



Editorial Introduction

This issue of the *Independent Journal of Management & production (IJM&P)* features a selection of articles submitted and revised until December 2018. Observe the works are the fruit of research and publications of undergraduate, postgraduate and entrepreneurs.

It is important to mention that all the works are showed without any kind of payment. All of them are published free from payments or taxes.

The publication also counts on the work of researchers from various parts of the world, which have undergone a process of peer review.

As chief editor of *IJM&P*, I am indebted to all members of the editorial board and reviewers, which contributed to achieve a very decent job during the evaluation and revision. Moreover, that they have contributed to the Journal in recognition of the international scientific community.

In addition, with all the authors, who trusted the results of their research and publications to the scrutiny of editors and reviewers who are part of our Journal.

On July 20, 2018, the journal was notified via E-mail of its indexing and abstracted in: ***Emerging Sources Citation Index (ESCI), Clarivate Analytics - Web of Science - Thompson Reuters***. With the availability of journal data on August 20, 2018.

The Table 1 presents how our collaborators, by their categories of study and sex are.



Table 1: Distribution of users by degree

	<i>Dr. Ph.D.</i>	<i>MSc.</i>	<i>Dr./Ph.D. Student</i>	<i>MSc. Student</i>	<i>Specialist</i>	<i>Professors</i>	<i>Students</i>	<i>Others</i>	<i>Total</i>
Male	1,024	252	239	59	34	22	53	99	1,782
Female	373	114	122	18	13	3	42	23	708

From the data provided in Table 1 on the distribution users by titration, Figure 1 shows the percentage of each titration.

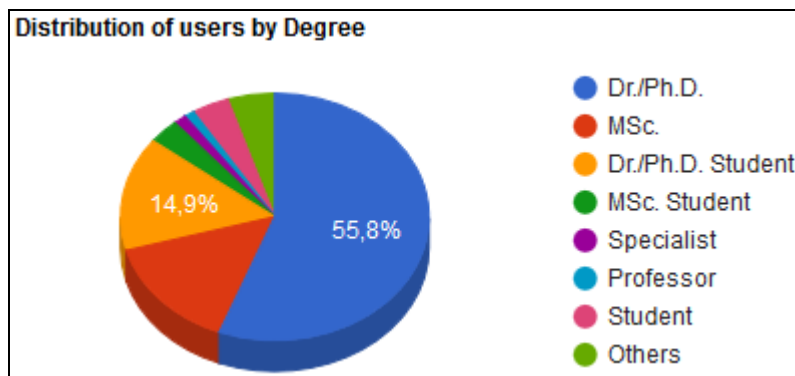


Figure 1: Distribution chart for degree

In the period from January, 01 to December, 31 2018, the journal was accessed by approximately 187,729 users, of approximately 5,220 cities and 1903 countries, in the Figure 2 is presented the map mundi, in which can be observed the countries of where was originating the access (GOOGLE, 2019).

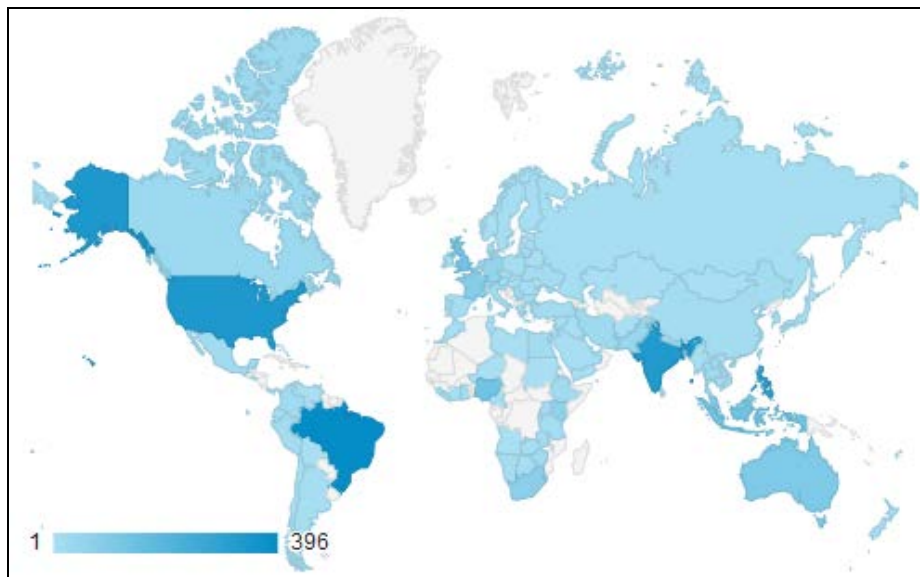


Figure 2: Countries that have accessed the journal

The Table 2 shows the preview data and journal access, since its creation in 2010.



