



## Personal Information

Surname, Name **Ricciardi Francesca**  
 Address Via del Sagittario n. 14 - 75100 Matera  
 Telephone +39 3407160620  
 Mail francesca.ricciardi@ymail.com  
 Nationality Italian  
 Date of birth Turin, 31/05/1990

## Work experience

Dates (from-to)	JULY 2019 – ONWARDS
Name and address of employer	UNIVERSITY OF BARI “ALDO MORO”
Type of sector	HIGHER EDUCATION & RESEARCH
Occupation or position held	ASSISTANT FOR EDUCATIONAL ACTIVITIES IN ACCOUNTING
Main activities and responsibilities	EDUCATIONAL SUPPORT ACTIVITIES
Dates (from-to)	MARCH - JUNE 2019
Name and address of employer	PRICEWATERHOUSECOOPERS SPA
Type of sector	AUDIT
Occupation or position held	JUNIOR ASSISTANT
Main activities and responsibilities	INTERNAL AUDIT ADVISORY AND BALANCE SHEET ANALYSIS
Dates (from-to)	FEBRUARY – NOVEMBER 2018
Name and address of employer	UNIVERSITY OF BARI “ALDO MORO”
Type of sector	HIGHER EDUCATION & RESEARCH
Occupation or position held	ASSISTANT FOR EDUCATIONAL ACTIVITIES IN ACCOUNTING
Main activities and responsibilities	EDUCATIONAL SUPPORT ACTIVITIES
Dates (from-to)	OCTOBER - NOVEMBER 2017
Name and address of employer	UNIVERSITY OF BARI “ALDO MORO”
Type of sector	HIGHER EDUCATION & RESEARCH
Occupation or position held	ASSISTANT FOR EDUCATIONAL ACTIVITIES IN ACCOUNTING
Main activities and responsibilities	EDUCATIONAL SUPPORT ACTIVITIES
Dates (from-to)	NOVEMBER 2014 - OCTOBER 2017
Name and address of employer	UNIVERSITY OF BARI “ALDO MORO”
Type of sector	HIGHER EDUCATION & RESEARCH

Occupation or position held	PHD IN ECONOMICS AND MANAGEMENT
Main activities and responsibilities	RESEARCH ACTIVITIES
Dates (from-to)	JULY - SEPTEMBER 2009
Name and address of employer	DATACONTACT – VIA DELLE NAZIONI UNITE, MATERA
Type of sector	MARKETING
Occupation or position held	COLLABORATOR
Main activities and responsibilities	FRONT OFFICE OPERATOR – VODAFONE PRODUCT AND SERVICE SUPPORT
Dates (from-to)	APRIL - SEPTEMBER 2008
Name and address of employer	EBUBE VIAGGI – VIA ALDO MORO 29, MATERA
Type of sector	TRAVEL AGENCY
Occupation or position held	STAGE
Main activities and responsibilities	FRONT OFFICE OPERATOR (INFORMATION AND BOOKINGS) – BACK OFFICE OPERATOR (ACCOUNT MANAGEMENT).

### Teaching experiences

Dates (from-to)	SEPTEMBER 2018 – FEBRUARY 2019
Name and address of employer	ISTITUTO TECNICO ECONOMICO SAN G. BATTISTA DE LA SALLE, SANTERAMO (BA)
Type of sector	EDUCATION
Occupation or position held	TEACHER
Course	BUSINESS ADMINISTRATION
Dates (from-to)	SEPTEMBER 2018 - SEPTEMBER 2018
Name and address of employer	DEMETRA FORMAZIONE S.R.L., BOLOGNA
Type of sector	EDUCATION
Occupation or position held	TEACHER
Course	NEW MARKETS AND PRODUCTION MANAGEMENT SYSTEM OF AUDIOVISUAL AND DISTRIBUTION TECHNIQUES
Dates (from-to)	NOVEMBER 2017 - JUNE 2018
Name and address of employer	ISTITUTO TECNICO ECONOMICO SAN G. BATTISTA DE LA SALLE, SANTERAMO (BA)
Type of sector	EDUCATION
Occupation or position held	TEACHER
Course	BUSINESS ADMINISTRATION

