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Framing maturity based on sustainable operations management principles

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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

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