

**ΑΝΔΡΕΑΣ Κ. ΓΕΩΡΓΙΟΥ**

**ΒΙΟΓΡΑΦΙΚΟ ΣΗΜΕΙΩΜΑ**

## **Προσωπικά στοιχεία**

Όνοματεπώνυμο: **Ανδρέας Κ. Γεωργίου**

Διεύθυνση Εργασίας: Πανεπιστήμιο Μακεδονίας, Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Εργαστήριο Ποσοτικών Μεθόδων και Ανάλυσης Αποφάσεων, Εγνατία 156, 54636 Θεσσαλονίκη

**Τηλ:** 2310-891569

**Email:** [acg@uom.edu.gr](mailto:acg@uom.edu.gr)

[https://www.researchgate.net/profile/Andreas\\_Georgiou3](https://www.researchgate.net/profile/Andreas_Georgiou3)

<https://www.uom.gr/en/acg>

## **I. Σπουδές**

1989: Διδακτορικό Δίπλωμα, Τομέας Στατιστικής και Επιχειρησιακής Έρευνας, Τμήμα Μαθηματικών Α.Π.Θ. (Άριστα).

1984: Πτυχίο Μαθηματικών, Αριστοτέλειο Πανεπιστήμιο Θεσσαλονίκης (Άριστα, υποτροφία ΙΚΥ).

1978: Απολυτήριο Δευτεροβάθμιας Εκπαίδευσης (ανάμεσα στους αποφοίτους εξαιρετικής επίδοσης).

## **II. Ερευνητικά Ενδιαφέροντα**

Quantitative Methods in Business Analytics, Stochastic modelling and Markov chains, Operations Research and Machine Learning models in Operations, MKT and Healthcare, Simulation models, Multiple Criteria Optimization, AHP, efficiency evaluation with DEA.

## **III. Ακαδημαϊκή και Επαγγελματική Σταδιοδρομία**

2009- Καθηγητής, Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Πανεπιστήμιο Μακεδονίας.

2003-2009 Αναπληρωτής Καθηγητής, Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Πανεπιστήμιο Μακεδονίας.

1999-2003 Επίκουρος Καθηγητής, Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Πανεπιστήμιο Μακεδονίας.

1995-99 Λέκτορας, Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Πανεπιστήμιο Μακεδονίας (από 15/3/95).

1990-93 Ειδικός Επιστήμων, Τμήμα Μαθηματικών Α.Π.Θ.

1989-95 Ελεύθερος επαγγελματίας, Επιχειρησιακή Έρευνα, Στατιστική και ανάπτυξη λογισμικού

1985-89 Ειδικός Μεταπτυχιακός Υπότροφος, Τομέας Στατιστικής και Επιχειρησιακής Έρευνας, Τμήμα Μαθηματικών, Α.Π.Θ.

## **IV. Διδακτικό έργο**

### **1. Στο Αριστοτέλειο Πανεπιστήμιο Θεσσαλονίκης**

#### **Στοχαστικές Μέθοδοι στις Επιχειρησιακές Έρευνες**

- Περιεχόμενο: Θεωρία ουρών αναμονής, μαρκοβιανές αλυσίδες
- Τμήμα Μαθηματικών, Ακαδημαϊκά Έτη: 1985-88 και 1989-90.

#### **Μαθηματικός Προγραμματισμός ΙΙ**

- Περιεχόμενο: Δυναμικός Προγραμματισμός, Ακέραιος Προγραμματισμός
- Τμήμα Μαθηματικών, Ακαδημαϊκά Έτη: 1985-88 και 1989-91.

#### **Μη Γραμμικές Μέθοδοι Βελτιστοποίησης**

- Περιεχόμενο: Μη Γραμμικός Προγραμματισμός
- Τμήμα Μαθηματικών, Ακαδημαϊκά Έτη: 1986-89 και 1990-93.

#### **Στατιστική**

- Περιεχόμενο: Εφαρμοσμένη Στατιστική - Βιοστατιστική
- Τμήμα Φαρμακευτικής, Ακαδημαϊκό Έτος: 1990-91.
- Τμήμα Γεωλογίας, Ακαδημαϊκά Έτη: 1991-93.

**Σημείωση:** Η διδασκαλία στο Α.Π.Θ., μέχρι και το εαρινό εξάμηνο του Ακαδημαϊκού Έτους 1988-89 ήταν επικουρική με την ιδιότητα του Ειδικού Μεταπτυχιακού Υπότροφου.

**Από το χειμερινό εξάμηνο του Ακαδημαϊκού Έτους 1989-90, η ανάθεση διδασκαλίας ήταν αυτοδύναμη με την ιδιότητα του Ειδικού Επιστήμονα.**

### **2. Στο Πανεπιστήμιο Μακεδονίας**

#### **Προπτυχιακά Μαθήματα**

##### **Ποσοτική Ανάλυση Διοικητικών Αποφάσεων Ι.**

- Περιεχόμενο: Γραμμικός προγραμματισμός, Θεωρία δικτύων
- Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων. Μέχρι το ακαδ. Έτος 2005-06 και στο τμήμα Λογιστικής & Χρηματοοικονομικής.
- Ακαδημαϊκά Έτη (19): 1995-2014.  
(1995-1997 από κοινού ανάθεση με τον Καθηγητή Γ. Οικονόμου)

##### **Ποσοτική Ανάλυση Διοικητικών Αποφάσεων ΙΙ.**

- Περιεχόμενο: Θεωρία ουρών, θεωρία παιγνίων, δυναμικός προγραμματισμός, μελέτη περιπτώσεων γραμμικού προγραμματισμού
- Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Ακαδημαϊκά Έτη (19): 1995-2014
- Τμήμα Λογιστικής & Χρηματοοικονομικής, Ακαδημαϊκά Έτη (3): 1995-98  
(1995-1997 κοινού ανάθεση με Γ. Οικονόμου)  
(1997-98, στο τμήμα Λογιστικής & Χρηματοοικονομικής, από κοινού ανάθεση με Ν. Γεωργόπουλο).

### **Επιχειρησιακή Έρευνα (πρώην Ποσοτική Ανάλυση Ι).**

- Περιεχόμενο: Γραμμικός προγραμματισμός, Θεωρία δικτύων
- Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Ακαδημαϊκά έτη (8): 2014-21.

### **Μέθοδοι Ανάλυσης Διοικητικών Αποφάσεων (πρώην Ποσοτική Ανάλυση ΙΙ).**

- Περιεχόμενο: Θεωρία ουρών, θεωρία παιγνίων, δυναμικός προγραμματισμός, μελέτη περιπτώσεων γραμμικού προγραμματισμού, θεωρία αποφάσεων
- Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Ακαδημαϊκά έτη (7): 2014-22.

### **Εργαστήριο Εφαρμοσμένης Λήψης Αποφάσεων (πρώην Λήψη αποφάσεων με χρήση Ηλεκτρονικού Υπολογιστή μέχρι το 2012).**

- Περιεχόμενο: Χρήση λογισμικού για την μελέτη εκτεταμένων περιπτώσεων Επιχειρησιακής Έρευνας, Τεχνικές Μαθηματικού Προγραμματισμού, δυαδικές μεταβλητές, προγραμματισμός πολλαπλών στόχων, μέθοδος DEA.
- Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Ακαδημαϊκά Έτη (25): 1995-2020.

### **Τεχνικές Προσομοίωσης στη Διοίκηση Επιχειρήσεων.**

- Περιεχόμενο: Θεωρία και εφαρμογές της Προσομοίωσης για τη λήψη βέλτιστων διοικητικών αποφάσεων
- Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Ακαδημαϊκά Έτη (27): 1995-2022.

### **Ειδικά Θέματα Ποσοτικών Μεθόδων.**

- Περιεχόμενο: Ακέραιος Προγραμματισμός, Μη γραμμικός Προγραμματισμός, Τεχνικές βελτιστοποίησης
- Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Ακαδημαϊκό έτος: 1996-97.

### **Μαθηματικά για Διοίκηση Επιχειρήσεων**

- Περιεχόμενο: Συναρτήσεις μίας μεταβλητής, πολλών μεταβλητών, όρια, παράγωγοι, ολοκληρώματα, βελτιστοποίηση, εφαρμογές στα Οικονομικά.
- Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Ακαδημαϊκός έτος: 2009-10.

### **Quantitative Methods for Business Decisions**

- Το μάθημα διδάχθηκε κατά περίπτωση σε αλλοδαπούς φοιτητές του προγράμματος Erasmus που το επέλεξαν.

### **Simulation Techniques in Management Science.**

- Το μάθημα διδάχθηκε κατά περίπτωση σε αλλοδαπούς φοιτητές του προγράμματος Erasmus που το επέλεξαν.

## **Μεταπτυχιακά Μαθήματα**

### **Εργαλεία Λήψης Αποφάσεων και Βελτιστοποίησης**

- Περιεχόμενο ενότητας: Προχωρημένες Τεχνικές Επιχειρησιακής Έρευνας
- ΠΜΣ: Διοίκηση Υπηρεσιών Υγείας, Ακαδημαϊκό Έτος (1): 2015-2016  
(από κοινού ανάθεση με Κ. Καπάρη)

### **Ποσοτικές Μέθοδοι στην Υγεία**

- Περιεχόμενο ενότητας: Λήψη Αποφάσεων – Επιχειρησιακή Έρευνα
- ΠΜΣ: Διοίκηση Υπηρεσιών Υγείας, Ακαδημαϊκά Έτη (2): 2015-2017  
(από κοινού ανάθεση με Ο. Μοσχίδη)

### **Διοίκηση Λειτουργιών και Τεχνικές Λήψης Αποφάσεων**

- Περιεχόμενο ενότητας: Βασικές Ποσοτικές μέθοδοι λήψης Αποφάσεων
- ΠΜΣ: Δημόσια Διοίκηση, Ακαδημαϊκό Έτος (1): 2015-2016  
(από κοινού ανάθεση με Γ. Τσιότρα)

### **Ποσοτική Ανάλυση Επιχειρησιακών Αποφάσεων**

- Περιεχόμενο: Προσδιοριστικές και Στοχαστικές μέθοδοι ανάλυσης και λήψης αποφάσεων
- Διατμηματικό Πρόγραμμα Μεταπτυχιακών Σπουδών στη Διοίκηση Επιχειρήσεων (MBA), Ακαδημαϊκά Έτη (23): 1997-2020 (MBA και MBA Executive)  
(μέχρι το 2002 μετά από πρόσκληση ή από κοινού ανάθεση με τον Γ. Τσιότρα. Μετά το 2002 αποκλειστική ανάθεση)

### **Ποσοτικές Μέθοδοι Στην Επιχειρησιακή Αναλυτική**

- Περιεχόμενο: Descriptive, Predictive and Prescriptive Analytics quantitative methods. Decision Theory.
- Διατμηματικό Πρόγραμμα Μεταπτυχιακών Σπουδών στη Διοίκηση Επιχειρήσεων (MBA), Ακαδημαϊκά έτη (3): 2020-23 (MBA και MBA Executive)  
(μετεξέλιξη του μαθήματος: Ποσοτική Ανάλυση Επιχειρησιακών Αποφάσεων)

### **Επιχειρησιακή Έρευνα και Προσομοίωση**

- Περιεχόμενο: Προσδιοριστικές και Στοχαστικές μέθοδοι της Επιχειρησιακής Έρευνας, Εισαγωγή στην Προσομοίωση
- Διατμηματικό Πρόγραμμα Μεταπτυχιακών Σπουδών στα Πληροφοριακά Συστήματα (MIS)
- Ακαδημαϊκά Έτη (17): 1997-2013  
(μέχρι το 2002 μετά από πρόσκληση ή από κοινού ανάθεση με τον Γ. Τσιότρα. Μετά το 2002 αποκλειστική ανάθεση).

### **Διοίκηση Λειτουργιών**

- Περιεχόμενο: Θέματα σχετικά με Aggregate Planning, Capacity Planning, Location Planning και Forecasting
- Διατμηματικό Πρόγραμμα Μεταπτυχιακών Σπουδών στη Διοίκηση Επιχειρήσεων (MBA), Ακαδημαϊκά Έτη (4): 1999-2002.

(συνδιδασκαλία με τον Γ. Τσιότρα ή μετά από πρόσκληση το 2000-2001).

### **Εργαστήριο Διοικητικών Παιγνίων**

- Περιεχόμενο: Αποτύπωση και προσομοίωση επιχειρησιακών διεργασιών, χρήση εργαλείων προσομοίωσης στην ανάπτυξη επιχειρησιακών παιγνίων
- Διατμηματικό Πρόγραμμα Μεταπτυχιακών Σπουδών στα Πληροφοριακά Συστήματα (MIS)
- Ακαδημαϊκά Έτη (4): 1997-99, 2000-2002  
(από κοινού ανάθεση με τον Κ. Αγοραστό)

### **Ειδικά Θέματα Διοίκησης Ανθρώπινων Πόρων**

- Περιεχόμενο: Μαθηματικά Μοντέλα ανθρωπίνου δυναμικού
- Διατμηματικό Πρόγραμμα Μεταπτυχιακών Σπουδών στη Διοίκηση Επιχειρήσεων (MBA)
- Ακαδημαϊκά Έτη (3): 2000-2003 (μετά από πρόσκληση)

### **Επιχειρησιακή Έρευνα στην Αναλυτική των Επιχειρήσεων**

- Περιεχόμενο: Προσδιοριστικές και Στοχαστικές μέθοδοι της Επιχειρησιακής Έρευνας, Εισαγωγή στην Προσομοίωση
- Διατμηματικό Πρόγραμμα Μεταπτυχιακών Σπουδών στα Πληροφοριακά Συστήματα (MIS)
- Ακαδημαϊκά Έτη (3): 2018-21.
- Συνανάθεση

### **Η Διοικητική Επιστήμη στην Επιχειρησιακή Αναλυτική**

- Περιεχόμενο: Προσδιοριστικές Μέθοδοι λήψης αποφάσεων στην Αναλυτική
- Πρόγραμμα Μεταπτυχιακών Σπουδών στην Αναλυτική των Επιχειρήσεων και Επιστήμη των Δεδομένων
- Ακαδημαϊκά Έτη (4): 2018-23.
- Συνανάθεση

## **3. Στο Ελληνικό Ανοικτό Πανεπιστήμιο**

### **Πρόγραμμα Σπουδών: Διοίκηση Επιχειρήσεων και Οργανισμών**

#### **Θεματική Ενότητα ΔΕΟ13 (Ποσοτικές Μέθοδοι)**

- Περιεχόμενο: Εισαγωγή στους Υπολογιστές, Οικονομικά Μαθηματικά, Στατιστική για Διοίκηση Επιχειρήσεων, Επιχειρησιακή Έρευνα.
- **Ακαδημαϊκά Έτη (21): 2002-2023.**

## **4. Ειδικά Θέματα–Διπλωματικές εργασίες–Διδακτορικές Διατριβές**

- 1985-1993: Ως Ειδικός Μεταπτυχιακός Υπότροφος και Ειδικός Επιστήμονας στο Τμήμα Μαθηματικών του Α.Π.Θ., και ως μέλος ΔΕΠ στο Πανεπιστήμιο Μακεδονίας, επίβλεψη φοιτητών στην εκπόνηση εργασιών κυρίως σε Ειδικά Θέματα Επιχειρησιακής Έρευνας.
- 1995-: Ως μέλος ΔΕΠ στο Πανεπιστήμιο Μακεδονίας επίβλεψη μεγάλου πλήθους

- μεταπτυχιακών διπλωματικών εργασιών στα ΔΠΜΣ του Πανεπιστημίου Μακεδονίας
- 1995-: Μέλος τριμελών συμβουλευτικών επιτροπών και μέλος επταμελών εξεταστικών επιτροπών διδακτορικών διατριβών στο τμήμα ΟΔΕ και σε άλλα τμήματα εντός και εκτός του ΠαΜακ. Ειδικότερα μία ενδεικτική λίστα είναι η εξής: Τμήμα ΟΔΕ, ΠαΜακ: Kalampokis Evangelos, Peristeras Vasileios, Mylona Evangelia, Mavrodi Afentoula, Kloutsiniotis Panagiotis, Staiou Eythimia, Giannikis Stefanos, Τμήμα Εφ. Πληροφορικής, Παμακ: Michalopoulos Evangelos, Ploskas Nikolaos, Τμήμα Μαθηματικών, ΑΠΘ: Moysiadis Theodoros, Dimitriou Vasileios, Vasileiadis Georgios, Τμήμα Οικονομικών ΠαΜακ: Printzis Panagiotis (in public defense process), Panagiotis Ravanos, ΕΑΠ: Flokou Aggeliki. School of Computing, University of Ulster: Zeeshan Tariq.
  - Δύο διδακτορικές διατριβές έχουν ολοκληρωθεί υπό την επίβλεψή μου:
    - «Η ανάπτυξη ενός μοντέλου QFD για τη βελτίωση της αποτελεσματικότητας στον τραπεζικό τομέα με τη χρήση πολυκριτηριακών μεθόδων» από τον κ. Γ. Παλταγιάν. Τριμελής επιτροπή: Α. Γεωργίου (επιβλέπων), Κ. Γκοτζαμάνη, Α. Ανδρονικίδης.
    - «Ανάπτυξη συνδυασμένου μεθοδολογικού πλαισίου με τη χρήση ποσοτικών μεθόδων για το σχεδιασμό και βελτίωση της ποιότητας στον τομέα των υπηρεσιών» από την κα Κ. Καμβύση. Τριμελής επιτροπή: Α. Γεωργίου (επιβλέπων), Κ. Γκοτζαμάνη, Α. Ανδρονικίδης.