### Education and training

Dates (from – to)	DECEMBER 2018 – ONWARDS
Name and type of organisation	DEPARTMENT OF ECONOMICS, MANAGEMENT AND BUSINESS LAW
Principal subjects covered	TOURIST OFFER, TOURIST INTERMEDIATION, BUSINESS ECONOMY APPLIED TO TOURISM
Title of qualification awarded	HONORARY FELLOW (CULTURE DELLA MATERIA) IN ECONOMY OF THE TOURIST COMPANY
Dates (from – to)	DECEMBER 2018 – ONWARDS
Name and type of organisation	DEPARTMENT OF ECONOMICS, MANAGEMENT AND BUSINESS LAW
Principal subjects covered	DESTINATION MANAGEMENT, PROJECT MANAGEMENT
Title of qualification awarded	HONORARY FELLOW (CULTURE DELLA MATERIA) IN MANAGEMENT OF COMPANIES AND TOURIST EVENTS
Dates (from – to)	APRIL 2017 – ONWARDS
Name and type of organisation	DEPARTMENT OF ECONOMICS, MANAGEMENT AND BUSINESS LAW
Principal subjects covered	OPERATIONS MANAGEMENT, SUPPLY CHAIN MANAGEMENT, BUSINESS MANAGEMENT
Title of qualification awarded	HONORARY FELLOW (CULTURE DELLA MATERIA) IN OPERATIONS MANAGEMENT