Table 2: views by volume/number

Year	Country	Cities	Access	Users	Viewers
2010	25	75	340	181	5,474
2011	75	343	1,510	1,024	12,942
2012	83	444	2,187	1,406	15,499
2013	118	1,208	11,946	6,006	71,264
2014	146	1,978	17,440	10,503	68,340
2015	147	2,307	23,017	14,460	96,735
2016	162	2,911	26,654	17,847	112,928
2017	184	4,078	37,171	27,129	109,535
2018	190	5,220	57,157	44,400	187,729
2019	132	1,192	4,599	3,643	16,716

In Figures 3, 4, 5, 6, 7, 8, 9, 10 and 11 is shown a graph of the amount of hits that the journal received between January 1, 2014 and August 31, 2018; these data are based on information provided by the Google analytics.

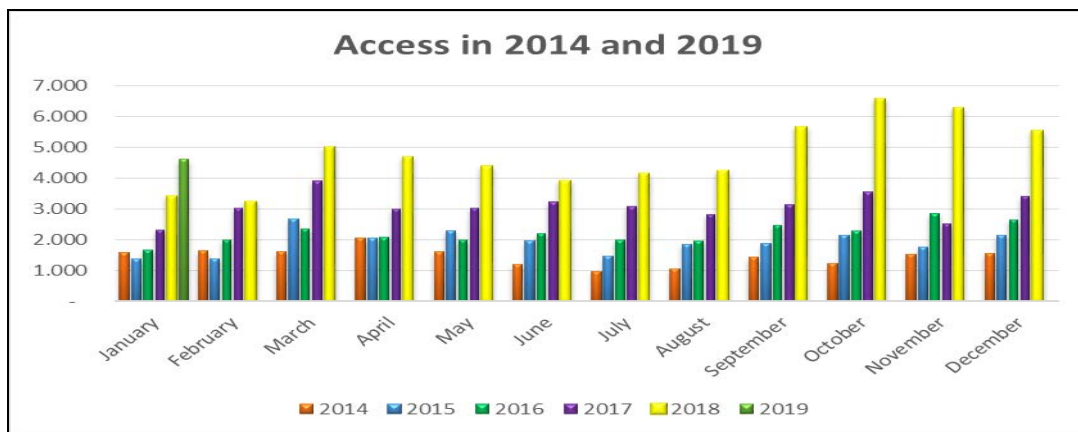


Figure 3: amount of hits between 2014 and 2019

The Figure 4 shows the comparison of the number of cities, around the world, that have accessed the journal.