## **5. Άλλη διδακτική πείρα**

- Από το 1986 μέχρι σήμερα διδασκαλία σε μεγάλο αριθμό σεμιναρίων διαφόρων φορέων όλων των εκπαιδευτικών βαθμίδων. Θεματολογία σχετική με γενικές αρχές Επιχειρησιακής Έρευνας και βελτιστοποίησης, προγραμματισμό ηλεκτρονικών υπολογιστών και θέματα Πληροφορικής, στοχαστικά μοντέλα, προσομοίωση, αρχές λήψης βέλτιστων αποφάσεων, στατιστική κ.ά. Φορείς: Πανεπιστήμιο Μακεδονίας, Ελληνική Μαθηματική Εταιρεία, ΙΕΚ, ΣΕΛΜΕ, ΑΠΘ, σεμινάρια Μέσης Εκπαίδευσης κ.ά. Ακροατήρια μαθητές λυκείου, σπουδαστές ΙΕΚ, φοιτητές, πτυχιούχοι και απόφοιτοι μεταπτυχιακών, καθηγητές μέσης εκπαίδευσης, στελέχη επιχειρήσεων και γενικό κοινό.
- 2004 – 2011: Διδασκαλία στο πρόγραμμα του Ανοικτού πανεπιστημίου του Δήμου Θεσσαλονίκης.

## **V. Άλλη Επαγγελματική Εμπειρία και Δραστηριότητες**

### **V-I- Ακαδημαϊκά (ενδεικτικά)**

**Μέλος** της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών (HELORS)

**Μέλος** του Ελληνικού Στατιστικού Ινστιτούτου (ΕΣΙ)

**Μέλος** της Ελληνικής Μαθηματικής Εταιρείας (ΕΜΕ)

**Μέλος** του Institute of Operations Research and Management Science (INFORMS)

**Μέλος** της Operational Research Society (OR Society)

**Μέλος** του European Network for Business and Industrial Statistics (ENBIS)

**Μέλος** της International Society for Efficiency and Productivity Analysis (ISEAPA)

**Μέλος** της Multiple Criteria Decision Making Society (MCDM Society)

**Σχεδίαση ανάπτυξη** και συντήρηση σχεσιακής βάσης δεδομένων για τη Γραμματεία του Τμήματος Μαθηματικών Α.Π.Θ., διαχείριση δηλώσεων μαθημάτων, έκδοση βαθμολογίας, πληροφοριακό υλικό και βεβαιώσεις κλπ., λειτούργησε από το 1985 μέχρι το 1987.

**Πληροφοριακή οργάνωση** διεθνούς συνεδρίου, 17<sup>th</sup> European Meeting of Statisticians, Thessaloniki, 1986-87.

**Πρόγραμμα** ΠΕΝΕΔ, «Έλεγχος σε μη ομογενή Μαρκοβιανά συστήματα. Εφαρμογές στην κατανομή ειδικευμένων ιατρών σε νοσοκομεία του Εθνικού Συστήματος Υγείας». Μέλος Ερευνητικής ομάδας. Μελέτη και πρόβλεψη της κατανομής του δυναμικού ειδικευμένων ιατρών κατά ειδικότητα καθώς επίσης και κατηγοριών νοσημάτων με εφαρμογή μοντέλων ARIMA(p,d,q). Στο πρώτο μέρος της έρευνας χρησιμοποιήθηκαν τεχνικές στοχαστικών διαδικασιών και στο δεύτερο χρονοσειρές. Επιστημονικός Υπεύθυνος: Καθηγητής Π.-Χ.Γ. Βασιλείου, 1988-90.

**Υπεύθυνος** γραφείου μηχανοργάνωσης και Επιχειρησιακών Ερευνών στην Πανεπιστημιακή Φοιτητική Λέσχη του Α.Π.Θ., 1989-95.

(Οργάνωση και Διοίκηση του τμήματος, διενέργεια διαγωνισμών προμήθειας και εγκατάσταση εξοπλισμού, διοίκηση τοπικού δικτύου, ανάπτυξη και συντήρηση εξειδικευμένων εφαρμογών σε περιβάλλον πολλών χρηστών όπως: μισθοδοσίες, τραπεζικοί λογαριασμοί μισθοδοσίας, διαχείριση αποθεμάτων τροφίμων, πρώτων υλών, υλικών και εξοπλισμού, κοστολόγηση λειτουργίας εσπιατορίου, ανάπτυξη και διαχείριση βάσης δεδομένων γραφείου σίτισης, έκδοση επιταγών σε πραγματικό χρόνο, οργάνωση συστήματος παρακολούθησης υπερωριών προσωπικού, σύστημα παρακολούθησης και καταβολής έκτακτων επιδομάτων και αμοιβών εκτός έδρας, σύστημα καταγραφής αδειών μονίμου και εκτάκτου προσωπικού, βάση δεδομένων συνεχούς καταγραφής και απογραφής εξοπλισμού, υποστήριξη γενικών μηχανογραφικών εφαρμογών γραμματείας, στατιστικές εφαρμογές και εφαρμογές βελτιστοποίησης της λειτουργίας των υπηρεσιών, ετήσιες έρευνες αξιολόγησης της ποιότητας των υπηρεσιών κ.ά.)

**Ελεύθερο Επάγγελμα:** Επιχειρησιακός Ερευνητής, ανάπτυξη λογισμικού προσωπικής και επαγγελματικής οργάνωσης. Copyright: «B-Logica Ε.Π.Ε., Μηχανογραφικές Εφαρμογές», 1989-95.

**Πρόγραμμα** ΠΕΝΕΔ, «Νέοι κλάδοι σε Μη ομογενή Μαρκοβιανά συστήματα». Μέλος Ερευνητικής ομάδας. Επιστημονικός Υπεύθυνος: Καθηγητής Π-Χ. Γ. Βασιλείου, 1994-95.

**Πρόγραμμα** «Ανάπτυξη Τράπεζας πληροφοριών για τον κλάδο της γούνας». Μέλος Ερευνητικής ομάδας. Επιστημονικός Υπεύθυνος: Αναπληρωτής Καθηγητής Κ. Ταραμπάνης, 1995.

**Πρόγραμμα** TEMPUS. Διδασκαλία σε μέλη ΔΕΠ του Αγροτικού Πανεπιστημίου Τιράνων θέματα Ποσοτικής Ανάλυσης και Λήψης Αποφάσεων, 1996.

**Πρόγραμμα** Διαπανεπιστημιακό: «Οριζόντια δικτύωση Γραφείων Διασύνδεσης Ελληνικών ΑΕΙ», ΕΠΕΑΕΚ. Εκπρόσωπος του Πανεπιστημίου Μακεδονίας, 1997-1999.

**Μέλος** της οργανωτικής και επιστημονικής επιτροπής του 4ου Βαλκανικού Συνεδρίου Επιχειρησιακής Έρευνας, 1997.

**Μέλος** της οργανωτικής επιτροπής Ημερίδας του Τμήματος Οργάνωσης και Διοίκησης Επιχειρήσεων, Πανεπιστημίου Μακεδονίας, με τίτλο «Εφαρμογές Νέων Τεχνολογιών σε νέα Προϊόντα και Υπηρεσίες», 1997.

**Διοργάνωση** workshop για το European Credit Transfer System (ECTS) (σε συνεργασία με τον ECTS Counsellor, Σ. Καπλάνη, και το ΙΚΥ). Πανεπιστήμιο Μακεδονίας, 31/10/97.

**Πρόγραμμα** «Πρακτική Άσκηση φοιτητών Πανεπιστημίου Μακεδονίας», ΕΠΕΑΕΚ. Επιβλέπων ασκούμενων φοιτητών. Επιστημονικός Υπεύθυνος: Λέκτορας Ν. Απέργης, 1997-98.

**Πρόγραμμα** «Αναδόμηση και εκσυγχρονισμός των Προγραμμάτων Σπουδών – Εμπλουτισμός και Εισαγωγή Καινοτόμων Μεθόδων Διδασκαλίας με τη Χρήση Σύγχρονων Τεχνολογιών Πληροφορικής», ΕΠΕΑΕΚ, Διατμηματικό Πρόγραμμα. Μέλος ομάδας έργου. Επιστημονικός Υπεύθυνος: Καθηγητής Π. Ευθύμογλου, Επιστημονικός Υπεύθυνος Τμήματος ΟΔΕ: Καθηγητής Γ. Τσιότρας, 1997-2000.



- Πρόγραμμα** «Αναδιάρθρωση και ενίσχυση του μεταπτυχιακού προγράμματος σπουδών με τη χρήση νέων τεχνολογιών και καινοτόμων μορφών διδασκαλίας», ΕΠΕΑΕΚ, Μέλος ομάδας έργου. Επιστημονικός Υπεύθυνος: Αν. Καθηγητής Κ. Αγοραστός, 2000.
- Πρόγραμμα** «Ανάπτυξη Προγράμματος Συμπληρωματικής Εκπαίδευσης στο Πανεπιστήμιο Μακεδονίας», ΕΠΕΑΕΚ. Σύνταξη πρότασης και αναπληρωτής επιστημονικός υπεύθυνος. Επιστημονικός Υπεύθυνος: Επίκουρος Καθηγητής Γ. Λαζαρίδης, 1997-2000.
- Πρόγραμμα** ADAPT, «Προσαρμογή του εργασιακού περιβάλλοντος σε υπηρεσίες και εφαρμογές ηλεκτρονικού εμπορίου - ΠΗΓΑΣΟΣ». Επιστημονικός Υπεύθυνος Πανεπιστημίου Μακεδονίας, 1998-2000.
- Εξεταστής**, ή/και αναπληρωτής εξεταστής ή βαθμολογητής στην ΚΕΕΜΕ
- Ομιλητής** στην εκδήλωση «Συνεχιζόμενη Επαγγελματική Κατάρτιση: Συνεργασία Πανεπιστημίου και επιχειρήσεων», Πανεπιστήμιο Μακεδονίας, 23/2/98.
- Ομιλητής** στην εκδήλωση «Το πρόγραμμα Συμπληρωματικής Εκπαίδευσης του Πανεπιστημίου Μακεδονίας: Περιεχόμενο, Στόχοι, Προοπτικές», Πανεπιστήμιο Μακεδονίας, 14/10/98.
- Υπεύθυνος** για τη διοργάνωση της 1ης έκθεσης Γραφείων Διασύνδεσης Ελληνικών ΑΕΙ και συντονιστής της εναρκτήριας εκδήλωσης, Πανεπιστήμιο Μακεδονίας, 1999.
- Οργάνωση και συντονισμός** της ημερίδας «Βέλτιστες Πρακτικές Ηλεκτρονικού Εμπορίου», Πρόγραμμα ADAPT ΠΗΓΑΣΟΣ, Πανεπιστήμιο Μακεδονίας, 9/2/00.
- Ομιλητής** στην «Ημερίδα Τηλεκπαίδευσης: Τεχνολογία και Management», θέμα: «Αποτύπωση και Προσομοίωση Επιχειρησιακών Διεργασιών», 4/4/2001.
- Πρόγραμμα** «Μελέτη για τη βελτιστοποίηση τμήματος αποκομιδής, Διεύθυνσης Καθαριότητας του Δήμου Θεσσαλονίκης», Μέλος ομάδας έργου. Επιστημονικός υπεύθυνος: Καθηγητής Γ. Τσιότρας, 2000-2001.
- Πρόγραμμα** ΠΑΒΕΤ, «Πρότυπο λογισμικό και επιχειρησιακό παίγνιο βασισμένο στη μεθοδολογία BBS για τη βελτίωση της επιχειρηματικής ανταγωνιστικότητας», Μέλος ομάδας έργου, 2002.
- Επιστημονικός Υπεύθυνος** Προγράμματος Πρακτικής Άσκησης, από 01/09/01 μέχρι τέλος 2005.
- Μέλος** της **επιστημονικής και συντακτικής** επιτροπής του 16<sup>ου</sup> Εθνικού Συνεδρίου Επιχειρησιακής Έρευνας (2003) και των πρακτικών αντιστοίχως. Γενικά, Έχω διατελέσει μέλος οργανωτικών ή επιστημονικών επιτροπών Εθνικών συνεδρίων Επιχειρησιακής Έρευνας.
- Διευθυντής** του Εργαστηρίου Επιχειρηματικής Αριστείας του Τμήματος Οργάνωσης και Διοίκησης Επιχειρήσεων του Πανεπιστημίου Μακεδονίας (2006-2009)
- Πρόγραμμα** «Τεχνολογική Προοπτική Διερεύνηση - Τεχνολογική Πρόβλεψη στην Κεντρική Μακεδονία», Μέλος ομάδας έργου, Φορέας υλοποίησης: ΑΠΘ, 2003.
- Υπεύθυνος** του έργου «Αναβάθμιση εργαστηριακού εξοπλισμού εργαστηρίων Πανεπιστημίου Μακεδονίας», Φορέας: Περιφέρεια Κεντρικής Μακεδονίας
- Υπεύθυνος** του έργου «Έρευνα Ικανοποίησης Πολιτών», Φορέας υλοποίησης: Πανεπιστήμιο Μακεδονίας, για το γραφείο Ποιότητας και Αποδοτικότητας της

Περιφέρειας Κεντρικής Μακεδονίας, στα πλαίσια της Δράσης «Εφαρμογή Συστήματος Μέτρησης Ικανοποίησης Πολιτών» του Ε.Π. «ΠΟΛΙΤΕΙΑ», Μέτρο «1.1», Υποπρόγραμμα «1» 2009- 2010.

**Πρόγραμμα Ηράκλειτος**, (χρηματοδοτήσεις για Διδακτορική Έρευνα), επιστημονικά υπεύθυνος (2010-2014).

Μέλος του **Editorial Advisory Board** για τον τόμο Decision Support Systems in Agriculture, Food and the Environment (IGI Global).

**Οργανωτική επιτροπή**, DEA 2011, 9th International Conference on Data Envelopment Analysis, Thessaloniki, 2011.

**Οργανωτική επιτροπή**, 1st International Symposium & 10th Balkan Conference on Operational Research, Thessaloniki, 2011.

