dinheiro fácil? (Sol 23/9/2011)
- Inovar em contextos de austeridade (Sol 4/2/2011)
- Inov Utilizador (7) | Inov Produtor (0) (Sol 26/6/2010)
- Que têm em comum? (inovações de utilizador) (Sol 27/11/2009)
- Economias Híbridas (Expresso 1/11/2008)
- Cadeias Fracas (Expresso 28/6/2008)
- Novo Portugal (Expresso 29/3/2008)
- Propaganda Tecnológica (Expresso 29/12/2007)
- Um direito obsoleto (Expresso 29/9/07)
- Perfeito perfeito era ser estatal! (Expresso 19/5/07)
- Choque Chinês (Expresso 9/2/07)
- Os Piratas da Internet (Expresso 4/11/06)
- Quem lidera as universidades? (Expresso 17/6/06)
- I&D tradicional cede lugar a inovação aberta (Público 22/5/06)
- Muita parra e pouca uva (Expresso 4/3/06)
- As nove vidas de Silicon Valley (Prémio 25/11/05)
- Revolução digital nos direitos de autor (Público 10/1/05)
- Portugueses Excelentíssimos (Prémio 9/9/05)
- Os limites da propriedade intelectual (DN 29/6/05)
- Inovação Made in Asia (SE 8/4/05)

ORGANIZATION OF MAJOR RESEARCH CONFERENCES (2005 onwards)

- **The 13th Open and User Innovation Conference** in Lisbon (<http://oui2015.clsbe.lisboa.ucp.pt>)
The leading academic conference on ‘Open and User Innovation’ brought together 200+ researchers.
Venue: Caloute Gulbenkian Foundation, July 13-15 2015. Chair of the Organizing Committee
- **SEI Consortium - Strategy, Entrepreneurship and Innovation (SEI) Faculty Workshop 2015**
Católica-Lisbon, May 15 2015, Member of the Organizing Committee
- **Workshop: User Innovation - A Paradigm Shift**
Católica-Lisbon, November 15 2012, Chair of the Organizing Committee
- **The 12th International Research Symposium on Service Excellence in Management**
Cornell University, June 2-5, 2011, Member of the International Scientific Committee
- **17th International Annual EurOMA Conference Managing Operations in Service Economies**, (the largest OM meeting in Europe, gathered over 500 participants)
UCP-CRP, June 6-9 2010, Member of the Organizing Committee
- **Workshop: Frontiers in Entrepreneurship research: Entrep., Innovation and Human Capital**,
Católica-Lisbon, December 17-18 2010, Member of the Organizing and Scientific Committee
- **Workshop: Frontiers in entrepreneurship research: The interplay of the entrepreneur and the firm over their life cycles**
Católica-Lisbon, January 9-10 2009, Member of the Organizing and Scientific Committee
- **1st Bridging Operations and Marketing Conference: New Product Development**,
CATÓLICA -LISBON, December 18-19 2005, Member of the Organizing Committee
- **International Conferences on “Technology Policy and Innovation” 1997 - 2003**, Member of the Organizing Committee from 1997 to 2003.

ORGANIZATION OF MAJOR NON-RESEARCH CONFERENCES (2005 onwards)

- 2nd Patient Innovation Awards at WebSummit 2016, Lisbon, Nov 7-10 2016
- 1st Patient Innovation Awards at Gulbenkian Foundation, Lisbon, July 13 2015

- Conference on “Crowdfunding: Alternativa de Financiamento de Novas Ideias e Empresas” at Fundação Calouste Gulbenkian, 28 September 2011
- Launching of the Portuguese version of the Creative Commons licenses with Lawrence Lessig (Founder, Creative Commons; Professor, Harvard University), John Wilbanks (Executive Director, ScienceCommons), Shigeru Miyagawa (Director, MIT Open CourseWare). 15 December 2006

MAIN TEACHING ASSIGNMENTS

- Over one thousand hours of executive education teaching in Innovation, Entrepreneurship, Operations and Supply Chain Management (from 2004 to present)
- Innovation and Intrapreneurship to the Lisbon MBA – Executive (2017)
- Processes & Operations Management to the Lisbon MBA International/Part-time classes (from 2007 to present); to the Católica-Nova MBA (from 2006 to 2007); to the Católica MBA (from 2004 to 2006)
- Business Statistics to the Católica MBA (from 2004 to 2006)
- Operations Management and Supply Chain to MSc students at Católica
- Operations Management to undergraduate students at Católica

STUDENTS SUPERVISED

MSc students supervised (as main supervisor)

Student	Dissertation Topic	Graduation	Co-Advisor	Program
João Pedro Silva	User Innovations in healthcare in developing countries	2017	Helena Canhão	IMSc in BA
Jonas Lochny	Can health care social networks increase user innovation in health care?	2015	Helena Canhão	IMSc in BA
Rita Jordão	Creating virtual capacity: The case of the Hospital of Vila Franca de Xira	2015		MSc in BA
Rita Oliveira	Patients and caregivers as sources of innovative ideas and solutions: A multiple-case study approach	2014	Leid Zejnilovic	MSc in BA
Matilde Czernin	Patients innovation: prevalence, antecedence, and impact	July 2013	Leid Zejnilovic	MSc in BA
Tomás Fidelis	Diffusion as a validation process: Learning from Patient Innovators	July 2013	Leid Zejnilovic	IMSc in BA
Mariana Lopes	Innovation in the Sales and After-Sales Model of the Brazilian Automotive Industry	Dec 2012		LisbonMBA
Paulo Silva Pereira	The Role of Crowdfunding in Promoting Entrepreneurship	Feb 2012		LisbonMBA
Yoann Nesme	An international comparison and analysis of the constraints and opportunities for implementing it in Portugal	Feb 2012		LisbonMBA
Viktoriia Shcherbatiuk	The role of users in Developing New Treatments, Therapies and Medical Devices	Jan 2012		MSc in BA
Maria Caetano	Mangelvaerwaltung Volkswagen suppliers' capacity concerns	Oct 2009		MSc in BA

Doctoral students supervised (as main supervisor)

Student	Dissertation Topic	Graduation	Co-Advisor	Program
Huiyan Zhang	tbd	2020 (expected)	Lee Bransteter	TCE CMU Portugal
Inês Mendonça	An empirical investigation of Ideas Management Systems	2015	Ana Póvoa	IST
Leid Zejnilovic	Essays in User Innovation	Nov 2014	Francisco Veloso	TCE CMU
Paul van der Boor	Emergence and Diffusion of Mobile Banking Services in Developing Markets	Dec 2013	Francisco Veloso	TCE CMU Portugal

SERVICE TO SOCIETY

- Launched the “SOS Refugees” initiative (in Lesvos, Greece; Tabanovce, Macedonia).