

# Biographical Note



**Patrícia Moura e Sá**



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## **Patrícia Moura e Sá**

Patrícia Moura e Sá holds a degree in Management (1994), by the Faculty of Economics of the University of Coimbra, and a PhD in Business (2002), by Sheffield Hallam University (UK). She is an Assistant Professor at the Faculty of Economics of the University of Coimbra, where she has been teaching different curricular units, such as Quality Management, Quality Planning and Assessment and Research Methods. She is an integrated researcher at CICIP (Research Centre in Political Science) and a researcher at the Centre for Business and Economics Research of the University of Coimbra - CeBER. Her main research topics lie in the area of quality management, with a special focus on public services and performance measurement. She has publications in relevant journals in the field of quality management, such as Total Quality Management & Business Excellence, International Journal of Quality and Reliability Management, The TQM Journal, Quality Progress and International Journal of Quality and Service Sciences. She is a member of the scientific commission of the EISIC – Excellence in Services International Conferences – and of the QMOD Research Society.