**Οργανωτική επιτροπή**, Markov & Semi Markov Processes and Related fields, Porto Carras, 2011.

**Editorial Board**, International Journal of Systems Science: Operations & Logistics, Taylor & Francis.

**Επιστημονική Επιτροπή**, Scientific Committee of Global Conference on Services Management, Volterra, 2017.

**Τακτικό ή αναπληρωματικό μέλος εκλεκτορικών σωμάτων** και μέλος εισηγητικών επιτροπών για διαδικασίες εκλογών μελών ΔΕΠ σε ακαδημαϊκά τμήματα εντός και εκτός του Πανεπιστημίου Μακεδονίας.

**Διευθυντής του ΔΠΜΣ στη Διοίκηση Επιχειρήσεων – MBA** (2010-2018 και 2022-σήμερα) και επιστημονικά υπεύθυνος του αντίστοιχου προγράμματος.

**Διευθυντής του ΠΜΣ στην Αναλυτική των Επιχειρήσεων και Επιστήμη των Δεδομένων** (2017-2020).

**Member of the Organizing committee**, Smart World Congress 2021

**Editorial Board**, International Journal of Systems Science: Operations & Logistics

**Guest Editor**, Mathematics Journal, Special Issue on Stochastic Markov chains, Stochastic Processes and related emerging fields (2020-21), MDPI

**Topic editor**, Mathematics Journal, MDPI

**Associate Editor**, European Journal of Mathematics and Applications

**Editorial Board**, Mathematics Journal, MDPI

**Project HFRI**, 3154, Network Data Envelopment Analysis, Multilevel and Markovian Models and Applications, NET M-iDEA-A, 2022-2025

**Scientific Committee**, 1<sup>st</sup> International Conference on Mathematics and Applications, 1-15 May, 2023.

**Πιστοποιημένος Αξιολογητής** – Εμπειρογνώμονας ΕΛΙΔΕΚ

**Μέλος Επιστημονικής Επιτροπής** διεθνούς συνεδρίου DEA45 (University of Surrey, 2023)

**Member of the Organizing committee**, Smart World Congress 2023, PROMISE Workshop, Portsmouth, UK.

## **V-II. Διοικητικά (επιλογή)**

Συμμετοχή σε επιτροπές και θεσμικά όργανα του τμήματος Οργάνωσης και Διοίκησης Επιχειρήσεων και γενικότερα του Πανεπιστημίου Μακεδονίας. Ενδεικτικά αναφέρω: μέλος επιτροπής αξιολόγησης τεχνικών και οικονομικών προσφορών επιστημονικού εξοπλισμού (1995), μέλος εισηγητικής επιτροπής για την αντιστοιχία του προγράμματος σπουδών του οικείου τμήματος με αυτό των τμημάτων άλλων ΑΕΙ (Αιγαίου, Πατρών, Κύπρου 1995-2000), μέλος της επιτροπής βιβλιοθήκης (1996-98), μέλος (1996) και επικεφαλής (1997) της επιτροπής παραλαβών επιστημονικού εξοπλισμού (1996-97), μέλος του Student Review Board του προγράμματος ανταλλαγών της ΑΙΕSEC (1996-97), αρχηγός της ομάδας Πρώτων Βοηθειών στα πλαίσια της Πολιτικής Άμυνας του Πανεπιστημίου Μακεδονίας, διοργάνωση σεμιναρίου Πρώτων Βοηθειών για τα μέλη της πανεπιστημιακής κοινότητας σε συνεργασία με τον Ελληνικό Ερυθρό Σταυρό (1996), αναπληρωματικός εκπρόσωπος του τμήματος Οργάνωσης και Διοίκησης Επιχειρήσεων στην επιτροπή ερευνών (1997-2000), μέλος της επιτροπής συνεντεύξεων των υποψηφίων για πρόκριση μεταπτυχιακών φοιτητών στο ΔΠΜΣ στα Πληροφοριακά Συστήματα (1998, 2000, 2002, 2003), αναπληρωματικός ή τακτικός εκπρόσωπος του τμήματος ΟΔΕ στην επιτροπή πληροφορικής (1998-2002), αναπληρωματικός πρόεδρος της επιτροπής παραλαβής υλικών βάση διαγωνισμών Υπ. Εμπορίου (2000), γραμματέας της εφορευτικής επιτροπής πρυτανικών εκλογών (2000), αναπληρωματικός ή τακτικός εκπρόσωπος του τμήματος ΟΔΕ στη Διατμηματική Επιτροπή του Μεταπτυχιακού Προγράμματος στα Πληροφοριακά Συστήματα (2000-2003), εκπρόσωπος του τμήματος ΟΔΕ στη Σύγκλητο (2000-2001), επιστημονικός υπεύθυνος της Πρακτικής Άσκησης του Πανεπιστημίου, μέλος της επιτροπής μεταγραφών εσωτερικού τμήματος ΟΔΕ (2001-2003), αναπληρωτής και στη συνέχεια τακτικός εκπρόσωπος του Πανεπιστημίου Μακεδονίας στην επιτροπή παρακολούθησης του ΠΕΠ Κεντρικής Μακεδονίας (2001-2006), εκπρόσωπος του τμήματος ΟΔΕ στο συντονιστικό όργανο επικοινωνίας με το γραφείο Στήριξης Ερευνητικών & Αναπτυξιακών Προγραμμάτων, μέλος της επιτροπής Παρακολούθησης και Παραλαβής Έργων της ΚΤΠ του Πανεπιστημίου, επιτροπή αξιολόγησης αποτελεσμάτων τακτικών και πρόχειρων διαγωνισμών (2003), τακτικός εκπρόσωπος του τμήματος ΟΔΕ στην επιτροπή ερευνών (2003-2006), αντιπρόεδρος της επιτροπής ερευνών (2003-2006), πρόεδρος της συντακτικής επιτροπής για την έκδοση του οδηγού ερευνητικής και αναπτυξιακής δραστηριότητας (2004-2005), μέλος της προσωρινής γενικής συνέλευσης του τμήματος Μάρκετινγκ και Διοίκησης Λειτουργιών (2004-2006). Μέλος της Ομάδας Εσωτερικής Αξιολόγησης του τμήματος ΟΔΕ (2008-), μέλος της ΕΔΕ του ΔΠΜΣ στα Πληροφοριακά Συστήματα, Μέλος της επιτροπής Προγράμματος Σπουδών ΟΔΕ, Αναπληρωτής Πρόεδρος του Συμβουλίου του Πανεπιστημίου Μακεδονίας (2013-2016).

## **VI. Συμμετοχές και Παρουσιάσεις σε Συνέδρια**

### **1. Πρόσφατες συμμετοχές σε δράσεις επιμόρφωσης, παρακολούθησης συνεδρίων, ημερίδων, εργαστηρίων κ.λπ.**

- Annual Analytics Summit 2019, OR Society and Royal Statistical Society, 13, June (2020), London, UK.
- North American Productivity Workshop XI, Miami Herbert Business School, Florida USA, June, 2020 (on-line).
- OR62, The OR Society Annual Conference, 15-17 September, 2019, Virtual Conference.
- ENBIS-20 Online Conference, European Network for Business and Industrial Statistics, 28/9 – 1/10, 2020.
- “All Models are Wrong – But Which are useful?”, ENBIS-20 Online Conference, JMP Workshop, 1/10, 2020.
- COVID-19; Understanding infection drives and risk of a second wave, M. Jackson and C. Cruz, The OR Society, 7/10/2020.
- Bias, Discrimination and fairness in classification models, Valeria Cortez Vaca Diez, The Analytics Network Online Autumn Event, Operational Research Society, 3/11, 2020.
- Developing the Skills Analysts Need, Paul Laughlin, The Analytics Network Online Autumn Event, Operational Research Society, 3/11/2020.
- Data Envelopment Analysis with PIM-DEA software, Ali Emrouznejad, Aston University, The OR Society Webinar Series, 4/11/2020.
- Using System Dynamics to explore complex social problems, Hugo Herrera, Data Analytics event, The OR Society North West Group, Operational Research Society, 18/11, 2020.
- Super-forecasters and Moon Shots: The Idea of Operational Research in the 21<sup>st</sup> Century, Chris Skidmore, Blacket Lecture 2020, Operational Research Society, November 24, 2020.
- Assessing and Improving Product reliability, Europe Data Insight Webinar Series, Hadley Myers, SAS Institute, 26-11-2020.

- Go in early and go in hard (but don't bother if you're too late): Optimal Timing of Non-Pharmaceutical Interventions during an Epidemic, J. Thijssen and N. Huberts, Operational Research Society Webinars, 2/12, 2020.
- Problem structuring with "Strategy finder", F. Ackermann and C. Eden, OR Society Special Interest Group Webinars, 14/1/2021.
- Essentials of Designing Experiments, Phil Kay, SAS Institute Webinar Series, 22/1/21.
- Analytics, OR and AI Summit 2021, OR Society and Royal Statistical Society, 10, February, online, UK
- Key Ingredients for Three Star Open Source Operationalisation, R. Clifford, SAS Institute, 16/2/2021.
- Accelerating Innovation using Design of Experiments, Phil Kay, SAS Institute, 18/2/2021.
- Second Workshop in Decision Making Methods and Techniques, Creating awareness of the usefulness of multiple criteria decision making techniques, University of Portsmouth, 24/2/2021.
- Geraint Palmer, Modelling Deadlock in Queueing Systems, 2021 Beale Lecture, the OR Society, 25/2/2021.
- What is effective Cyber Security in 2021?, NWORG (OR Society) March Event, Karl Hargrave, 10/3/2021.
- A short tour through Industrial Process Analytics, M.S. Reis, University of Coimbra, ENBIS on line seminars, 18/3/2021
- 10<sup>th</sup> Simulation Workshop Online (SW21), The Operational Research Society, March, 22-26, 2021.
- An Introduction to Soft OR, Martin Parr and Christina Philips, OR Society SIG, March, 29, 2021
- 3<sup>rd</sup> Institute of Mathematics and its Applications and OR Society Conference on Mathematics of Operational Research, 20-23 April, 2021.
- Reinforcement Learning with Knowledge Transfer for Residential Demand Response, Thijs Peirelinck, ENBIS Webinar Series, 4/5/2021.
- MATLAB EXPO 2021, 4/5 – 6/5/2021, online exhibitions and lectures.
- Statistically Speaking: Demystifying Machine Learning and Artificial Intelligence, SAS Institute seminars, 6/5/2021.
- European Network for Business and Industrial Statistics (ENBIS), Spring Meeting 2021, 17-18 May, 2021.
- Advancing a Culture of Data Analytics in the Process Industries through Statistics Education, ENBIS Spring post-Meeting JMP workshop, Phil Kay and Volker Kraft, 19/5/2021.
- Applying Machine Learning Models with Decisions, Decisions.com webinars, Tim Stahl and Tyler Haynes, 20/5/2021
- Data Envelopment Analysis with PIM-DEA software, Advanced Features, Ali Emrouznejad, Aston University, The OR Society Webinar Series, 26/5/2021.
- Using resources better: how modelling can help you improve your efficiency and effectiveness, Pro Bono Operational Research Webinar, Jane Parkin, 10/6/2021.
- Opportunities for Optimization in the Telecom Industry: Network Planning and Data Monetization, Guillermo González-Santander, Esther Fernández-Bravo and Julio Lema, Gurobi Optimization Webinars, 16/6/2021.
- Interpretability for Industry 4.0, ENBIS Online Workshop, Department of Industrial Engineering, Federico II University Napoli, 12-13 July, 2021
- Modern Statistical Modelling: A simpler, quicker way of extracting meaning from your data, Phil Kay, Data insight Webinar, SAS Institute Webinars, 29/7/2021
- COVID-19 Hospital Capacity Management using mathematical models, Kimia Ghobadi, Johns Hopkins University, Gurobi Optimization Webinars, 29/7/2021
- Soft OR and Problems Structuring Methods; Past, Present and Future, Frances O'Brien, Warwick Business School, PSM SIG, The Operational Research Society, 29/7/2021.
- Simulating at Lightning Speed, Tom Stepheson, The Operations research Society Webinars, 25/8/2021.
- European Network of Industrial Statistics Annual Conference, ENBIS-21 online conference, 13-15 September 2021.
- Survival Analysis, Volker Kraft, ENBIS Post-Conference JMP Workshop, 16/9/2021.
- Introduction to Structured Equation Modelling, ENBIS Webinar, Laura Castro-Schilo, JMP

- Division, SAS Institute, 7/10/2021.
- Machine Learning and Optimisation, Commonalities and Differences, Juergen Branke, University of Warwick, OR Society Webinars, 27/10/2021.
- Preparing Students for Data-Driven Problem Solving in the Chemical & BioPharma Industries, Andreas Trautmann, Volker Kraft and Paolo Chiappa, JMP Academic Webinar, SAS Institute, 9/11/2021.
- A Systems View of National Security, Anthony Finkelstein, Blacket Lecture 2021, Operational Research Society, November 11, 2021.
- Fault Detection and Diagnosis in High Dimensional Processes Using Model Driven Multivariate Control Charts, Jianfeng Ding and Jeremy Ash, ENBIS Webinars, 17/11/2021.
- Validate AI Online Conference, December 2-3, 2021, The OR Society
- Big Data Analytics for SMEs, Shirley Coleman and Pernille Ryden, ENBIS Webinars, 7/12/2021.
- Frontiers of Big Data, AI and Analytics: An Expansive View of Experimentation, Sean Taylor, Rideshare Labs at Lyft, 19/01/2022.
- Modern Power System Operation and Planning Under the Optimization Lens Confirmation, Alireza Soroudi, University College Dublin, Gurobi Optimization Webinars, 19/01/2022
- Statistical Significance and p-values, Daniël Lakens, Bernard G Francq, Stephen Senn, Ron S Kenett, ENBIS Webinars, 3/2/2022
- Valerie Belton, Multicriteria Matters, 2022 Beale Lecture, The OR Society, 17/2/2022.
- Decision, Decision, Decision! Third workshop in Decision Making Methods and Techniques, co-organized by INFORMS, EURO, OR Society, INFORMS Decision Analysis Society and the International Society on MCDM, 23/2/2022.
- Decision, Decision, Decision! 3<sup>rd</sup> Workshop in Decision Making Methods and Tehcniques, creating awareness of the usefulness of multicriteria decision making techniques, University of Portsmouth, Operations and Systems Management Group, 23/2/2022.
- Time series forecasting using ensemble and hybrid methodologies, Paulo Canas Rodrigues, Federal University of Bahia, Salvador, Brazil, ENBIS Webinar, 10/5/2022
- Reinforcement Learning Applications in the Healthcare and Pharma Industry, Elvan Gokalp, University of Bath, OR Society Webinars, 11/5/2022.
- MATLAB EXPO 2022, 17/5 – 18/5/2022, online exhibitions and lectures.
- Decision Making for leaders, an analytics network process approach, Elena Rokou, Creative Decisions Foundation, INFORMS Webinar series, 18/5/2022
- Analytics, OR and AI Summit 2022, OR Society and Royal Statistical Society, 5th July, online, UK
- Beyond Jupyter Notebooks, MLOps Environment Setup and First Deployment, Greg Loughnane, FourthBrain, 28/9/2022
- Classmaps for Visualizing Classification Results, Jakob Raymaekers, Maastricht University, ENBIS Webinars, 29/9/2022
- Gamifying Optimization Education with the Burrito Optimization Game, Gurobi Academic Webinars, 29/9/2022
- Make better data-based decisions with statistical modelling techniques, 3-day Workshop, JMP/SAS Webinars-Chemistry World, 11-13 October, 2022.
- Review of Machine Learning applications for chemical and process industries, Antonio Del Rio Chanona, Mattia Vallerio, Francisco Jose Navarro-Brull, JMP & ENBIS Webinar, 3<sup>rd</sup> November, 2022.
- Effective Decision Making in Cash Logistics via Simulations with Mathematical Optimization, Mehmet Arikkan, CEO Arute Solutions, Gurobi Webinars, 23/11/2022.
- Single Day Online Webinar on Network Data Envelopment Analysis, University of Bristol, 12/12/2022.
- Using Trained Machine Learning Predictors in Gurobi, Gurobi Academic Webinars, 2/2/2023
- Robert Dyson, Operational research through Seven Decades, 2023 Beale Lecture, The OR Society, 16/2/2023.
- Improving Mental Healthcare Services with Data Science and Analytics, University of Westminster, OR Society HSS SIG, one day event, 16/2/2023
- Digital Twins: Hype or Hope? M.A. Girolami, The Alan Turing Institute, ENBIS Webinars, 15/3/2023

- Designing Quantitative Research Studies with JMP, JMP Academic Webinar, Kevin Potcner, 26/7/2023
- Intro to JPM for Teachers, JMP Academic Webinar, Kevin Potcner, 10/8/2023
- Teaching Exploratory Data Analysis with JMP, JMP Academic Webinar, Kevin Potcner, 26/9/2023
- Gurobi Optimization 201 for Data Science Training, 9-10, November, 2023.
- Prompt Engineering for Open Source LLMs, Sharon Zhou, Lamini, 23/1/2024.
- Are pie charts Evil? – An exploration of what makes data visualizations work, Andy Hill, OR Society Webinars, 31/01/2024.