Dates (from – to)	NOVEMBER 2014 - OCTOBER 2017
Name and type of organisation	UNIVERSITY OF BARI “ALDO MORO” – PHD IN ECONOMICS AND MANAGEMENT
Principal subjects covered	BUSINESS ADMINISTRATION, BUSINESS MANAGEMENT, OPERATIONS & SUPPLY CHAIN MANAGEMENT, BUSINESS EVALUATION, FINANCIAL STATEMENT ANALYSIS, ACCOUNTING, BUSINESS ORGANIZATION, MERGERS, ACQUISITION AND BUSINESS COMBINATIONS.
Title of qualification awarded	<b>PHD</b>
Dates (from – to)	SEPTEMBER 2012 - JULY 2014
Name and type of organisation	UNIVERSITY OF BARI “ALDO MORO” – MASTER DEGREE IN ECONOMICS AND MANAGEMENT
Principal subjects covered	OPERATIONS MANAGEMENT, BUSINESS MANAGEMENT, FINANCE, BUSINESS ORGANIZATION, MANAGEMENT AND ORGANIZATION THEORY, STATISTICS, INTERNATIONAL FINANCIAL MARKETS, INDUSTRIAL ORGANIZATION, ECONOMIC GROWTH, INTERNATIONAL LAW, TECHNOLOGY OF THE PRODUCTION CYCLES, ECONOMETRICS, INFORMATION TECHNOLOGY, ENGLISH.
Title of qualification awarded	<b>MASTER DEGREE IN ECONOMICS &amp; MANAGEMENT - 110/110 CUM LAUDE.</b> THESIS: BUSINESS PROCESS MANAGEMENT AS A STRATEGY OF IMPROVEMENT
Dates (from – to)	MAY - JUNE 2014
Name and type of organisation	LOCAL HEALTH UNIT – GENERAL AFFAIRS OFFICE – VIA MONTESCAGLIOSO – MATERA
Principal subjects covered	ORGANIZATIONAL ANALYSIS – PROCESS ANALYSIS – EVALUATION AND DETECTION OF CRITICALITY - RISK MANAGEMENT WITH IMPROVEMENT HYPOTHESIS - TO BE ANALYSIS.
Title of qualification awarded	TRAINEE FOR THESIS APPLICATION
Dates (from – to)	FEBRUARY 2013 – ONWARDS
Name and type of organisation	ADACI MEMBER (ASSOCIAZIONE ITALIANA ACQUISTI E SUPPLY MANAGEMENT)
Principal subjects covered	SUPPLY CHAIN MANAGEMENT, OPERATIONS MANAGEMENT, PROCUREMENT, LOGISTICS
Title of qualification awarded	ADACI MEMBER JUNIOR
Dates (from – to)	SEPTEMBER 2009 - JULY 2012
Name and type of organisation	UNIVERSITY OF BARI “ALDO MORO” – BACHELOR DEGREE IN BUSINESS ADMINISTRATION
Principal subjects covered	PUBLIC LAW, STATISTICS, MATHEMATICS FOR ECONOMICS, BUSINESS ADMINISTRATION, MICROECONOMICS, ENGLISH, BUSINESS MANAGEMENT, PRIVATE LAW, MACROECONOMICS, FINANCIAL SCIENCE, PUBLIC MANAGEMENT, FINANCIAL MARKETS AND INSTITUTIONS, FINANCIAL MATHEMATICS, INFORMATION TECHNOLOGY, BUSINESS STATISTICS, COMMODITY SCIENCE, COMMERCIAL LAW, APPLIED ACCOUNTING, LABOUR LAW.
Title of qualification awarded	<b>BACHELOR DEGREE IN BUSINESS ADMINISTRATION - 98/110</b> THESIS: CERVED GROUP RATING FOR CREDIT RISK ASSESSMENT
Dates (from – to)	NOVEMBER - DECEMBER 2011
Name and type of organisation	BANCA POPOLARE DEL MEZZOGIORNO (BPER GROUP) – MANAGEMENT CONTROL OFFICE – PIAZZA DELLA CONCORDIA – MATERA
Principal subjects covered	INTERNSHIP IN BUSINESS MANAGEMENT: <ul style="list-style-type: none"> <li>– DATA PROCESSING FOR DIRECTIONAL REPORTS PRODUCTION;</li> <li>– BUSINESS AND MONITORING ACTIVITIES;</li> <li>– BUDGETTING AND GAP ANALYSIS.</li> </ul>
Title of qualification awarded	CERTIFICATE OF ATTENDANCE
Dates (from – to)	SEPTEMBER 2004 – JULY 2009
Name and type of organisation	ISTITUTO TECNICO STATALE COMMERCIALE E PER PERITI AZIENDALI E CORRISPONDENTI IN LINGUE STRANIERE “A. LOPERFIDO” – MATERA.
Principal subjects covered	BUSINESS ADMINISTRATION, PUBLIC LAW, INFORMATION TECHNOLOGY, LANGUAGES (ENGLISH, GERMAN, SPANISH), BUSINESS COMMUNICATION
Title of qualification awarded	DIPLOMA PERITO AZIENDALE E CORRISPONDENTE IN LINGUE ESTERE - 94/100