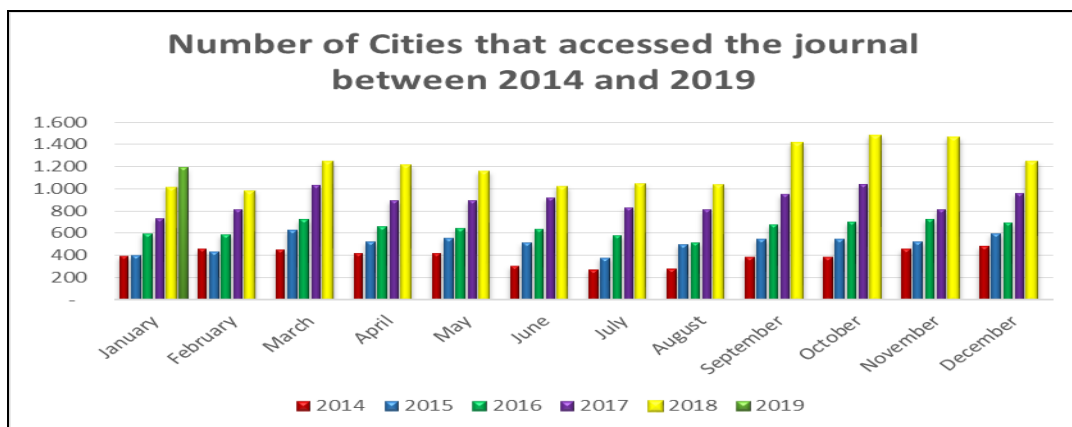


Figure 4: Amount of cities between 2014 and 2019



The Figure 5 shows the averages of views on the journal in the period between the years of 2014 and 2016.

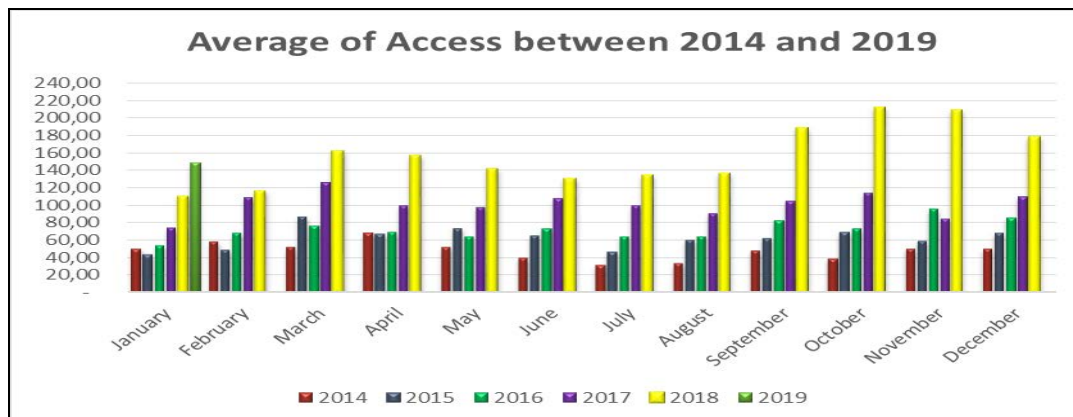


Figure 5: Amount of average between 2014 and 2019

The Figure 6 shows the comparison of the number of countries, around the world, that have accessed the journal.

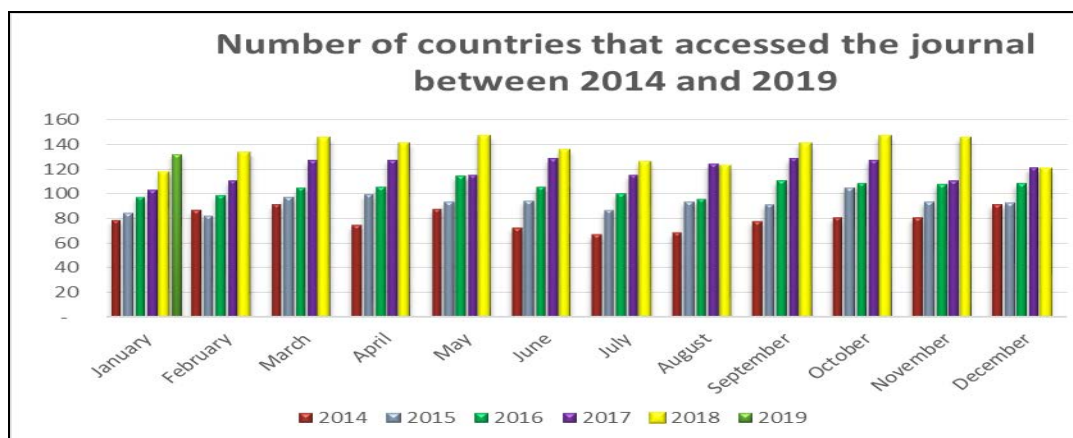


Figure 6: Amount of countries between 2014 and 2019

The Figure 7 shows the comparison of the number of users, around the world, that have accessed the journal.