## **2.A Συμμετοχές σε Εθνικά συνέδρια χωρίς πρακτικά (abstracts)**

- [1] 1ο Πανελλήνιο Τριήμερο Στατιστικής, Θεσσαλονίκη, 1985 (απλή συμμετοχή).
- [2] 5ο Πανελλήνιο Συνέδριο Στατιστικής, Βόλος, 1992 (απλή συμμετοχή).
- [3] Α. Γεωργίου & Ν. Τσάντας, «Περιοδικότητα Μαρκοβιανών Μοντέλων σε Στοχαστικό Περιβάλλον», παρουσιάστηκε στο 6ο Πανελλήνιο Συνέδριο Στατιστικής, Πανεπιστήμιο Μακεδονίας, 1993.
- [4] Α. Γεωργίου & Ν. Τσάντας, «Εργοδικά προβλήματα μη ομογενούς κυκλικής κίνησης σε προσδιοριστικό ή στοχαστικό περιβάλλον», παρουσιάστηκε στο 7ο Πανελλήνιο Συνέδριο Στατιστικής, Λευκωσία, Κύπρος, 1994.
- [5] Λ. Αγγελής, Γεωργίου, Α. και Παπαδοπούλου Α., «Στοχαστική προσομοίωση χρηματικών ροών, μελέτη ταμειακού προϋπολογισμού σε ΝΠΔΔ», παρουσιάστηκε στο 9ο Πανελλήνιο Συνέδριο Στατιστικής, Ξάνθη, 1996.
- [6] Α. Γεωργίου, Α. Πετρίδης & Α. Κουμπής, «Μοντέλο Βέλτιστης Αξιοποίησης Επισκέψεων σε δίκτυο συνεργατών», παρουσιάστηκε στο 12ο Εθνικό Συνέδριο, Ελληνική Εταιρεία Επιχειρησιακών Ερευνών, Σάμος, 1998.
- [7] Α. Γεωργίου & Β. Βάμβουρα, «Εφαρμογή Ποσοτικών μεθόδων (DEA) στην αξιολόγηση εκπαιδευτικών μονάδων», παρουσιάστηκε στο 19<sup>ο</sup> Εθνικό Συνέδριο της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών, Άρτα, 2007.
- [8] E. Michalopoulos, A. Georgiou and K. Paparrizos, "Risk-Based payment predictions for European Operational Programs", 19<sup>ο</sup> Εθνικό Συνέδριο της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών, Άρτα, 2007.
- [9] Α.Κ. Γεωργίου, Γ.Ν. Παλταγιάν, Κ. Γκοτζαμάνη, Α. Ανδρονικίδης, «Το μοντέλο QFD σε συνδυασμό με τις προσεγγίσεις AHP και ANP στην ανάπτυξη τραπεζικού δικτύου», 20<sup>ο</sup> Εθνικό συνέδριο της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών, ΤΕΙ Πειραιά, (Σπέτσες 2008).
- [10] Β.Α. Δημητρίου, Ν. Τσάντας, Α.Κ. Γεωργίου, «Μοντελοποιώντας τη διατμηματική κινητικότητα σε χρόνο συνεχής: Η μη ομογενής περίπτωση», 32<sup>ο</sup> Πανελλήνιο Συνέδριο Στατιστικής, Ιωάννινα, 2019.

## **2.B Παρουσιάσεις σε Εθνικά συνέδρια με πρακτικά (με κριτές)**

- [1] Α. Γεωργίου & Κ. Κούσκουρας, «Μελέτη και Προσομοίωση Διαδικασιών Παραγωγής Λογισμικού», 16<sup>ο</sup> Εθνικό Συνέδριο της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών, Λάρισα, 2003.
- [2] Α. Γεωργίου, Γ. Τσιότρας, Α. Παπαδόπουλος & Α. Σαλονικίδου «Κατάρτιση προγραμμάτων εργασίας στην αποκομιδή οικιακών απορριμμάτων», 16<sup>ο</sup> Εθνικό Συνέδριο της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών, Λάρισα, 2003.
- [3] Α. Γεωργίου, Α. Κυριακίδου, «Ανάλυση και Λήψη Αποφάσεων σε Τμήμα Επειγόντων

Περιστατικών με τη Χρήση Προσομοίωσης Διακριτών Γεγονότων», 17<sup>ο</sup> Εθνικό Συνέδριο της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών, Πάτρα, 2005.

- [4] Ε. Τσαγκαλίδης και Α. Γεωργίου, «Ανάπτυξη και εφαρμογή μοντέλων προσομοίωσης προγράμματος χαλαζικής προστασίας με εναέρια μέσα», 18<sup>ο</sup> Εθνικό Συνέδριο της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών, Κοζάνη, 2006.
- [5] Ε. Michalopoulos, Α. Georgiou and Κ. Paparrizos, "Risk assessment and quality management of European regional operational programs", 18<sup>ο</sup> Εθνικό Συνέδριο της Ελληνικής Εταιρείας Επιχειρησιακών Ερευνών, Κοζάνη, 2006.

### **3.A Παρουσιάσεις σε Διεθνή συνέδρια με abstracts (με κριτές)**

- [1] P-C.G. Vassiliou and A.C. Georgiou, "Asymptotically Attainable Structures in Non-Homogeneous Markov Systems", presented at the 17<sup>th</sup> European Meeting of Statisticians, Satellite Conference on Stochastic Systems, Thessaloniki, 1987.
- [2] L. Angelis, Georgiou A.C. and Papadopoulou A., "A cash budget stochastic simulation in the Greek public sector", presented at the Joint conferences, INFORMS XXXIV - EURO XV, Barcelona, 1997.
- [3] A.C. Georgiou and N. Tsantas, "Cost Models in Manpower Systems, an Inventory Approach", presented at the Joint conferences, INFORMS XXXIV - EURO XV, Barcelona, 1997.
- [4] M. Litsardakis, I. Ntampizas, G. Tsimpoukas, C. Tsissios, A.C. Georgiou and N. Metaxas, «An Investigation of Capacity Oriented Production Planning; The Case of a Tile Company in Northern Greece», presented at the 4<sup>th</sup> Balkan conference on Operational Research, Thessaloniki, 1997.
- [5] Y.A. Hajidimitriou and A.C. Georgiou, «International Site Selection for Greek Firms», presented at the 4<sup>th</sup> International Symposium on Quantitative Methods, University of the Aegean, Chios, 1998.
- [6] Y.A. Hajidimitriou and A.C. Georgiou, «A Q2uantitative Approach for Partner Selection in International Joint Ventures», presented at the 5<sup>th</sup> International Congress of the Economic Society of Thessaloniki, Dimokritian University of Thrace, Komotini, 1998.
- [7] Α. Ι. Economides, C. Karagiannidis and Α C. Georgiou, «Acceptability Evaluation of Web Based Courses», presented at the 19<sup>th</sup> World Conference on Open Learning and Distance Education, Vienna, 1999.
- [8] A.C. Georgiou, Y.A. Hajidimitriou and D.E Porgianos, «A Quantitative Approach in Selecting a Foreign Market Entry Strategy», EURO XVII, presented at the 17<sup>th</sup> European Conference on Operational Research, Budapest, 2000.
- [9] N. Tsantas and A.C. Georgiou, "Sequences of n-step interval maintainable sets of a population model in a stochastic environment", presented at the EURO2001, Rotterdam, 2001.
- [10] Α.Karagiannidis, Α.Papadopoulos, Α.C. Georgiou, G. Tsiotras "Optimizing the collection and transport of urban solid wastes in a metropolitan municipality in Greece", presented at the Joint International Meeting of EURO/INFORMS, Constantinople, 2003.
- [11] Α.C. Georgiou, Y.A. Hajidimitriou, «A Goal Programming model for Business Expansion Decisions», EURO XX, presented at the 20<sup>th</sup> European Conference on Operational Research, Rhodes, 2004.
- [12] Ε. Michalopoulos, Α.C. Georgiou and Κ. Paparrizos, «A Unified Risk-Cost-Benefit

Approach for Quality Management of European Union Regional Programs», EURO XXI, presented at the 21<sup>st</sup> European Conference on Operational Research, Iceland, 2006.

- [13] A.C. Georgiou, G. Livadarou, K. Gotzamani and A. Andronikidis, "Combining AHP and SERVQUAL in measuring financial services quality", EURO XXII, presented at the 22<sup>nd</sup> European Conference on Operational Research, Prague, 2007.
- [14] E. Michalopoulos, A.C. Georgiou and K. Paparrizos, «The use of Analytical Hierarchy Process in the Risk Management of European regional Operational programs», EURO XXII, presented at the 22<sup>nd</sup> European Conference on Operational Research, Prague, 2007.
- [15] Y.A. Hajidimitriou and A.C. Georgiou, «International Franchising: A country selection problem», EURO XXII, presented at the 22<sup>nd</sup> European Conference on Operational Research, Prague, 2007.
- [16] A.C. Georgiou, K. Gotzamani, A. Andronikidis and G.N. Paltayian, «Introducing a modified QFD design for quality improvement in the Greek banking sector», EURO XXIII, presented at the 23<sup>rd</sup> European Conference on Operational Research, Bonn, 2009.
- [17] A.C. Georgiou, K. Gotzamani, A. Andronikidis and G.N. Paltayian, "A combined QFD, AHP and ANP approach for quality improvement and capacity expansion in the Greek Banking sector: Some Preliminary Results", presented at the 11th QMOD Conference, Lunds University, Sweden, 2008.
- [18] G.N. Paltayian, A.C. Georgiou, K. Gotzamani and A. Andronikidis "An integrated AHP - ANP Quality Function Deployment framework for the competitive position improvement", EURO XXIV, 24<sup>th</sup> European Conference on Operational Research, Lisbon, 2010.
- [19] A.C. Georgiou, "Investigating Aspirations, Priorities and Optimization Opportunities in Markov Manpower Planning Models", EURO XXIV, 24<sup>th</sup> European Conference on Operational Research, Lisbon, 2010.
- [20] Andreas Andronikidis, Andreas Georgiou, Katerina Gotzamani and Konstantina Kamvysi, «Integrating DEA framework into QFD methodology», DEA 2011, 9th International Conference on Data Envelopment Analysis, Thessaloniki, 2011.
- [21] Vassilis Dimitriou, Andreas Georgiou and Nikolas Tsantas, ""Modeling intra and inter-departmental mobility via multivariate Markov process", MSMPRF 2011, Markov & Semi Markov Processes and Related fields, Porto Carras, 2011.
- [22] G.N. Paltayian, A.C. Georgiou, K. Gotzamani and A. Andronikidis "An integrated model of Quality Function Deployment for financial organizations in an unstable economic environment", EURO-INFORMS MMXIII, 26<sup>th</sup> European Conference on Operational Research, Rome, 2013.
- [23] Kamvysi, K., Gotzamani, K., Andronikidis, A. and Georgiou, A.C., "An Integrated QFD framework linking quality management with marketing efforts", 20<sup>th</sup> Conference of the International Federation of Operational Research Societies-IFORS "The art of Modeling", Barcelona, Spain, July 13-18, 2014.
- [24] A. C. Georgiou, Kamvysi K., Gotzamani K. and Andronikidis A., «Utilizing Customer Requirements' Data to Link Quality Management and Services Marketing Objectives», 17<sup>th</sup> Conference of ASMDA International Society, London, UK, 2017.
- [25] A. C. Georgiou, Kamvysi K., Gotzamani K. and Andronikidis A., «An appraisal of DEA contribution in the Quality Function Deployment Process in conjunction with



some recent advances using Markov stochastic processes», DEA 40, International Conference of DEA: Celebrating the 40<sup>th</sup> Anniversary, Birmingham, UK, 2018.

- [26] A.C. Georgiou, E. Thanassoulis and A. Papadopoulou, «Combining a Markov process model with the DEA framework A hybrid model in measuring the efficiency of alternative Markov manpower policies», EWEAP2019, XVI European Workshop on Efficiency and Productivity Analysis, London, UK, 2019.
- [27] Mavrodi Afentoula, Georgiou Andreas, Tsiotras Georgios, Aletras Vassileios. Design of a survey tool to facilitate cluster analysis of determinants of Willingness-to-Pay per Quality-Adjusted Life-Year. 3<sup>rd</sup> World Congress on Public Health and Health Care Management. Dubai, UAE, 2019.
- [28] Mavrodi Afentoula, Georgiou Andreas, Tsiotras Georgios, Aletras Vassilis. Development of an Instrument to Assess Participants' Motivation on Assigning a Monetary Value to a Quality-Adjusted Life-Year: Qualitative Interviews and Pilot Study. 21<sup>st</sup> International Conference on Health Economics. London, UK, 2019.
- [29] Mavrodi A., Georgiou A., Tsiotras G., Aletras V. Reliability assessment of an instrument eliciting and interpreting willingness-to-pay values for quality of life improvement. 5th World Congress on Health Economics, Health Policy and Healthcare Management. Warsaw, Poland, 2019.
- [30] Paltayian G.N., A.C. Georgiou, K. Gotzamani and A. Andronikidis "Redesigning e-Banking services: Social and Environmental Challenges towards Sustainable Development", EURO30, 30<sup>th</sup> European Conference on Operational Research, Dublin, 2019.
- [31] Tsantas N., A.C. Georgiou and V. Dimitriou, "Elaboration on the multivariate non-homogeneous Markov manpower system under various conditions and properties, EURO30, 30<sup>th</sup> European Conference on Operational Research, Dublin, 2019.
- [32] A.C. Georgiou, E. Thanassoulis and A. Papadopoulou, "Data Envelopment Analysis and Markov Chains», 19<sup>th</sup> Conference of Applied Stochastic Models and Data Analysis International Society, Athens, Greece, Virtual Conference, 2021.
- [33] A.C. Georgiou, E. Thanassoulis and A. Papadopoulou, "Efficiency Evaluation in Markov manpower planning using Data Envelopment Analysis », 31<sup>st</sup> European Conference on Operational Research, Athens, Greece, Hybrid Conference, 2021.
- [34] M. Aidinidou and A.C. Georgiou, "Analysis, Prioritization and Strategic Planning of Flood Mitigation Projects using AHP and GIS Environment", 31<sup>st</sup> European Conference on Operational Research, Athens, Greece, Hybrid Conference, 2021.
- [35] K. Soukakos, K. Kaparis and A.C. Georgiou, "Evaluation of Wind Parks with Data Envelopment Analysis", 31<sup>st</sup> European Conference on Operational Research, Athens, Greece, Hybrid Conference, 2021.
- [36] A.C. Georgiou, E. Thanassoulis and G. Tsaples, "Efficiency Evaluation and Markovian models, current state and research variants", 7th Stochastic Modelling Techniques and Data Analysis Conference, Athens, Greece, 2022.
- [37] A.C. Georgiou, E. Thanassoulis, G. Tsaples, M-E. Vretta and K. Kaparis, "Data Envelopment Analysis with Markov models, current developments and research directions", XVII European Workshop on Efficiency and Productivity Analysis, Porto, Portugal, 2022.
- [38] A.C. Georgiou, E. Thanassoulis, G. Tsaples, M-E. Vretta and K. Kaparis, "The introduction of Data Envelopment Analysis in Markovian settings. Hybrid models and extensions", 32nd EURO Conference, Aalto University, Espoo, Finland, 2022.