## Other skills and competences

MOTHER TONGUE	<b>ITALIAN</b>
OTHER LANGUAGES	<b>ENGLISH</b>
Reading	DISTINCT
Writing	DISTINCT
Speaking	DISTINCT
	<b>GERMAN</b>
Reading	SUFFICIENT
Writing	SUFFICIENT
Speaking	SUFFICIENT
	<b>SPANISH</b>
Reading	DISTINCT
Writing	DISTINCT
Speaking	DISTINCT
Communication skills	<p>I AM ABLE TO EXPRESS EMPATHY, TO COMMUNICATE IN FOREIGN LANGUAGES, TO SYNTHESIZE INFORMATION. SINCE THE FIRST TRAINING OPPORTUNITIES DURING THE EXTRA-SCHOOL COURSE, I DEVELOPED MY COMMUNICATION SKILLS, THANKS TO THE FAI (FONDO AMBIENTE ITALIANO) ACTIVITIES (TOURIST GUIDE FOR VACATIONERS VISITING THE CITY OF MATERA). THANKS TO THE PHD SCHOOL, I AM A COMMISSION MEMBER OF WRITTEN AND ORAL EXAMS FOR DIFFERENT DISCIPLINES (BUSINESS ADMINISTRATION, BUSINESS MANAGEMENT, OPERATIONS &amp; SUPPLY CHAIN MANAGEMENT, BUSINESS EVALUATION, FINANCIAL STATEMENT ANALYSIS, MERGERS, ACQUISITION AND BUSINESS COMBINATIONS), AND I INTERACT WITH PROFESSORS, RESEARCHERS AND STUDENTS, FOR WHICH I OFFER SUPPORT ACTIVITIES FOR STUDY AND THESIS CORRECTION. I HAVE PERFORMED LESSONS AND EXERCISES IN THE DISCIPLINES OF OPERATIONS MANAGEMENT AND BUSINESS MANAGEMENT. I TAKE PART TO NATIONAL AND INTERNATIONAL CONVENTIONS, PRESENTING RESULTS OF RESEARCH ACTIVITIES, CARRIED OUT IN COLLABORATION WITH DIFFERENT WORKING GROUPS. THANKS TO THE PWC EXPERIENCE, I HAVE HAD THE OPPORTUNITY TO REINFORCE MY RELATIONAL CAPABILITIES, BECAUSE I PERIODICALLY INTERFACE WITH ADMINISTRATIVE AND MANAGERS OF CUSTOMERS, FOR INTERNAL AUDIT CONTROL.</p>
Organisational / managerial skills	<p>AS VOLUNTEER, I FOLLOWED THE INITIATIVES OF THE ITALIAN RED CROSS, ACQUIRING THE TITLE OF PIONEER AND OFFERING MY CONTRIBUTION IN THE PEDIATRICS OPERATING UNIT OF THE "MADONNA DELLE GRAZIE" HOSPITAL, IN MATERA.</p> <p>DURING THE UNIVERSITY STUDIES, I COVERED COORDINATION ACTIVITIES FOR THE TEAM WORKING DURING DIDACTIC EXERCISES IN SOME DISCIPLINES, SUCH AS OPERATIONS MANAGEMENT, BUSINESS MANAGEMENT, INDUSTRIAL ORGANIZATION.</p> <p>WITH ATTITUDES TO PROBLEM SOLVING, I ACQUIRED MANAGEMENT COMPETENCES DURING THE SHORT EXPERIENCE INSIDE THE MANAGEMENT CONTROL OFFICE OF THE BANCA POPOLARE DEL MEZZOGIORNO (BPER GROUP).</p> <p>THE EXPERIENCE IN THE HEALTHCARE SECTOR LET ME CONDUCTED TO IDENTIFY PROPOSAL SOLUTIONS FOR RISK MANAGEMENT PROBLEMS AND POSSIBLE IMPROVEMENT SCENARIOS.</p> <p>DURING THE EXPERIENCE AT THE PWC, I HAVE HAD THE OPPORTUNITY TO INTERFACE ME WITH BUSINESS MANAGERS, WORKING IN A DYNAMIC WAY WITH DIFFERENT TEAMS, OPERATING WITH RESPONSIBILITY AND AUTONOMY ON THE PERIODIC CHECKS OF THE INTERNAL CONTROL SYSTEMS OF THE CLIENTS BELONGING TO DIFFERENT SECTORS.</p>
Digital skills	USE OF THE MAIN COMPUTER INSTRUMENTS (WORD, EXCEL, POWER POINT, MAIL, BROWSER). BASIC KNOWLEDGE OF STATISTIC SOFTWARE (SPSS).
Certificates	
Data	JUNE 2018
Title of qualification awarded	24 CFU IN PSYCHO-PEDAGOGICAL DISCIPLINES AND TEACHING METHODOLOGIES