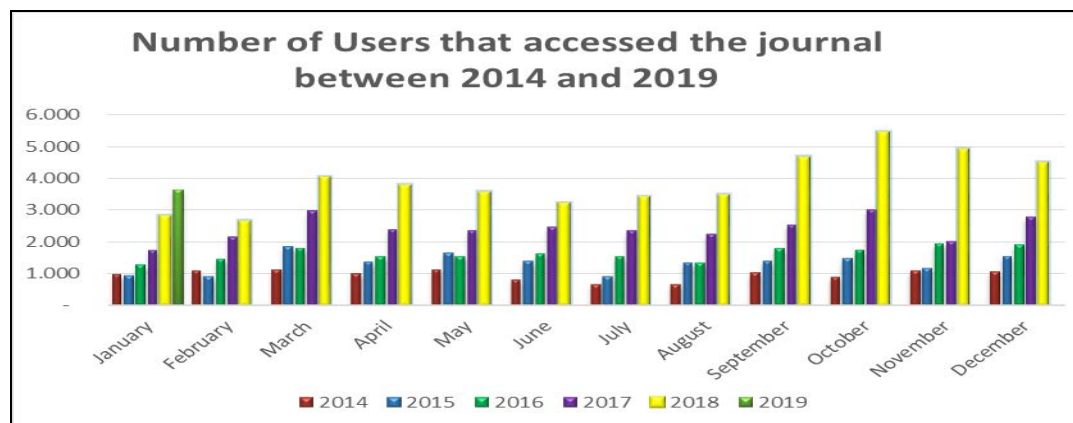


Figure 7: Amount of users between 2014 and 2019



The Figure 8 shows the comparison of the number of viewers, around the world, that have accessed the journal.

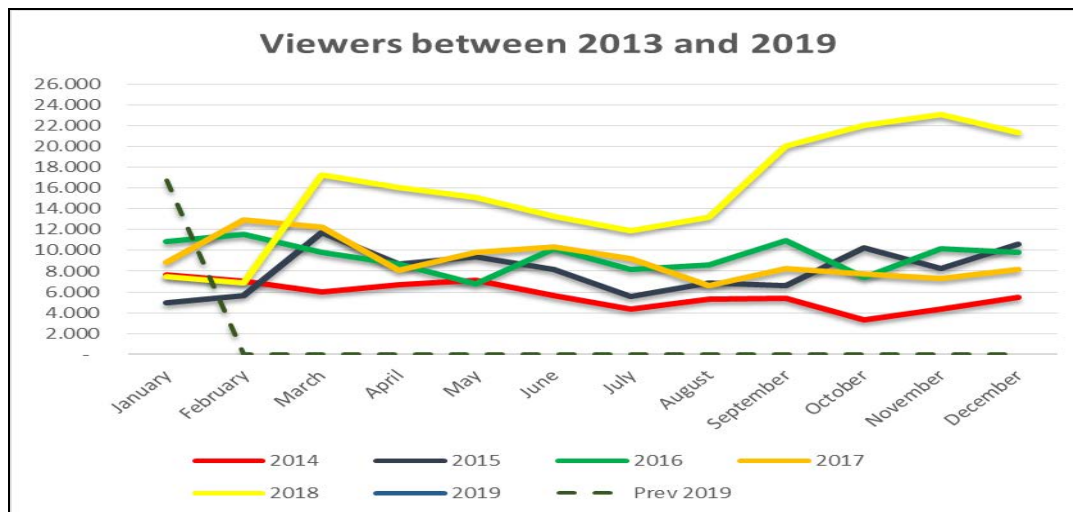


Figure 8: Amount of Viewers between 2013 and 2019

Figure 9 shows the overall evolution accumulated in the 12 months, as well as the visualizations between the years of 2013 and 2018 and that can be compared with Figure 8.