- [39] A.C. Georgiou, G. Tsaples, E. Thanassoulis, "Markovian models in Data Envelopment Analysis, Single and multiple stage structures", IWAP 2023, 10<sup>th</sup> International Workshop on Applied Probability Thessaloniki, 2023.
- [40] P. Koliass, A. Papadopoulou and A.C. Georgiou, "On the properties of inverted repeats and word frequencies in DNA sequences via semi Markov modeling", IWAP 2023, 10<sup>th</sup> International Workshop on Applied Probability Thessaloniki, 2023.
- [41] E.-M. Vretta, K. Bitsis, K. Kaparis, G. Paltayian and A.C. Georgiou, "A hybrid bi-level DEA approach for resource allocation and targeting under stochastic conditions", IWAP 2023, 10<sup>th</sup> International Workshop on Applied Probability Thessaloniki, 2023.
- [42] A.C. Georgiou, G. Tsaples, E. Thanassoulis, "Markov settings models in Data Envelopment Analysis, Multiple stages – Multiple targets", DEA45, International Conference on Data envelopment Analysis, University of Surrey, 2023.
- [43] K. Tarkasis, K. Kaparis and A.C. Georgiou, "Building trust in video classification", 6<sup>th</sup> International Conference on the Dynamics of Information Systems, Prague, 2023.

### **3.Β Παρουσιάσεις σε Διεθνή συνέδρια με πρακτικά (με κριτές)**

- [1] A.C. Georgiou, "Nonstationary Cyclic Behaviour in Markov Systems", presented at the 6th International Symposium on Applied Stochastic Models and Data Analysis, Chania, Crete, 1993.
- [2] A.C. Georgiou and N. Tsantas, "Periodicity of Markov Models in a Stochastic Environment", presented at the 2<sup>nd</sup> Balkan Conference in Operational Research, Thessaloniki, 1993.
- [3] N. Tsantas, and A.C. Georgiou, «Partial maintainability of a Population Model in a Stochastic Environment», presented at the 7th International Symposium on Applied Stochastic models and Data Analysis, Dublin, 1995.
- [4] L. Angelis, Georgiou A.C. and Papadopoulou A., "Determining Budget Balance Through Monte Carlo Techniques", presented at the 3<sup>rd</sup> Balkan conference in Operational Research, Thessaloniki, 1995.
- [5] Karagiannidis, C., Koumpis, A., Stephanidis, C. and A.C. Georgiou, "Modelling Interactions as Queues". British Computer Society, presented at the FACS Workshop on Formal Aspects of the Human Computer Interface, Sheffield, UK, 1996.
- [6] Y.A. Hajidimitriou and A.C. Georgiou, «Investigation of International Location Planning Techniques for the Balkan region», presented at the 4<sup>th</sup> Balkan conference on Operational Research, Thessaloniki, 1997.
- [7] Y.A. Hajidimitriou and A.C. Georgiou, «Partner Selection in International Joint Ventures: A Multi-objective Approach», presented at the 5<sup>th</sup> International Conference of the Decision Sciences Institute, Athens, 1999.
- [8] A.C. Georgiou and N. Tsantas, «Incorporating a Training Class in a Markovian Manpower Model», presented at the 5<sup>th</sup> International Conference of the Decision Sciences Institute, Athens, 1999.
- [9] Y.A. Hajidimitriou and A.C. Georgiou, «Locational Decisions for a Franchising Firm in the Balkan Region », presented at the 1<sup>st</sup> International Conference of the ASECU, «Recent Economic Developments and Problems in the Transition

Economies», University of Macedonia, Thessaloniki, 2000.

- [10] Georgiou, A.C., Y.A. Hajidimitriou and D.E Porgianos, «The selection of Foreign Market Entry Strategies for European Firms», presented at the 28<sup>th</sup> European International Business Academy Conference, Athens, 2002.
- [11] G. Tsiotras, A. C. Georgiou, A. Papadopoulos, A. Karagiannidis and P. Rakimbei, «Planning of interventions for the optimization of urban solid waste collection at municipal level», presented at the International Conference on the Protection and Restoration of the Environment VII, Myconos, 2004.
- [12] E. Tsagalidis and A.C. Georgiou, «Simulation Modeling and Application of Aircraft Hail Suppression Programs», presented at the 5<sup>th</sup> EUROSIM Congress on Modeling and Simulation, Paris, 2004.
- [13] Y.A. Hajidimitriou and A.C. Georgiou, «Critical Success Factors in Exporting: The case of Greek SMEs», presented at the 4<sup>th</sup> International Conference on New Horizon in Industry, Business and Education, Corfu, 2005.
- [14] A. C. Georgiou, K. Gotzamani, A. Andronikidis. G. N. Paltayian, "A combined QFD, AHP and ANP for quality improvement and capacity expansion in the Greek Banking sector: Preliminary results", 11th QMOD Conference, Lunds University, Sweden, 2008.
- [15] A. Andronikidis, A. C. Georgiou, K. Gotzamani, K. Kamvysi, "The application of quality function deployment in service quality management", 11<sup>th</sup> Toulon-Verona Conference "Excellence in Services", University of Florence, Italy, 2008.
- [16] Kamvysi, K., Gotzamani, K., Georgiou, A.C. and Andronikidis, A., "Integrating DEAHP and DEANP into the Quality Function Deployment", 12<sup>th</sup> QMOD and Toulon-Verona Conference, Verona University, Verona, Italy, 2009.
- [17] Andronikidis, A., Georgiou, A., Gotzamani, K. and Kamvisi, K., "Exploring Alternative Approaches in Prioritizing Consumers' Selection Criteria in a Service Setting", 39<sup>th</sup> EMAC Conference, The Six Senses, The Essentials of Marketing, Copenhagen Business School, Copenhagen, 2010.
- [18] Kamvysi K., Gotzamani, K., Georgiou, A.C. and Andronikidis, A. "An Integrated QFD Approach for Bank Customers Satisfaction, 2<sup>nd</sup> Biennial International Conference on Services Marketing, Orchestrating the Service Experience: Music to the Ears of our Customers, The University of Macedonia, Thessaloniki, 2009.
- [19] Vassilis Dimitriou, Andreas Georgiou and Nikolas Tsantas, ""Modeling intra and inter-departmental mobility via multivariate Markov process", 1st International Symposium & 10th Balkan Conference on Operational Research, Thessaloniki, 2011.
- [20] Andreas Tosis and Andreas Georgiou, "Modeling and Optimization of Job Scheduling in Concrete Pumping Operations", 1st International Symposium & 10th Balkan Conference on Operational Research, Thessaloniki, 2011.
- [21] Andreas Georgiou, Konstantina Kamvysi, Andreas Andronikidis and Katerina Gotzamani "Advancing QFD to improve Service Quality", 1st International Symposium & 10th Balkan Conference on Operational Research, Thessaloniki, 2011.
- [22] Kamvysi, K., Gotzamani, K., Georgiou, A.C. and Andronikidis, A., "An Extended Fuzzy QFD Methodology in the Design and Evaluation of Academic Courses", 14<sup>th</sup> QMOD, San Sebastian, 2011.
- [23] Kamvysi, K., Andronikidis, A., Gotzamani, K. and A.C. Georgiou, "Listening to our customers in higher education institutions", 39<sup>th</sup> EMAC Conference, Marketing to

Citizens: Going Beyond customers and consumers, ISCTE Business School, Lisbon, Portugal, 22-25 May 2012.

- [24] Tsalianis, A., Thanassoulis, E. and A.C. Georgiou, "Greek thermal power plants evaluation using Data Envelopment Analysis", 4<sup>th</sup> International Symposium and 26<sup>th</sup> National Conference on Operational Research, Chania, Greece, 2015.
- [25] Kamvysi, K., Gotzamani, K., Andronikidis, A. and A.C. Georgiou, "Incorporating a Multivariate Markov Chain model into Quality Function Deployment Framework", 16<sup>th</sup> Conference of ASMDA International Society, Athens, Greece, 2015.
- [26] Aretoulis, G., Parisi, K., A.C. Georgiou, J. Papathanasiou, F. Antoniou and C. Triantafyllidis, "A Fuzzy Multicriteria Decision Analysis on selecting the Most Competent Project Manager considering Personality Traits and Project Procurement Systems", 5th International Symposium & 27th National Conference on Operational Research, Athens, 2016.
- [27] V Aletras, A Georgiou, A Mavrodi, K Kaparis, I Konstantaras, V Sachpekidis, S Michailidou, T Gatzos, I Styliadis and P Stafylas, "Investigating Performance Indicators and Service Quality Improvement in an Outpatient Cardiology Department", ISPOR 19th Annual European Congress, 29 October-2 November 2016, Austria Center Vienna, Vienna, Austria.
- [28] G.N. Paltayian, A.C. Georgiou, K. Gotzamani and A. Andronikidis "Combining Quality Management Tools with Quantitative Approaches to Improve E-Banking Operations.", Global Conference on Services and Management, Volterra, Italy, 2017.
- [29] Kamvysi, K., Andronikidis, A., Georgiou, A.C and K. Gotzamani, "A QFD framework for sustainable supply chain management in tourism", International Conference on Tourism (ICOT2018), Kavalla, 27-30 June, 2018.
- [30] Georgios Tsaples, Jason Papathanasiou, Andreas C. Georgiou and Nikolaos Samaras, «Assessing multidimensional sustainability of European countries with a novel, two-stage DEA», EmC-ICDSST 2019, 5<sup>th</sup> International Conference on Decision Support System Technology, Madeira. Portugal, 2019.
- [31] G.N. Paltayian, A.C. Georgiou, K. Gotzamani "Using AHP and QFD in the investigation and refinement of e-banking services", International Symposium on AHP, 3-6 December, 2020, Pittsburgh based, online Conference. ***This paper and presentation received award of excellence.***
- [32] G.N. Paltayian, S. Xanthopoulou, E. Kessopoulou, A.C. Georgiou, K. Gotzamani "Defining Customer Satisfaction for e-services focusing on e-banking", Global Conference on Services and Retail Management, University of Naples Federico II & University of South Florida, 10-13 May, 2021.
- [33] Eleni-Maria Vretta, Kyriakos Bitsis, Konstantinos Kaparis, Georgios Paltayian and Andreas Georgiou, "A stochastic bilevel DEA-based model for resource allocation", 1<sup>st</sup> International Online Conference on Mathematics and Applications, IOCM 2023.
- [34] Tarkasis, K., Kaparis, K., & Georgiou, A. C. (2023, September). Introducing a New Metric for Improving Trustworthiness in Real Time Object Detection. In International Conference on the Dynamics of Information Systems (pp. 242-249). Cham: Springer Nature Switzerland.

## **VII. Δημοσιεύσεις**

## **1. Διδακτορική διατριβή**

Γεωργίου, Α. Κ., «Έλεγχος της ασυμπτωτικής συμπεριφοράς μη ομογενών μαρκοβιανών συστημάτων», *Διδακτορική Διατριβή*, Τομέας Στατιστικής και Επιχειρησιακής Έρευνας, Επιστημονική Επετηρίδα του Τμήματος Μαθηματικών, Αριστοτέλειο Πανεπιστήμιο Θεσσαλονίκης, παράρτημα αρ. 9., 1989. Επιβλέπων: Καθηγητής Π.-Χ. Γ. Βασιλείου

## **2. Διεθνή επιστημονικά περιοδικά (με κριτές)**

- [1] Vassiliou, P.-C.G and Georgiou A.C. (1990). 'Asymptotically Attainable Structures in nonhomogeneous Markov Systems', *Operations Research*, 38(3), pp. 537-545. (SJR ranking: Q1).
- [2] Vassiliou, P.-C.G, Georgiou A.C. and Tsantas N. (1990). "Control of Asymptotic Variability in nonhomogeneous Markov Systems", *Journal of Applied Probability*, 27(4), pp. 756-766. (SJR ranking: Q2)
- [3] Georgiou, A.C. (1992). "Partial Maintainability and Control in nonhomogeneous Markov Manpower Systems", *European Journal of Operational Research*, 62(2), pp. 241-251. (SJR ranking: Q1)
- [4] Georgiou, A.C. and Vassiliou P.-C.G. (1992). "Periodicity of Asymptotically Attainable Structures in nonhomogeneous Markov Systems", *Linear Algebra and Its Applications*, 176, pp. 137-174. (SJR ranking: Q2)
- [5] Tsantas, N. and Georgiou A.C. (1994). "Periodicity of Equilibrium Structures in a Time Dependent Markov Model under Stochastic Environment", *Applied Stochastic Models and Data Analysis*, 10, pp. 269-277. (SJR ranking: Q1-Q2)
- [6] Georgiou, A.C. and N. Tsantas (1996). "Non stationary cyclic behaviour in nonhomogeneous Markov systems", *Linear Algebra and Its Applications*, 237/238, pp. 549-578. (SJR ranking: Q2)
- [7] Georgiou, A.C. and P.-C.G. Vassiliou (1997). "Cost Models in nonhomogeneous Markov Systems", *European Journal of Operational Research*, 100(1), pp. 81-96. (SJR ranking: Q1)
- [8] Tsantas, N. and A.C Georgiou (1998). "Partial maintainability of a population model in a stochastic environment", *Applied Stochastic Models and Data Analysis*, 13, pp. 183-189. (SJR ranking: Q1-Q2)
- [9] Georgiou, A.C. (1999). "Aspirations and Priorities in a Three Phase Approach of a Nonhomogeneous Markov System", *European Journal of Operational Research*, 116(3), pp. 565-583. (SJR ranking: Q1)
- [10] Karagiannidis, C., A. Koumpis, C. Stephanidis and A.C. Georgiou (1998). "Employing Queuing Modelling in Intelligent Multimedia User Interfaces", *International Journal of Human-Computer Interaction*, 10(4), pp. 297-326. (SJR ranking: Q2)
- [11] Hajidimitriou, Y. A. & A. C. Georgiou (2000). 'International Site Selection Decisions Using Multi-Objective Methods', *American Business Review*, XVIII(2), pp. 87-95.
- [12] Hajidimitriou Y. and A.C. Georgiou (2002). 'A Goal Programming Model for Partner Selection in International Joint Ventures', *European Journal of Operational Research*, 138(3), pp. 649-662. (SJR ranking: Q1)
- [13] A.C. Georgiou and N. Tsantas (2002). 'Modelling Recruitment Training in Mathematical Human Resource Planning', *Applied Stochastic Models in Business*

and *Industry*, 18(1), pp. 53-74. (SJR ranking: Q1 – Q2)