Data	DECEMBER 2017
Title of qualification awarded	B2 AIM AWARDS – ANGLIA
Data	DECEMBER 2017
Title of qualification awarded	SIX SIGMA YELLOW BELT PROFESSIONAL
Data	JUNE 2017
Title of qualification awarded	LIM (LAVAGNA INTERATTIVA MULTIMEDIALE)
Data	JUNE 2017
Title of qualification awarded	EIPASS (EUROPEAN INFORMATIC PASSPORT)
Other skills	ENTHUSIASTIC OF MUSIC, I ACQUIRED THE SOLFÈGE DEGREE AND THE 5TH YEAR FREQUENCY OF THE PIANO COURSE AT THE CONSERVATORY "E. DUNI" OF MATERA.
Driving Licence	B type
<b>Conferences, Courses, Publications</b>	
Courses	<p>NOVEMBER 2018 – FEBRUARY 2019 PARTECIPATION TO THE COURSE OF THE PROFESSION OF ACCOUNTING AND GENERAL SERVICES DIRECTOR – SNALS MATERA.</p> <p>NOVEMBER 2018 – DECEMBER 2018 PARTECIPATION TO THE COURSE OF THE "DIGITAL EXPORT STRATEGY", ICE – AGENZIA PER LA PROMOZIONE E L'INTERNAZIONALIZZAZIONE DELLE IMPRESE ITALIANE.</p> <p>APRIL - JUNE 2017 COORDINATION STAFF FOR <i>VALORE PA INPS</i> COURSE "LEADERSHIP E MANAGEMENT: IL GOVERNO DELLA COMPLESSITA' NELLA PUBBLICA AMMINISTRAZIONE", UNIVERSITY OF BARI "ALDO MORO", DEPARTMENT OF ECONOMICS, MANAGEMENT AND BUSINESS LAW.</p>
Seminars	<p>MARCH - APRIL 2015 ODCEC OF BARI (ORDINE DEI DOTTORI COMMERCIALISTI E DEGLI ESPERTI CONTABILI), IN COLLABORATION WITH THE UNIVERSITY OF BARI "ALDO MORO", DEPARTMENT OF ECONOMICS, MANAGEMENT AND BUSINESS LAW. SEMINAR LESSONS: "LA REVISIONE LEGALE DEI CONTI AFFIDATA AI SINDACI E AL REVISORE".</p>
Conferences	<p>SEPTEMBER 2017 UNIVERSITY OF ROME IN COLLABORATION WITH EUROMED ACADEMY OF BUSINESS THE 10TH ANNUAL EUROMED ACADEMY OF BUSINESS CONFERENCE "GLOBAL AND NATIONAL BUSINESS THEORIES AND PRACTICE: BRIDGING THE PAST WITH THE FUTURE".</p> <p>SEPTEMBER 2017 UNIVERSITY OF VERONA IN COLLABORATION WITH THE TQM JOURNAL E SINERGIE - ITALIAN JOURNAL OF MANAGEMENT XX TOULON-VERONA INTERNATIONAL CONFERENCE - HUELVA: "EXCELLENCE IN SERVICES".</p> <p>JUNE 2017 UNIVERSITY OF NAPLES IN COLLABORATION WITH SINERGIE - ITALIAN JOURNAL OF MANAGEMENT SINERGIE SIMA 2017 CONFERENCE – NAPLES: "VALUE CO-CREATION: LE SFIDE DI MANAGEMENT PER LE IMPRESE E PER LA SOCIETA'".</p> <p>SEPTEMBER 2016 SOCIETA' ITALIANA DEI DOCENTI DI RAGIONERIA E DI ECONOMIA AZIENDALE (SIDREA) CONVEGNO NAZIONALE SIDREA 2016 – PISA: "IL GOVERNO AZIENDALE TRA TRADIZIONE E INNOVAZIONE".</p> <p>SEPTEMBER 2016 UNIVERSITY OF HUELVA (SPAIN) IN COLLABORATION WITH THE TQM JOURNAL E SINERGIE - ITALIAN JOURNAL OF MANAGEMENT XIX TOULON-VERONA INTERNATIONAL CONFERENCE - HUELVA: "EXCELLENCE IN SERVICES".</p>