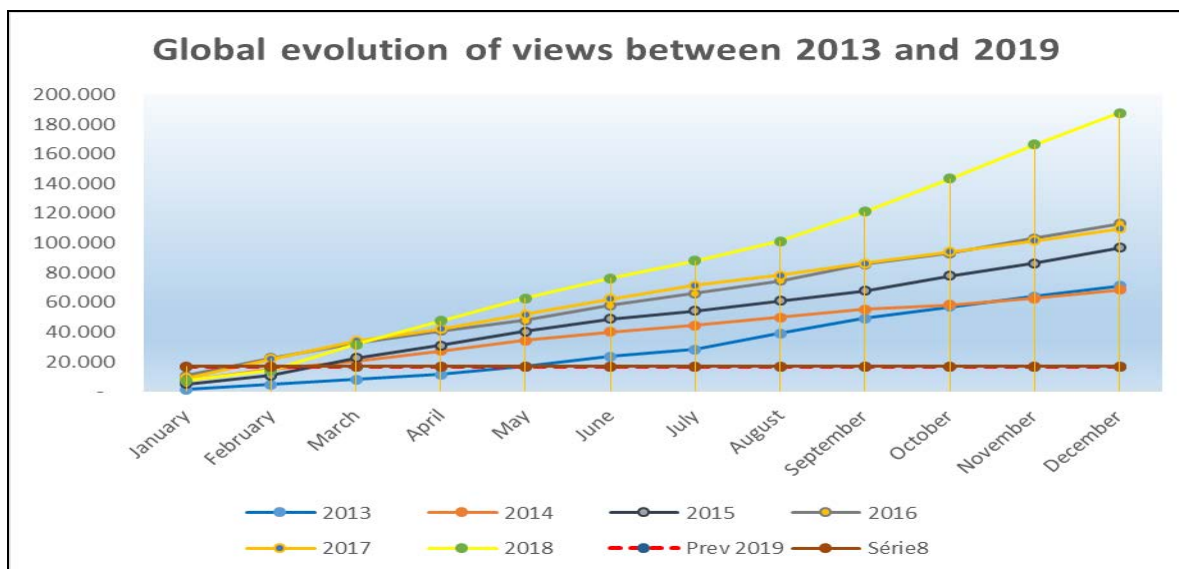


Figure 9: Global evolution of views between 2013 and 2019

Figure 10 shows the evolutionary chart of resolutions address the articles registered in Crossref since 2014, which is based on monthly report. This graph can be seen the evolution of the journal has achieved.

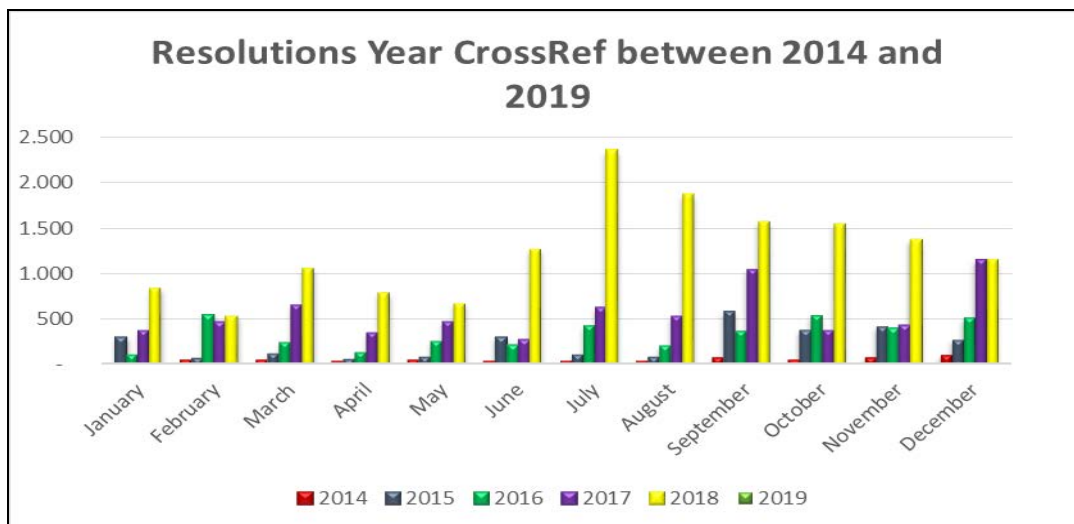


Figure 10: Resolution Report for prefix 10.14807 from between 2014 and 2019

In Figure 11, the graph that presents the profile of the users that access our journal is presented, which are classified by age and sex. According to the Google analysis tool, the age groups that most access is between 25 and 34 years.