- [14] K.G. Kouskouras and A.C. Georgiou (2007). A discrete event simulation model in the case of managing a software project», *European Journal of Operational Research*, 181(1), 374-389. (SJR ranking: Q1)
- [15] A.C. Georgiou and Bonias, G. (2007). 'An AHP and Neural Network approach in predicting short-term returns: A Case of Greek stock market', *Journal of Statistics & Management Systems*, 10(6), 905-928.
- [16] A.C. Georgiou and E. Tsagalidis (2009). 'Using Simulation Modeling to Support Decisions in Hail Suppression Programs with Airborne Means', *Journal of the Operational Research Society*, 60, 14-22. (SJR ranking: Q1 - Q2)
- [17] E. Michalopoulos, A.C. Georgiou, K. Paparrizos (2008). 'Risk-based Decision Making and Risk Management of European Union Regional Programs', *YUJOR*, 18(1), 75-94. (SJR ranking: Q3)
- [18] A. Andronikidis, A. C. Georgiou, K. Gotzamani, K. Kamvysi (2009). 'The application of quality function deployment in service quality management', *TQM Journal*, 21(4), 319-333. (SJR ranking: Q2 – Q3)
- [19] E. Michalopoulos, A.C. Georgiou, K. Paparrizos 2009. 'A decision support framework in risk assessment and cost management for European Regional Operational Programs', *International Journal of Applied Decision Sciences*, 2(1), 27-56. (SJR ranking: Q2 – Q3)
- [20] K. Kamvysi, K. Gotzamani, A. Andronikidis and A. C. Georgiou (2010). 'Integrating DEAHP and DEANP into the Quality Function Deployment', *TQM Journal*, 22(3), 293-316. (SJR ranking: Q2 – Q3)
- [21] G. Paltayian, A. C. Georgiou K. Gotzamani and A. Andronikidis (2012). 'An integrated framework to improve quality and competitive positioning within the financial services context', *International Journal of Bank Marketing*, 30(7), 527-547. (SJR ranking: Q2)
- [22] V. Dimitriou, A. C. Georgiou and N. Tsantas (2013). 'The Multivariate Non-Homogeneous Markov Manpower System in a Departmental Mobility Framework', *European Journal of Operational Research*, 228(1), 112-121. (SJR ranking: Q1)
- [23] K. Kamvysi, K. Gotzamani, A. Andronikidis and A. C. Georgiou (2014). 'Capturing and prioritizing students' requirements for course design by embedding Fuzzy-AHP and linear programming in QFD', *European Journal of Operational Research*, 237(3), 1083–1094. (SJR ranking: Q1)
- [24] V. Dimitriou, A. C. Georgiou and N. Tsantas (2015). 'On the equilibrium personnel structure in the presence of vertical and horizontal mobility via multivariate Markov chains', *Journal of the Operational Research Society*, 66, 993-1006. (SJR ranking: Q1 - Q2)
- [25] G. Paltayian, K. Gotzamani, A. C. Georgiou and A. Andronikidis (2017). 'Aligning customer requirements and organizational constraints to service processes and strategies', *Business Process Management Journal*, 23(5), 1018-1042. (SJR ranking: Q1)
- [26] E. Thanassoulis, P. K. Dey, K. Petridis, I. Goniadis and A. C. Georgiou (2017). 'Evaluating Higher Education Teaching Performance using Combined Analytic Hierarchy Process and Data Envelopment Analysis', *Journal of the Operational Research Society*, 68(4), 431-445. (SJR ranking: Q1-Q2)
- [27] Gotzamani, K., Georgiou, A., Andronikidis, A. and Kamvysi, K. (2018). 'Introducing multivariate Markov modeling within QFD to anticipate future

customer preferences in product design', *International Journal of Quality & Reliability Management*, 35(3), 762-778. (SJR ranking: Q1-Q2)

- [28] Dimitriou, V. A., & Georgiou, A. C. (2021). 'Introduction, analysis and asymptotic behavior of a multi-level manpower planning model in a continuous time setting under potential department contraction', *Communications in Statistics-Theory and Methods*, 50 (5), 1173-1199. (SJR ranking: Q3)
- [29] A.C. Georgiou, A. Papadopoulou, P. Koliass, H. Palikrousis and E. Farmakioti (2021). 'On State Occupancies, First Passage Times and Duration in Non-Homogeneous Semi-Markov Chains', *Mathematics*, 9 (15), 1745. (SJR ranking: Q2)
- [30] Vassiliou P.-C.G. and Georgiou A.C. (2021). Markov and Semi-Markov Chains, Processes, Systems, and Emerging Related Fields. *Mathematics*, 2021; 9(19):2490. <https://doi.org/10.3390/math9192490>
- [31] A.C. Georgiou, E. Thanassoulis, & A. Papadopoulou (2022). 'Using data envelopment analysis in markovian decision making', *European Journal of Operational Research*, 298(1), 276-292. (SJR ranking: Q1).
- [32] Tsaples, G., Papathanasiou, J., & Georgiou, A. C. (2022). 'An Exploratory DEA and Machine Learning Framework for the Evaluation and Analysis of Sustainability Composite Indicators in the EU', *Mathematics*, 10(13), 2277. (SJR ranking: Q2)
- [33] M. Aidinidou, K. Kaparis, and A.C. Georgiou (2023). 'Analysis, Prioritization and Strategic Planning of Flood Mitigation Projects based on sustainability dimensions and a spatial/value AHP-GIS system', *Expert Systems with Applications*, 211, 118566, (SJR ranking: Q1).
- [34] K. Kamvysi, A. Andronikidis, A. C. Georgiou and K. Gotzamani (2023). 'A Quality Function Deployment Framework for Service Strategy Planning', *Journal of Retailing and Consumer Services*, 73, 103343 (SJR ranking: Q1)
- [35] G. Paltayian, A. C. Georgiou and K. Gotzamani (2024). 'A combined QFD-AHP decision making tool for the investigation and improvement of e-banking usage', *International Journal of Quality & Reliability Management*, 41.1:150-172. (SJR ranking: Q2)
- [36] Georgiou, A. C., Kaparis, K., Vretta, E. M., Bitsis, K., & Paltayian, G. (2024). A Bilevel DEA Model for Efficiency Evaluation and Target Setting with Stochastic Conditions. *Mathematics*, 12(4), 529. (SJR ranking: Q2)

### **3. Πρακτικά διεθνών συνεδρίων (με κριτές)**

- [1] A.C. Georgiou, "Nonstationary Cyclic Behaviour in Markov Systems", presented at the 6th International Symposium on Applied Stochastic Models and Data Analysis, Chania, Crete, 1993.
- [2] A.C. Georgiou and N. Tsantas, "Periodicity of Markov Models in a Stochastic Environment", presented at the 2<sup>nd</sup> Balkan Conference in Operational Research, Thessaloniki, 1993.
- [3] N. Tsantas, and A.C. Georgiou, «Partial maintainability of a Population Model in a Stochastic Environment», presented at the 7th International Symposium on Applied Stochastic models and Data Analysis, Dublin, 1995.
- [4] L. Angelis, Georgiou A.C. and Papadopoulou A., "Determining Budget Balance Through Monte Carlo Techniques", presented at the 3<sup>rd</sup> Balkan conference in

Operational Research, Thessaloniki, 1995.

- [5] Karagiannidis, C., Koumpis, A., Stephanidis, C. and A.C. Georgiou, "Modelling Interactions as Queues". British Computer Society, presented at the FACS Workshop on Formal Aspects of the Human Computer Interface, Sheffield, UK, 1996.
- [6] Y.A. Hajidimitriou and A.C. Georgiou, «Investigation of International Location Planning Techniques for the Balkan region», presented at the 4<sup>th</sup> Balkan conference on Operational Research, Thessaloniki, 1997.
- [7] Y.A. Hajidimitriou and A.C. Georgiou, «Partner Selection in International Joint Ventures: A Multi-objective Approach», presented at the 5<sup>th</sup> International Conference of the Decision Sciences Institute, Athens, 1999.
- [8] A.C. Georgiou and N. Tsantas, «Incorporating a Training Class in a Markovian Manpower Model», presented at the 5<sup>th</sup> International Conference of the Decision Sciences Institute, Athens, 1999.
- [9] Y.A. Hajidimitriou and A.C. Georgiou, «Locational Decisions for a Franchising Firm in the Balkan Region », presented at the 1<sup>st</sup> International Conference of the ASECU, «Recent Economic Developments and Problems in the Transition Economies», University of Macedonia, Thessaloniki, 2000.
- [10] Georgiou, A.C., Y.A. Hajidimitriou and D.E Porgianos, «The selection of Foreign Market Entry Strategies for European Firms», presented at the 28<sup>th</sup> European International Business Academy Conference, Athens, 2002.
- [11] G. Tsiotras, A. C. Georgiou, A. Papadopoulos, A. Karagiannidis and P. Rakimbei, «Planning of interventions for the optimization of urban solid waste collection at municipal level», presented at the International Conference on the Protection and Restoration of the Environment VII, Myconos, 2004.
- [12] E. Tsagalidis and A.C. Georgiou, «Simulation Modeling and Application of Aircraft Hail Suppression Programs», presented at the 5<sup>th</sup> EUROSIM Congress on Modeling and Simulation, Paris, 2004.
- [13] Y.A. Hajidimitriou and A.C. Georgiou, «Critical Success Factors in Exporting: The case of Greek SMEs», presented at the 4<sup>th</sup> International Conference on New Horizon in Industry, Business and Education, Corfu, 2005.
- [14] A. C. Georgiou, K. Gotzamani, A. Andronikidis. G. N. Paltayian, "A combined QFD, AHP and ANP for quality improvement and capacity expansion in the Greek Banking sector: Preliminary results", 11th QMOD Conference, Lunds University, Sweden, 2008.
- [15] A. Andronikidis, A. C. Georgiou, K. Gotzamani, K. Kamvysi, "The application of quality function deployment in service quality management", 11<sup>th</sup> Toulon-Verona Conference "Excellence in Services", University of Florence, Italy, 2008.
- [16] Kamvysi, K., Gotzamani, K., Georgiou, A.C. and Andronikidis, A., "Integrating DEAHP and DEANP into the Quality Function Deployment", 12<sup>th</sup> QMOD and Toulon-Verona Conference, Verona University, Verona, Italy, 2009.
- [17] Andronikidis, A., Georgiou, A., Gotzamani, K. and Kamvysi, K., "Exploring Alternative Approaches in Prioritizing Consumers' Selection Criteria in a Service Setting", 39<sup>th</sup> EMAC Conference, The Six Senses, The Essentials of Marketing, Copenhagen Business School, Copenhagen, 2010.
- [18] Kamvysi K., Gotzamani, K., Georgiou, A.C. and Andronikidis, A. "An Integrated QFD Approach for Bank Customers Satisfaction", 2<sup>nd</sup> Biennial International Conference on Services Marketing, Orchestrating the Service Experience: Music



to the Ears of our Customers, The University of Macedonia, Thessaloniki, 2009.

- [19] Vassilis Dimitriou, Andreas Georgiou and Nikolas Tsantas, "Modeling intra and inter-departmental mobility via multivariate Markov process", 1<sup>st</sup> International Symposium & 10<sup>th</sup> Balkan Conference on Operational Research, Thessaloniki, 2011.
- [20] Andreas Tosis and Andreas Georgiou, "Modeling and Optimization of Job Scheduling in Concrete Pumping Operations", 1<sup>st</sup> International Symposium & 10<sup>th</sup> Balkan Conference on Operational Research, Thessaloniki, 2011.
- [21] Andreas Georgiou, Konstantina Kamvysi, Andreas Andronikidis and Katerina Gotzamani, "Advancing QFD to improve Service Quality", 1<sup>st</sup> International Symposium & 10<sup>th</sup> Balkan Conference on Operational Research, Thessaloniki, 2011.
- [22] Kamvysi, K., Gotzamani, K., Georgiou, A.C. and Andronikidis, A., "An Extended Fuzzy QFD Methodology in the Design and Evaluation of Academic Courses", 14<sup>th</sup> QMOD, San Sebastian, 2011.
- [23] Kamvysi, K., Andronikidis, A., Gotzamani, K., and A.C. Georgiou, "Listening to our customers in higher education institutions", 39<sup>th</sup> EMAC Conference, Marketing to Citizens: Going Beyond customers and consumers, ISCTE Business School, Lisbon, Portugal, 22-25 May 2012.
- [24] Tsalianis, A., Thanassoulis, E. and A.C. Georgiou, "Greek thermal power plants evaluation using Data Envelopment Analysis", 4<sup>th</sup> International Symposium and 26<sup>th</sup> National Conference on Operational Research, Chania, Greece, 2015.
- [25] Kamvysi, K., Gotzamani, K., Andronikidis, A. and A.C. Georgiou, "Incorporating a Multivariate Markov Chain model into Quality Function Deployment Framework", 16<sup>th</sup> Conference of ASMDA International Society, Athens, Greece, 2015.
- [26] Aretoulis, G., Parisi, K., A.C. Georgiou, J. Papathanasiou, F. Antoniou and C. Triantafyllidis, "A Fuzzy Multicriteria Decision Analysis on selecting the Most Competent Project Manager considering Personality Traits and Project Procurement Systems", 5<sup>th</sup> International Symposium & 27<sup>th</sup> National Conference on Operational Research, Athens, 2016.
- [27] V. Aletras, A. Georgiou, A. Mavrodi, K. Kaparis, I. Konstantaras, V. Sachpekidis, S. Michailidou, T. Gatzos, I. Styliadis and P. Stafylas, "Investigating Performance Indicators and Service Quality Improvement in an Outpatient Cardiology Department", ISPOR 19<sup>th</sup> Annual European Congress, 29 October-2 November 2016, Austria Center Vienna, Vienna, Austria. (poster)
- [28] G.N. Paltayian, A.C. Georgiou, K. Gotzamani and A. Andronikidis "Combining Quality Management Tools with Quantitative Approaches to Improve E-Banking Operations.", Global Conference on Services and Management, Volterra, Italy, 2017.
- [29] Kamvysi, K., Andronikidis, A., Georgiou, A.C and K. Gotzamani, "A QFD framework for sustainable supply chain management in tourism", International Conference on Tourism (ICOT2018), Kavalla, 27-30 June, 2018.
- [30] Georgios Tsaples, Jason Papathanasiou, Andreas C. Georgiou and Nikolaos Samaras, «Assessing multidimensional sustainability of European countries with a novel, two-stage DEA», EmC-ICDSST 2019, 5<sup>th</sup> International Conference on Decision Support System Technology, Madeira. Portugal, 2019.
- [31] G.N. Paltayian, A.C. Georgiou, K. Gotzamani "Using AHP and QFD in the investigation and refinement of e-banking services", International Symposium on

AHP, 3-6 December, 2020, Pittsburgh based, online Conference. ***This paper and presentation received award of excellence.***

- [32] G.N. Paltayian, S. Xanthopoulou, E. Kessopoulou, A.C. Georgiou, K. Gotzamani "Defining Customer Satisfaction for e-services focusing on e-banking", Global Conference on Services and Retail Management, University of Naples Federico II & University of South Florida, 10-13 May, 2021.
- [33] Eleni-Maria Vretta, Kyriakos Bitsis, Konstantinos Kaparis, Georgios Paltagian and Andreas Georgiou, "A stochastic bilevel DEA-based model for resource allocation", 1<sup>st</sup> International Online Conference on Mathematics and Applications, IOCM 2023.
- [34] Tarkasis, K., Kaparis, K., Georgiou, A.C. (2024). Introducing a New Metric for Improving Trustworthiness in Real Time Object Detection. In: Moosaei, H., Hladík, M., Pardalos, P.M. (eds) Dynamics of Information Systems. DIS 2023. Lecture Notes in Computer Science, vol 14321. Springer, Cham. [https://doi.org/10.1007/978-3-031-50320-7\\_18](https://doi.org/10.1007/978-3-031-50320-7_18).

#### **4. Πρακτικά Εθνικών Συνεδρίων (με κριτές)**

- [1] Α. Γεωργίου & Κ. Κούσκουρας, «Μελέτη και Προσομοίωση Διαδικασιών Παραγωγής Λογισμικού», 16<sup>ο</sup> Εθνικό Συνέδριο Επιχειρησιακής Έρευνας, Λάρισα, 2003.
- [2] Α. Γεωργίου, Γ. Τσιότρας, Α. Παπαδόπουλος & Α. Σαλονικίδου «Κατάρτιση προγραμμάτων εργασίας στην αποκομιδή οικιακών απορριμμάτων», 16<sup>ο</sup> Εθνικό Συνέδριο Επιχειρησιακής Έρευνας, Λάρισα, 2003.
- [3] Α. Γεωργίου, Α. Κυριακίδου, «Ανάλυση και Λήψη Αποφάσεων σε Τμήμα Επειγόντων Περιστατικών με τη Χρήση Προσομοίωσης Διακριτών Γεγονότων», 17<sup>ο</sup> Εθνικό Συνέδριο Επιχειρησιακής Έρευνας, Πάτρα, 2005.
- [4] Ε. Τσαγκαλίδης και Α. Γεωργίου, «Ανάπτυξη και εφαρμογή μοντέλων προσομοίωσης προγράμματος χαλαζικής προστασίας με εναέρια μέσα», 18<sup>ο</sup> Εθνικό Συνέδριο Επιχειρησιακής Έρευνας, Κοζάνη, 2006.
- [5] Ε. Michalopoulos, Α. C. Georgiou and Κ. Paparrizos, "Risk assessment and quality management of European regional operational programs", 18<sup>ο</sup> Εθνικό Συνέδριο Επιχειρησιακής Έρευνας, Κοζάνη, 2006.