	<p>JUNE 2016 UNIVERSITY OF UDINE IN COLLABORATION WITH SINERGIE – ITALIAN JOURNAL OF MANAGEMENT XXVIII CONVEGNO ANNUALE DI SINERGIE – UDINE: "MANAGEMENT IN A DIGITAL WORLD: DECISION, PRODUCTION, COMMUNICATION".</p>
	<p>SEPTEMBER 2015 ACCADEMIA ITALIANA DI ECONOMIA AZIENDALE (AIDEA) XXXVII CONVEGNO NAZIONALE AIDEA 2015 – PIACENZA: "SVILUPPO, SOSTENIBILITÀ E COMPETITIVITÀ DELLE AZIENDE: IL CONTRIBUTO DEGLI ECONOMISTI AZIENDALI".</p>
Research School	<p>SEPTEMBER 2016 ACCADEMIA ITALIANA DI ECONOMIA AZIENDALE (AIDEA) AIDEA SCHOOL IN RESEARCH METHODOLOGY – PALERMO.</p>
Publications	<p>NATIONAL AND INTERNATIONAL REVIEW (DOUBLE BLIND REFEREED)</p> <ol style="list-style-type: none"> <li>BALDASSARRE F., RICCIARDI F., CAMPO R. (2018), "WAITING TOO LONG: BOTTLENECKS AND IMPROVEMENTS. A CASE STUDY OF A SURGERY DEPARTMENT", THE TQM JOURNAL, VOL. 30, ISSUE 2, PP. 116-132, ISSN: 1754-2731</li> <li>BALDASSARRE F., RICCIARDI F. (2017), "THE ADDITIVE MANUFACTURING IN THE INDUSTRY 4.0 ERA: THE CASE OF AN ITALIAN FABLAB", JOURNAL OF EMERGING TRENDS IN MARKETING AND MANAGEMENT, VOL. II, NO. 2/2017.</li> <li>BALDASSARRE F., RICCIARDI F., CAMPO R. (2017), "THE ADVENT OF INDUSTRY 4.0 IN MANUFACTURING INDUSTRY: LITERATURE REVIEW AND GROWTH OPPORTUNITIES", DUBROVNIK INTERNATIONAL ECONOMIC MEETING, VOL. 3 No. 1, LISTOPAD</li> <li>BALDASSARRE F., RICCIARDI F., CAMPO R. (2016), "ANALISI DI PROCESSO NEL SETTORE SANITARIO: COLLI DI BOTTIGLIA E POSSIBILI MIGLIORAMENTI", ECONOMIA&amp;COMMERCIO, SERIE V, ANNO XXV, N. 0, 2016, PP. 23-40, ISSN: 1593-9480, <a href="https://economiaecommercio.files.wordpress.com/2016/12/baldassarre-et-al_ec_2016.pdf">HTTPS://ECONOMIAECOMMERCIO.FILES.WORDPRESS.COM/2016/12/BALDASSARRE-ETAL_EC_2016.PDF</a></li> <li>BALDASSARRE F., RICCIARDI F., CAMPO R. (2016), "BUSINESS PROCESS MANAGEMENT AS A STRATEGY TO IMPLEMENT ORGANIZATIONAL INNOVATION", JOURNAL OF EMERGING TRENDS IN MARKETING AND MANAGEMENT, VOL. I, NO. 1/2016, PP. 292-301, ISSN: 2537-5865, <a href="http://www.etimm.ase.ro/journal/etimm_v01_2016.pdf">HTTP://WWW.ETIMM.ASE.RO/JOURNAL/ETIMM_V01_2016.PDF</a></li> </ol> <p>CONFERENCE PROCEEDINGS (DOUBLE BLIND REFEREED PAPERS AND ABSTRACTS)</p> <ol style="list-style-type: none"> <li>DICUONZO G., RICCIARDI F., DELL'ATTI V. (2017), "THE VALUE RELEVANCE OF CORPORATE SOCIAL RESPONSIBILITY IN THE EUROPEAN STOCK MARKETS: THE INFLUENCE OF STANDARD ETHICS RATING", THE 10TH ANNUAL EUROMED ACADEMY OF BUSINESS CONFERENCE "GLOBAL AND NATIONAL BUSINESS THEORIES AND PRACTICE: BRIDGING THE PAST WITH THE FUTURE", ROME, SEPTEMBER 13-15 2017</li> <li>BALDASSARRE F., RICCIARDI F., CAMPO R. (2017), "TOURISM CONSUMPTION AND OPPORTUNITY FOR THE TERRITORY: EXPLORING THE CASE OF MATERA, 2019 EUROPEAN CAPITAL OF CULTURE", IN: (A CURA DI/EDITED BY), CLAUDIO BACCARANI AND JACQUES MARTIN, REFEREED ELECTRONIC CONFERENCE PROCEEDINGS OF XX TOULON-VERONA INTERNATIONAL CONFERENCE-EXCELLENCE IN SERVICES, VERONA (ITALY), 7-8TH SEPTEMBER 2017.</li> <li>BALDASSARRE F., RICCIARDI F., CAMPO R. (2017), "LA CO-CREAZIONE DI VALORE NELLA SMART FACTORY: ANALISI DELLA LETTERATURA E OPPORTUNITÀ DI CRESCITA", IN: (A CURA DI): CUEIM, REFEREED ELECTRONIC CONFERENCE PROCEEDINGS, CONVEGNO SINERGIE – SIMA 2017 VALUE CO-CREATION: LE SFIDE DI MANAGEMENT PER LE IMPRESE E PER LA SOCIETÀ, 15 -16 GIUGNO 2017 – UNIVERSITÀ DEGLI STUDI DI NAPOLI FEDERICO II.</li> <li>BALDASSARRE F., RICCIARDI F., CAMPO R. (2016), "BUSINESS PROCESS MANAGEMENT TO MANAGE CLINICAL RISK: A CASE-STUDY IN THE HEALTHCARE SECTOR" IN: (A CURA DI/EDITED BY), CLAUDIO BACCARANI AND JACQUES MARTIN, REFEREED ELECTRONIC CONFERENCE PROCEEDINGS OF XIX TOULON-VERONA INTERNATIONAL CONFERENCE-EXCELLENCE IN SERVICES, HUELVA (SPAIN), 5-6TH SEPTEMBER 2016. ISBN: 9788890432767, PP. 37-50</li> </ol>