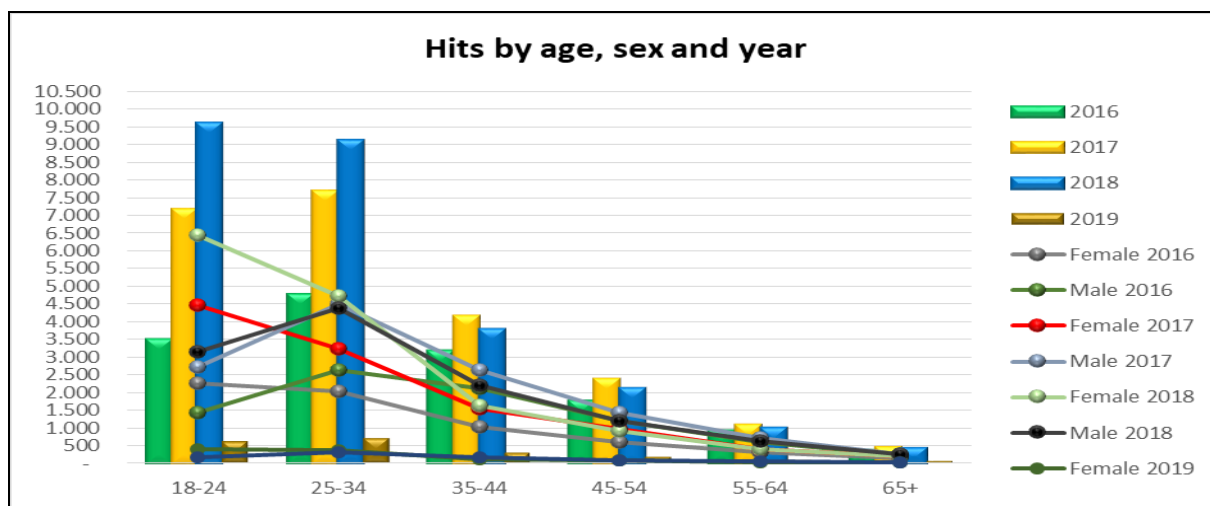


Figure 11: Profile of the users that access the journal, classified by age and sex.

Figure 12 shows the graph of daily views averages during the 12 months between 2014 and 2019, which allows to observe the constant growth of the Journal.

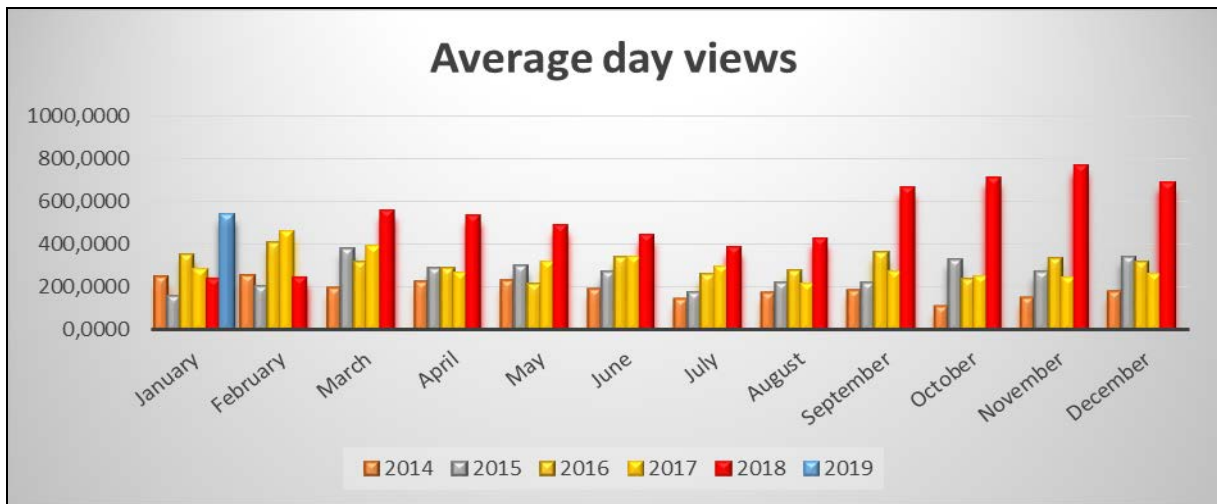


Figure 12: Average day views.