#### **5. Σε τιμητικό τόμο (με κριτές)**

- [1] Χατζηδημητρίου, Ι. & Α.Κ. Γεωργίου, «Η εφαρμογή Ποσοτικών Μεθόδων Βελτιστοποίησης πολλαπλών στόχων για την επιλογή χώρας εγκατάστασης στα Βαλκάνια», Τιμητικός τόμος, καθηγητή Β. Σαρσέντη, Πανεπιστήμιο Πειραιώς, 1998.
- [2] Andreas Georgiou, Katerina Gotzamani, Styliani Xanthopoulou, Konstantina Kamnysi and Andreas Andronikidis, «Εφαρμογή της μεθοδολογίας QFD-AHP για τον σχεδιασμό ενός ακαδημαϊκού μαθήματος», Τιμητικός τόμος, καθηγητή Γ. Οικονόμου, Πανεπιστήμιο Πειραιώς, 2016.

#### **VIII. Έρευνα σε εξέλιξη**

- [1] Web Banking Penetration in Banking Services, a QFD - AHP and ANP approach for capacity expansion in the Banking sector (with K. Gotzamani and G.N. Paltayian)
- [2] Behavioral Economics in Health Care Management (with V. Aletras and P. Azas)

- [3] Data Envelopment Analysis and Markov manpower modelling (with E. Thanassoulis and G. Tsaples and the QMeDALab members)
- [4] Bi-level Optimization, DEA and Markov models in Healthcare and Banking (a project of the Quantitative Methods and Decision Analytics Lab)

## **IX. Διδακτικές Σημειώσεις και Βιβλία**

- [1] Α.Κ. Γεωργίου, *Γλώσσα Προγραμματισμού PASCAL*, Διδακτικές Σημειώσεις, σεμινάρια Ελληνικής Μαθηματικής Εταιρείας, 1987.
- [2] Α.Κ. Γεωργίου, *Τεχνικές Προσομοίωσης στη Διοίκηση Επιχειρήσεων*, Πανεπιστημιακές Παραδόσεις, Τμήμα Οργάνωσης και Διοίκησης Επιχειρήσεων, Πανεπιστήμιο Μακεδονίας, 1999, βελτιωμένη έκδοση 2004.
- [3] Α.Κ. Γεωργίου και Π.-Χ.Γ. Βασιλείου, *Μη Γραμμικές Μέθοδοι Βελτιστοποίησης, Μεθοδολογία και Αλγόριθμοι*, Εκδόσεις Ζήτη, Θεσσαλονίκη, 1993.
- [4] Γ. Οικονόμου, και Α.Κ. Γεωργίου, *Επιχειρησιακή Έρευνα*, Ελληνικό Ανοικτό Πανεπιστήμιο, Πρόγραμμα Σπουδών: «Διοίκηση Επιχειρήσεων και Οργανισμών», Θεματική Ενότητα: «Ποσοτικές Μέθοδοι» (ΔΕΟ13), Πάτρα, 2000.
- [5] Γ. Οικονόμου, και Α.Κ. Γεωργίου, *Ποσοτική Ανάλυση για τη Λήψη Διοικητικών Αποφάσεων*, Τόμος Α', Εκδόσεις Μπένου, Αθήνα, 2<sup>η</sup> έκδοση 2006.
- [6] Γ. Οικονόμου, και Α.Κ. Γεωργίου, *Ποσοτική Ανάλυση για τη Λήψη Διοικητικών Αποφάσεων*, Τόμος Β', Εκδόσεις Μπένου, Αθήνα, 2000.
- [7] Α.Κ. Γεωργίου, Γ. Οικονόμου και Γ. Τσιότρα, *Μελέτες Περιπτώσεων Επιχειρησιακής Έρευνας*, Τόμος Α', Εκδόσεις Μπένου, Αθήνα, 2006.
- [8] Γ. Οικονόμου, και Α.Κ. Γεωργίου, *Επιχειρησιακή Έρευνα για τη Λήψη Διοικητικών Αποφάσεων*, Εκδόσεις Μπένου, Αθήνα, 2011.
- [9] Α. Κ. Γεωργίου, Ι. Κωνσταντάρα και Κ. Καπάρη, *Τεχνικές Προσομοίωσης στη Διοικητική Επιστήμη*, Ελληνικά Ακαδημαϊκά Ηλεκτρονικά Συγγράμματα και Βοηθήματα, Αθήνα, 2015.
- [10] Γ. Οικονόμου, και Α.Κ. Γεωργίου, *Επιχειρησιακή Έρευνα για τη Λήψη Διοικητικών Αποφάσεων*, Β' Έκδοση, Εκδόσεις Μπένου, Αθήνα, 2016.
- [11] Α.Κ. Γεωργίου, Γ. Οικονόμου, Γ. Τσιότρα και Κ. Καπάρη, *Μελέτες Περιπτώσεων Επιχειρησιακής Έρευνας*, Prescriptive Analytics, Εκδόσεις Μπένου, Αθήνα, 2019.
- [12] Vassiliou P.-C.G and A.C. Georgiou (eds), *Markov and Semi-markov chains, Processes, Systems and Emerging related Fields*, ISBN 978-3-0365-2399-6, MDPI Publishing, 2021.

## **X. Κριτής σε επιστημονικά περιοδικά**

1. *ACM Transactions on Knowledge Discovery from Data*
2. *Afrika Matematika (AFMA)*
3. *Advances in Fuzzy Systems*
4. *Applied Mathematics and Computation*
5. *Applied Stochastic Models in Business and Industry*
6. *Business Process Management Journal*
7. *Communications in Statistics*
8. *Computers and Industrial Engineering*
9. *Ecological Indicators*

10. *Educational Research and Reviews*
11. *ESAIM: Probability & Statistics*
12. *European Journal of Operational Research*
13. *Evaluation and Program Planning*
14. *Expert Systems with Applications*
15. *Future Generation Computer Systems*
16. *HELIYON*
17. *Industrial Management & Data Systems*
18. *Informatica*
19. *International Journal of the Analytics Hierarchy Process*
20. *International Journal of Manufacturing Technology and Management*
21. *International Journal of production Research*
22. *International Journal of Services Operations and Informatics*
23. *International Journal of Services Technology and Management*
24. *International Transactions in Operational Research*
25. *Journal of Intelligent Manufacturing*
26. *Journal of Manufacturing Technology Management*
27. *Journal of Modelling in Management*
28. *Journal of Service Science and Management*
29. *Journal of Statistical Computation and Simulation*
30. *Journal of Stochastic Analysis and Applications*
31. *Journal of the Operational Research Society*
32. *Mathematics (MDPI)*
33. *Operational Research: An International Journal*
34. *Optimization Letters*
35. *Production Planning and Control*
36. *SIAM Journal on Matrix Analysis*
37. *Studies in Higher Education*
38. *Symmetry (MDPI)*
39. *Total Quality Management and Business Excellence*
40. *Waste Management Journal*

## **XII. Ετεροαναφορές στο ερευνητικό μου έργο (επιλογή)**

(από άρθρα, διατριβές, μονογραφίες, πρακτικά, στα οποία δεν υπήρξε δική μου συμμετοχή)

Last updated: 31/12/2023

- (2.1)** Vassiliou, P.-C.G and Georgiou A.C. (1990). 'Asymptotically Attainable Structures in nonhomogeneous Markov Systems', *Operations Research*, 38(3), pp. 537-545. (SJR ranking: Q1).
- Symeonaki, M., & Stamatopoulou, G. (2020). Describing labour market dynamics through Non Homogeneous Markov System theory. In *Demography of Population Health, Aging and Health Expenditures* (pp. 359-373). Springer, Cham.
  - Ekhosuehi, V. U., & Omosigho, S. E. (2018). The use of certain staffing requirements as a

means of benchmarking academic staff structure. *Mathematica Applicanda*, 46(2).

- Symeonaki, M. (2018). Rate of convergence in fuzzy non homogeneous Markov systems. *Communications in Statistics-Theory and Methods*, 1-10.
  - Vassiliou, P. C. (2018). Laws of Large Numbers for Non-Homogeneous Markov Systems. *Methodology and Computing in Applied Probability*, 1-28.
  - De Feyter, T., & Guerry, M. A. (2017). Optimizing cost-effectiveness in a stochastic Markov manpower planning system under control by recruitment. *Annals of Operations Research*, 253(1), 117-131.
  - Symeonaki, Maria. "Theory of fuzzy non homogeneous Markov systems with fuzzy states." *Quality & Quantity* 49.6 (2015): 2369-2385.
  - Ekhosuehi, Virtue Uwabomwen, Augustine Aideyan Osagiede, and Wilfred A. Iguodala. "A PROCEDURE FOR DISTRIBUTING RECRUITS IN MANPOWER SYSTEMS WHERE NEGATIVE RECRUITMENT IS NOT ALLOWED." *Yugoslav Journal of Operations Research* ISSN: 0354-0243 EISSN: 2334-6043 24.2 (2014).
  - Ekhosuehi, Virtue U., Augustine A. Osagiede, and Wilfred A. Iguodala. "A procedure for distributing recruits in manpower systems." *Yugoslav Journal of Operations Research* 00 (2014): 31-31.
  - Belhaj, Rachid, and Mohamed Tkiouat. "A Markov Model for Human Resources Supply Forecast Dividing the HR System into Subgroups." *Journal of Service Science & Management* 6.3 (2013).
  - V. A. Dimitriou and N. Tsantas, *Applied Mathematics and Computation*, 215, 3, 995-1014, 2009.
  - R. Sujatha and B Praba, TM Rajalaxmi, *Int. J. Contemp. Math. Sciences*, 5, 1077-1089, 22, 2010.
  - Symeonaki, M.A., Stamou, G.B., *Fuzzy Sets and Systems*, 157, (1), 143-159, 2006.
  - Symeonaki, M.A., Stamou, G.B., *Fuzzy Sets and Systems*, 143, (3), 427-445, 2004.
  - Symeonaki, M.A., Stamou, G.B., Tzafestas, S.G., *Applied Intelligence*, 17, (2), 203-214, 2002.
  - Guerry, M.A., *Journal of Applied Probability*, 36, (1), 155-162, 1999.
  - Papadopoulou, A., *Applied Stochastic Models and Data Analysis*, 13, 199-206, 1998.
  - Guerry, M.A., *Journal of Applied Probability*, 34, (1), 94-100, 1997.
  - Tsantas, N., *European Journal of Operational Research*, 85, (3), 670-685, 1995.
  - Haigh, John. "Further counterexamples to the monotonicity property of t-step maintainable structures." *Journal of applied probability* (1992): 441-447.
- (2.2)** Vassiliou, P.-C.G, Georgiou A.C. and Tsantas N. (1990). "Control of Asymptotic Variability in nonhomogeneous Markov Systems", *Journal of Applied Probability*, 27(4), pp. 756-766. (SJR ranking: Q2)
- D'Amico, G., De Blasis, R., & Gismondi, F. (2023). Perturbation analysis for dynamic poverty indexes. *Communications in Statistics-Theory and Methods*, 52(19), 6820-6839.
  - Lykou, R., & Tsaklidis, G. (2021). Particle Filtering: A Priori Estimation of Observational Errors of a State-Space Model with Linear Observation Equation. *Mathematics*, 9(12), 1445.
  - De Feyter, T., & Guerry, M. A. (2017). Optimizing cost-effectiveness in a stochastic Markov manpower planning system under control by recruitment. *Annals of Operations Research*, 253(1), 117-131.

- Esquivel, M. L., Guerreiro, G. R., & Fernandes, J. M. (2017). Open Markov Chain Scheme Models fed by Second Order Stationary and non Stationary Processes. *REVSTAT–Statistical Journal*, 15(2), 277-297..
- Vasiliadis, George. "Transient analysis of a finite source discrete-time queueing system using homogeneous Markov system with state size capacities (HMS/c)." *Communications in Statistics-Theory and Methods* 45.5 (2016): 1403-1423.
- Osagiede, A. A., and V. U. Ekhosuehi. "Finding a continuous-time Markov chain via sparse stochastic matrices in manpower systems." *Journal of the Nigerian Mathematical Society* 34.1 (2015): 94-105.
- Symeonaki, Maria. "Theory of fuzzy non homogeneous Markov systems with fuzzy states." *Quality & Quantity* 49.6 (2015): 2369-2385.
- Ekhosuehi, Virtue Uwabomwen, Augustine Aideyan Osagiede, and Wilfred A. Iguodala. "A PROCEDURE FOR DISTRIBUTING RECRUITS IN MANPOWER SYSTEMS WHERE NEGATIVE RECRUITMENT IS NOT ALLOWED." *Yugoslav Journal of Operations Research* ISSN: 0354-0243 EISSN: 2334-6043 24.2 (2014).
- Ekhosuehi, Virtue U., Augustine A. Osagiede, and Wilfred A. Iguodala. "A procedure for distributing recruits in manpower systems." *Yugoslav Journal of Operations Research* 00 (2014): 31-31.
- Esquivel, Manuel L., José M. Fernandes, and Gracinda R. Guerreiro. "On the Evolution and Asymptotic Analysis of Open Markov Populations: Application to Consumption Credit." *Stochastic Models* 30.3 (2014): 365-389.
- Maaita, J-O., G. Tsaklidis, and E. Meletlidou. "The Homogeneous Markov System (HMS) as an Elastic Medium. The Three-Dimensional Case." *Communications in Statistics-Theory and Methods* 42.16 (2013): 2959-2970.
- Belhaj, Rachid, and Mohamed Tkiouat. "A Markov Model for Human Resources Supply Forecast Dividing the HR System into Subgroups." *Journal of Service Science & Management* 6.3 (2013).
- Vasiliadis, G. "Transient Analysis of the M/M/k/N/N Queue using a Continuous Time Homogeneous Markov System with Finite State Size Capacity." *Communications in Statistics-Theory and Methods* 43.7 (2014): 1548-1562.
- V. A. Dimitriou and N. Tsantas, *Linear Algebra and its Applications*, 433, 11-12, 1950-1972, 2010.
- Papadopoulou, A., Tsaklidis, G., *Methodology and Computing in Applied Probability*, 9, (3), 399-411, 2007.
- Maaita, O-J and G. Tsaklidis, *Proceedings, 6<sup>th</sup> European Solid Mechanics Conference, ESMC 2006*.
- McClean S, Papadopoulou AA, Tsaklidis G, *Communications in Statistics Theory and Methods* 33 (3): 623-638, 2004.
- Tsaklidis, G.M and Soldatos, K.P., *Applied Mathematical Modelling*, 27, (11), 877-887, 2003.
- Yadavalli, V.S.S., Natarajan, R., Udayabhaskaran, S., *Stochastic Analysis and Applications*, 20, (4), 863-882, 2002.
- Kipouridis I. and G.M. Tsaklidis, *Journal of Applied Probability*, 38, (3), 635-646, 2001.
- Kipouridis I., Tsaklidis, G.M., *Journal of Applied Probability*, 38, (2), 357-368, 2001.
- Yadavalli, V.S.S., Natarajan, R., *Stochastic Analysis and Applications*, 19, (6), 1077-1086, 2001.
- Tsaklidis, G.M., *Journal of Applied Probability*, 36, (1), 21-29, 1999.

