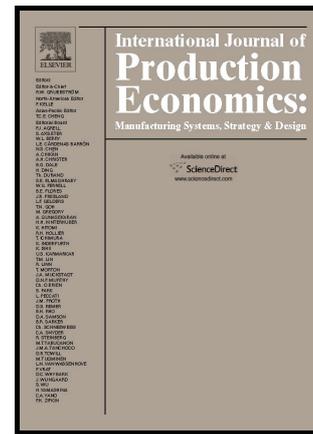


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Framing maturity based on sustainable operations management principles

Carla Gonçalves Machado^{a1*} PhD., Edson Pinheiro de Lima^a, PhD., Sergio Eduardo Gouvea da Costa^{a1}, PhD., Jannis Jan Angelis^b, PhD., Rosana Adami Mattioda^a, Msc.

^aPontifical Catholic University of Parana – PUCPR

Industrial and Systems Engineering Graduate Program, 80215-901 Curitiba, Brazil.

^bRoyal Institute of Technology KTH & Research Institute of Industrial Economics IFN
Department of Industrial Management, 100 44 Stockholm, Sweden.

carla.goncalves@pucpr.br
e.pinheiro@pucpr.br
s.gouvea@pucpr.br
jannis.angelis@indek.kth.se
mattioda@brturbo.com.br

*Corresponding author: Carla Gonçalves Machado (carla.goncalves@pucpr.br). Address: R. Imaculada Conceição, 1155, Escola Politécnica - Prado Velho - Curitiba - PR, 80.215-901, Brazil. T. +55 41 3271-2579. Authors email: e.pinheiro@pucpr.br; s.gouvea@pucpr.br; jannis.angelis@indek.kth.se; mattioda@brturbo.com.br

Abstract

Business sustainability integration is a complex task and strongly linked to operations management. In fact, sustainability based approaches demand operations management boundaries' expansion, creation and integration of new performance goals into traditional company's performance management system, and new criteria and policies for operations' decision areas development. The challenge is to conduct more sustainable operations through companies' value chain and their operations network. Maturity models have been used in different areas as a process improvement and change management model for complex contexts. In sustainable operations management area, maturity models have been developed for specific purposes, e.g., sustainable production, sustainable supply chain management, corporate social responsibility, and life cycle management. However, there is a lack of models that considers sustainability integration through the evolution of sustainable operations' capabilities in an integrated way. Based on literature review and results from two panel studies conducted with academics and practitioners, this paper proposes a maturity framework for sustainability integration guided by sustainable operations capabilities evolution. The findings pointed out that it is possible to identify an evolutionary path, which goes from an initial approach

¹Federal University of Technology - Parana, 85503-390 Pato Branco, Brazil.

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