5. BALDASSARRE F., RICCIARDI F., CAMPO R. (2016), "IL BUSINESS PROCESS MANAGEMENT COME STRATEGIA DI MIGLIORAMENTO: L'INNOVAZIONE TECNOLOGICA A SUPPORTO DELL'ORGANIZZAZIONE" IN: (A CURA DI): CUEIM, REFEREED ELECTRONIC CONFERENCE PROCEEDINGS XXVIII, CONVEGNO ANNUALE DI SINERGIE MANAGEMENT IN A DIGITAL WORLD. DECISIONS, PRODUCTION, COMMUNICATION, 9-10 GIUGNO 2016 – UNIVERSITÀ DI UDINE, PP.359-375, VERONA: EDIZIONI CUEIM COMUNICAZIONE, ISBN: 97888907394-6-0, DOI: 10.7433/SRECP.FP.2016.23

Work in progress

1. BALDASSARRE F., SILVESTRI R., RICCIARDI F. (2019), "SUPPLY CHAIN RISK MANAGEMENT IN THE FURNITURE SECTOR: THE CASE OF NATUZZI", THE TQM JOURNAL.

I authorize the use and processing of my personal data, pursuant to Legislative Decree 196/03 and the GDPR for the data protection.

Matera, 16/09/2019

Sincerely  
*Francesca Ricciardi*