- Tsaklidis, G.M., *Journal of Applied Probability*, 33, 34-47, 1996.
- Tsaklidis, G.M., *Journal of Applied Probability*, 31, (2), 348-361, 1994.

**(2.3)** Georgiou, A.C. (1992). "Partial Maintainability and Control in nonhomogeneous Markov Manpower Systems", *European Journal of Operational Research*, 62(2), pp. 241-251. (SJR ranking: Q1)

- Verbeken, B., & Guerry, M. A. (2023). State Reunion Maintainability for Semi-Markov Models. arXiv preprint arXiv:2306.02088.
- Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.
- Guerry, M. A., & De Feyter, T. (2012). Optimal recruitment strategies in a multi-level manpower planning model. *Journal of the Operational Research Society*, 63(7), 931-940.
- Guerry, M. A., & De Feyter, T. (2011). An extended and tractable approach on the convergence problem of the mixed push-pull manpower model. *Applied Mathematics and Computation*, 217(22), 9062-9071.
- Nilakantan, K., Sankaran, J. K., & Raghavendra, B. G. (2011). A proportionality model of Markov manpower systems. *Journal of Modelling in Management*, 6(1), 100-122.
- Guerry, M. A., & De Feyter, T. (2010). Asymptotic behavior of the stock vector in a mixed push-pull manpower model (No. urn: hdl: 123456789/408318). Katholieke Universiteit Leuven.
- Guerry, M. A., & De Feyter, T. (2009). Markovian approaches in modeling workforce systems. *Journal of Current Issues in Finance, Business and Economics*, 2(4), 351-370.
- Nilakantan, K., & Raghavendra, B. G. (2008). Length of service and age characteristics in proportionality Markov manpower systems. *IMA Journal of Management Mathematics*, 19(3), 245-268.
- Setlhare, K. (2007). Optimization and estimation study of manpower planning models (Doctoral dissertation, University of Pretoria).
- Nilakantan, K., & Raghavendra, B. G. (2005). Control aspects in proportionality Markov manpower systems. *Applied Mathematical Modelling*, 29(1), 85-116.
- Tsantas, N. (1995). Stochastic analysis of a non-homogeneous Markov system. *European Journal of Operational Research*, 85(3), 670-685.
- Vassiliou, P. C. (1997). The evolution of the theory of non-homogeneous Markov systems. *Applied Stochastic Models and Data Analysis*, 13(3- 4), 159-176.

**(2.4)** Georgiou, A.C. and Vassiliou P.-C.G. (1992). "Periodicity of Asymptotically Attainable Structures in nonhomogeneous Markov Systems", *Linear Algebra and Its Applications*, 176, pp. 137-174. (SJR ranking: Q2)

- Verbeken, B., & Guerry, M. A. (2023). State Reunion Maintainability for Semi-Markov Models. arXiv preprint arXiv:2306.02088.
- Vassiliou, P. C. (2018). Laws of Large Numbers for Non-Homogeneous Markov Systems. *Methodology and Computing in Applied Probability*, 1-28.
- De Feyter, Tim, and Marie-Anne Guerry. "Optimizing cost-effectiveness in a stochastic Markov manpower planning system under control by recruitment." *Annals of Operations Research* (2016): 1-15.

- Vassiliou, P-CG. "On the periodicity of non-homogeneous Markov chains and systems." *Linear Algebra and its Applications* 471 (2015): 654-684.
  - Papadopoulou, Aleka, and P-CG Vassiliou. "On the Variances and Covariances of the Duration State Sizes of Semi-Markov Systems." *Communications in Statistics-Theory and Methods* 43.7 (2014): 1470-1483.
  - Nilakantan, K., Jayaram K. Sankaran, and B. G. Raghavendra. "A proportionality model of Markov manpower systems." *Journal of Modelling in Management* 6.1 (2011): 100-122.
  - Symeonaki, M. A., and P. C. G. Vassiliou. "Periodicity of the Perturbed Non-Homogeneous Markov System." *Recent Advances in Stochastic Modeling and Data Analysis: Chania, Greece, 29 May-1 June 2007* (2007): 182.
  - Tsantas, N., *Mathematical Methods of Operational Research*, 54, (1), 101-117, 2001.
  - Vassiliou, Panagiotis CG, and Helena Tsakiridou. "The perturbed non-homogeneous semi-Markov system." *Semi-Markov Models and Applications*. Springer US, 1999. 253-265.
  - Guerry, M. A. "Properties of calculated predictions of grade sizes and the associated integer valued vectors." *Journal of Applied Probability* (1997): 94-100.
- (2.5)** Tsantas, N. and Georgiou A.C. (1994). "Periodicity of Equilibrium Structures in a Time Dependent Markov Model under Stochastic Environment", *Applied Stochastic Models and Data Analysis*, 10, pp. 269-277. (SJR ranking: Q1-Q2)
- Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.
  - Vassiliou, P. C. (2022). Limiting Distributions of a Non-Homogeneous Markov System in a Stochastic Environment in Continuous Time. *Mathematics*, 10(8), 1214.
  - Vassiliou, P-CG. "The evolution of the theory of non-homogeneous Markov systems." *Applied Stochastic Models and Data Analysis* 13.3-4 (1997): 159-176.
  - Setlhare, K., PhD Thesis, University of Pretoria, 2007.
- (2.6)** Georgiou, A.C. and N. Tsantas (1996). "Non stationary cyclic behaviour in nonhomogeneous Markov systems", *Linear Algebra and Its Applications*, 237/238, pp. 549-578. (SJR ranking: Q2)
- Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.
  - Vassiliou, P. C. (2020). Laws of Large numbers for non-homogeneous Markov systems. *Methodology and Computing in Applied Probability*, 22(4), 1631-1658.
  - Βασιλειάδης, Γ. (2008). Επαναληπτικές σχέσεις για τις ροπές των μεγεθών των καταστάσεων του ομογενούς μαρκοβιανού συστήματος με ή χωρίς χωρητικότητες (Doctoral dissertation, Αριστοτέλειο Πανεπιστήμιο Θεσσαλονίκης (ΑΠΘ). Σχολή Θετικών Επιστημών. Τμήμα Μαθηματικών. Τομέας Στατιστικής και Επιχειρησιακής Έρευνας).
  - Κηπουρίδης, Ι. (2003). Συμβολή στη μελέτη της μεταβλητότητας του διανύσματος κατάστασης των ομογενών μαρκοβιανών συστημάτων σε διακριτό και συνεχή χρόνο (Doctoral dissertation, Αριστοτέλειο Πανεπιστήμιο Θεσσαλονίκης (ΑΠΘ). Σχολή Θετικών Επιστημών. Τμήμα Μαθηματικών. Τομέας Στατιστικής και Επιχειρησιακής Έρευνας).
  - Vassiliou, P-CG. "The evolution of the theory of non-homogeneous Markov systems." *Applied Stochastic Models and Data Analysis* 13.3-4 (1997): 159-176.



- Vassiliou, P-CG. "The non homogeneous semi-Markov system in a stochastic environment." Athens Conference on Applied Probability and Time Series Analysis. Springer New York, 1996.
- (2.7)** Georgiou, A.C. and P.-C.G. Vassiliou (1997). "Cost Models in nonhomogeneous Markov Systems", *European Journal of Operational Research*, 100(1), pp. 81-96. (SJR ranking: Q1)
- Stavropoulos, N., Papadopoulou, A., & Koliass, P. (2021). Evaluating the Efficiency of Off-Ball Screens in Elite Basketball Teams via Second-Order Markov Modelling. *Mathematics*, 9(16), 1991.
  - Vassiliou, P. C. G. (2021). Non-Homogeneous Markov Set Systems. *Mathematics* 2021, 9, 471. Markov and Semi-markov Chains, Processes, Systems and Emerging Related Fields, 23.
  - De Feyter, T., & Guerry, M. A. (2017). Optimizing cost-effectiveness in a stochastic Markov manpower planning system under control by recruitment. *Annals of Operations Research*, 253(1), 117-131.
  - Guerry, Marie-Anne, and Tim De Feyter. "Optimal recruitment strategies in a multi-level manpower planning model." *Journal of the Operational Research Society* 63.7 (2012): 931-940.
  - K. Nilakantan and B.G. Raghavendra, *International Journal of Applied Management Science*, 3, 1, 72 – 96, 2011.
  - Tim De Feyter and Marie-Anne Guerry, *Stochastic Analysis and Applications*, 27, 6, 1148-1162, 2009.
  - De Feyter, T., *Annals of Operations Research*, 155, (1), 25-39, 2007.
  - Li Y, Chen J. and Cai X., *Annals of Operations Research*, 155(1), pp361-390, 2007.
  - De Feyter, T., *Applied Stochastic models in Business and Industry*, 24, (4), 321-334, 2006.
  - Ugwuowo F.I. and McClean S.I., *Applied Stochastic Models in Business and Industry*, 16, 99-110, 2000.
  - Marie-Anne Guerry, Tim De Feyter, *Applied Mathematics and Computation*, 217, 22, 9062-9071, 2011.
  - Marie-Anne Guerry, Tim De Feyter, *Journal of the Operational Research Society*, 63, 931-940, 2011.
  - Marie-Anne Guerry, Tim De Feyter, Vrije Universiteit Brussel open archive, <http://mosi.vub.ac.be/papers/PaperMosi43.pdf>, 2011,
  - Nilakantan K. and Raghavendra B.G., *IMA Journal of Management Mathematics*, 19, (3), 245–268, 2008.
  - Nilakantan K. and Raghavendra B.G., *Applied Mathematical Modelling*, 29, 85–116, 2005.
  - Tsantas, N., *Mathematical Methods of Operational Research*, 54, (1), 101-117, 2001.
- (2.8)** Tsantas, N. and A.C Georgiou (1998). "Partial maintainability of a population model in a stochastic environment", *Applied Stochastic Models and Data Analysis*, 13, pp. 183-189. (SJR ranking: Q1-Q2)

- Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.
  - De Feyter, Tim, and Marie-Anne Guerry. "Optimizing cost-effectiveness in a stochastic Markov manpower planning system under control by recruitment." *Annals of Operations Research* 253.1 (2017): 117-131.
  - Komarudin, Guerry, M. A., Berghe, G. V., & Feyter, T. D. (2015). Balancing attainability, desirability and promotion steadiness in manpower planning systems. *Journal of the Operational Research Society*, 66(12), 2004-2014.
  - Guerry, Marie-Anne, Tim De Feyter, and Greet Vanden Berghe. "The roster quality staffing problem—A methodology for improving the roster quality by modifying the personnel structure." *European Journal of Operational Research* 230.3 (2013): 551-562.
  - Guerry, Marie-Anne, and Tim De Feyter. "Optimal recruitment strategies in a multi-level manpower planning model." *Journal of the Operational Research Society* 63.7 (2012): 931-940.
  - Hasibuan, Abdul Latip, *Model Berbasis Profil Dalam Perencanaan Tenaga Kerja* (Master's thesis), University of Sumatera, 2009.
  - Guerry, Marie-Anne, and Tim De Feyter. "An extended and tractable approach on the convergence problem of the mixed push-pull manpower model." *Applied Mathematics and Computation* 217.22 (2011): 9062-9071.
  - Marie-Anne Guerry, Tim De Feyter, *Journal of the Operational Research Society*, 63, 931-940, 2011.
  - Marie-Anne Guerry, Tim De Feyter, Vrije Universiteit Brussel open archive, <http://mosi.vub.ac.be/papers/PaperMosi43.pdf>, 2011.
  - Setlhare, Keamogetse. Optimization and estimation study of manpower planning models. Diss. University of Pretoria, 2007.
  - Tim De Feyter and Marie-Anne Guerry, *Stochastic Analysis and Applications*, 27, 6, 1148-1162, 2009.
  - De Feyter, Tim. "Modeling mixed push and pull promotion flows in manpower planning." *Annals of Operations Research* 155.1 (2007): 25-39.
  - Ugwuowo, F. I., and S. I. McClean. "Modelling heterogeneity in a manpower system: a review." *Applied stochastic models in business and industry* 16.2 (2000): 99-110.
- (2.9)** Georgiou, A.C. (1999). "Aspirations and Priorities in a Three Phase Approach of a Nonhomogeneous Markov System", *European Journal of Operational Research*, 116(3), pp. 565-583. (SJR ranking: Q1)
- Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.
  - Vassiliou, P. C. (2022). Laws of Large Numbers for Non-Homogeneous Markov Systems with Arbitrary Transition Probability Matrices. *Journal of Statistical Theory and Practice*, 16(2), 1-26.
  - Vincent, E., & Okazawa, S. (2019). Determining Equilibrium Staffing Flows in the Canadian Department of National Defence Public Servant Workforce. In *ICORES* (pp. 205-212).
  - Udom, A. U., & Uche, P. I. (2018). Optimal maintainability of manpower system with time invariant coefficients. *Journal of Statistics and Management Systems*, 21(3), 455-466.
  - Özdemir, Asli. "A two-phase multi criteria dynamic programming approach for personnel selection process." *Problems and Perspectives in Management* 11 (2013): 98-108.

- Richmond, Matthew, Damian Hughes, and Michael Zucchi. Army Sustainability Modelling Analysis and Reporting Tool (A-SMART) Prototype: Model Description and Algorithms. No. DSTO-TR-2776. DEFENCE SCIENCE AND TECHNOLOGY ORGANISATION EDINBURGH (AUSTRALIA) LAND OPERATIONS DIV, 2012.
  - A Filinkov, M Richmond, R Nicholson, M Alshansky and J Stewien, *Journal of the Operational Research Society*, 62, 1485–1497, 2011.
  - Aslı ÖZDEMİR, Dokuz Eylül Üniversitesi, Sosyal Bilimler Enstitüsü Dergisi, 11, 3, 75-96, ISSN: 1302-3284, 2009.
  - Dimitriou, V. A., and N. Tsantas. "Prospective control in an enhanced manpower planning model." *Applied Mathematics and Computation* 215.3 (2009): 995-1014.
  - Lin, C and Lin Y-T, *Journal of the Operational Research Society*, 59 (4), 548-555, 2008.
  - Tsantas, N. "Ergodic behavior of a Markov chain model in a stochastic environment." *Mathematical methods of operations research* 54.1 (2001): 101-117.
- (2.10)** Karagiannidis, C., A. Koumpis, C. Stephanidis and A.C. Georgiou (1998). "Employing Queuing Modelling in Intelligent Multimedia User Interfaces", *International Journal of Human-Computer Interaction*, 10(4), pp. 297-326. (SJR ranking: Q2)
- Brusilovsky, P., Karagiannidis, C. and D Sampson, *Empirical Evaluations of Adaptive Systems*, Proceedings of the 8<sup>th</sup> International Conference on User Modeling, 1-8, 2001.
  - Karagiannidis C., D. Sampson, *Lecture Notes in Computer Science*, Proceedings of the First International Conference on Adaptive Hypermedia and Adaptive Web-Based Systems, 343-346, 2000.
  - Stephanidis, C, Karagiannidis C. and Koumpis A. and, *International Journal of Intelligent Systems*, 12, (10), 753-762, 1997.
- (2.11)** Hajidimitriou, Y. A. & A. C. Georgiou (2000). 'International Site Selection Decisions Using Multi-Objective Methods', *American Business Review*, XVIII(2), pp. 87-95.
- Kimiagari, S., & Montreuil, B. (2018). Hybrid modeling approach to market deployment planning: an application to a natural disaster relief supply business venture. *International Journal of Production Research*, 56(4), 1675-1707.
  - Fulton, Diane, Richard Fulton, and Thomas Garsombke. "THE 3/2 COUNTRY MARKET EVALUATION MODEL: INCLUSIVE EMERGING MARKET PARADIGM." *Economic and Social Development: Book of Proceedings* (2013): 192.
  - Hong, Zhaofu. Optimization of production planning and emission-reduction policy-making. Diss. Ecole Centrale Paris, 2013.
  - