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Evaluation of sustainability in service operations in seven higher education institutions in Brazil

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Abstract

The objective of this research is to identify good sustainability practices in service operations in seven higher education institutions, through an evaluation model in the service operations of higher education institutions. The model consists of a structure composed of five axes: 1) Governance / Policies, (2) People, (3) Food, (4) Energy / Water, (5) Waste / Environment and 134 criteria. To do so, a field study was conducted in Brazil by the first author of this article to obtain in-depth data on sustainability in the higher education institutions analyzed. In addition to direct observations and document collection, interviews were also conducted with teachers / academics, students, and staff. It was verified that the absence of government incentives for sustainability in the HEI is a point present in five of the seven HEI surveys. Another crucial point is the difficulty in associating the curriculum with service operations, as the managers are unable to associate these two areas, which prevents or delays studies on sustainability in service operations.

Keywords: *sustainability, evaluation, higher education institutions, operations, services.*
