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**Darwin Ramos Franco**, Industrial Engineer from the Comfenalco Technological University Foundation, and candidate for Master in Production Engineering from the Technological University of Bolívar. He works as Analyst-Head of Supply in the company Cellux Colombiana SA, has excelled in the development of methodology for Planning, Programming and Control of Operations, in addition in the implementation of strategies of synchronization and coordination of the areas of (Logistics - Production - Sales).

**Stherlyn Imitola Villa**, student of Industrial Engineering from the Comfenalco University Technology Foundation. A developed during his studies classroom projects and participated in the meetings of Knowledge: research and innovation, a tool for competitiveness with the classroom project entitled "DIAGNOSIS AND CHARACTERIZATION OF THE PRODUCTIVE PROCESSES OF THE COMPANIES OF RAPID MEALS CLOSE TO THE LA CASTELLANA SHOPPING CENTER ". He participated in the seminar on challenges for competitiveness in industrial engineering in project management, a path to development. Course in Occupational Health and Industrial Safety, and another in advanced safe height work dictated by SENA. With a fire control certificate from RESPONDER Internacional Ltda. He has been working as HSEQ in works carried out in the Callao Port Society and experience in administration and project management in black communities. Currently, the research being developed is focused on operation management and value chain in the context of service companies.