

Biographical Note



Margarida Saraiva



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Has a degree in business management (1994) from the University of Évora. She did her master's degree in business sciences (1998) promoted by INDEG/ISCTE-IUL. In 2004, has received a Ph.D. from the ISCTE Business School – Portugal, Lisbon.

Now is an Assistant Professor at the Management Department of the University of Évora - Portugal and a Researcher of Business Research Unit (UNIDE-IUL) of Instituto Universitário de Lisboa (ISCTE-IUL) – Portugal, Lisbon and assistant researcher of The Center for Advanced Studies in Management and Economics of the University of Évora (CEFAGE-UE) and member of the SCOPE – Center for Organizational Development of the Portuguese Association for Quality (APQ). Her research interests are in the areas of *Quality Management, Quality Systems, Quality Costs, Satisfaction and Motivation, Organizational Communication and Organization and management*. She has published some articles in scientific journal, book chapters and event proceedings. She supervised several doctoral thesis and master's dissertations. She participated in some research projects (national and international) and now is a member of the Erasmus project Human Resources Management for Southeast Asian University (2017 to 2019).

She is coordinator of the Researchers Network of Quality (RIQUAL) and Dynamic Pole of Quality of Évora of the Portuguese Association for Quality (APQ) - Portugal. She is editor of scientific journal TMQ – Techniques, Methodologies and Quality (ISSN: 2183-0940).