We appreciate the intense participation of all colleagues, which has made our journal become a place of wide dissemination of knowledge.

The following content will be presented with the titles, authors and the pages of all of the articles published in this edition issue.

EDITORIAL VOLUME 10, ISSUE 1 (325-333)

Paulo Cesar Chagas Rodrigues

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.804>

ON PROCESS MANAGEMENT (PM) THE APPLICABILITY OF MICHAEL HAMMER'S THEORY IN ARGENTINA (001-021)

Hernán Bello, Leandro Adolfo Viltard

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.820>

ISO 14001 AND INTERNATIONAL TRADE (022-040)

Cicera Maria Gomes dos Santos, Alexandre de Oliveira e Aguiar

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.825>

PERT USING FUZZY VARIABLES AND PROBABILITY DISTRIBUTION FUNCTION RANDOMLY SELECTED (041-055)

Rene A. Santa Cruz Rodriguez

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.844>

MANAGERS' OVERCONFIDENCE, RISK PREFERENCE, HERD BEHAVIOR AND NON-EFFICIENT INVESTMENT (056-075)

Huang Yi, Yang Xiugang

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.845>

APPLICATION OF A PROPOSED TLS MODEL IN A LEAN PRODUCTIVE SYSTEM (076-100)

Rui Manuel Ferreira Dias, Luis Diogo Silva, Alexandra Tenera

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.830>



GENERATION Y'S COMPLAINT BEHAVIOR TOWARD ONLINE SHOPPING (101-116)

Megawati Simanjuntak

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.839>

TO BE OR TO CONSUME? THAT IS THE QUESTION: SEMIOTICS ANALYSIS OF ADVERTISEMENTS OF LARGEST RETAIL SUPERMARKETS IN BRAZIL (117-132)

Isabella Gil Barbosa da Silva, Eduardo de Paula e Silva Chaves

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.753>

ASSESSMENT OF OPERATIONAL PERFORMANCE OF PUBLIC SECTOR FUNDED INFRASTRUCTURE IN NIGERIA: THE AIRPORTS PERSPECTIVE (133-157)

Ikechukwu A. Diugwu, Obioma R. Nwaogbe, Victor Omoke, Solomon T. Johnson, Ashem E. Egila

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.828>

STUDY OF EVENT-DRIVEN AND PERIODIC RESCHEDULING ON A SINGLE MACHINE WITH UNEXPECTED DISRUPTIONS (158-185)

Moaz Magdy Tawfeek, Yomna Mahmoud Sadek, Amin Mohamed Kamel El-kharbotly

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.838>

HUMAN VALUES, TEAMWORK DESIGN AND KNOWLEDGE MANAGEMENT ON THE SHOP FLOOR: A SYSTEMATIC LITERATURE REVIEW (186-215)

Fábio Darella Bastos, José Vicente Cordeiro, Everton Drohomerski

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.795>

AN EMPIRICAL STUDY ON AVAILABILITY OF HEALTH CARE SERVICES IN ZAROL VILLAGE AS PER THE INDIAN PUBLIC HEALTH STANDARDS (216-233)

Anupam Mitra, Shivangi Shukla

DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.817>

PERCEIVED INFLUENCE OF RELATIONSHIP COMMUNICATION ON INSURANCE SERVICE QUALITY AND CUSTOMER SATISFACTION (234-258)

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DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.829>

FANUC CNC MACHINE DAMAGE ANALYSIS USING THE PDCA CYCLE AND KAIZEN IMPLEMENTATION EFFORT IN INCREASING SKILL UP OPERATOR PERFORMANCE IN PT YPMI (259-280)

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DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.590>



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DOI: <http://dx.doi.org/10.14807/ijmp.v10i1.787>

ANALYSIS OF INTENTION TO USE TRANSJAKARTA BUS (301-324)

Naufal Arief Rahadianto, Syamsul Maarif, Lilik Noor Yuliati

DOI: [http:// dx.doi.org/10.14807/ijmp.v10i1.748](http://dx.doi.org/10.14807/ijmp.v10i1.748)

February 1, 2019

Prof. Dr. Paulo Cesar Chagas Rodrigues
Chief Editor

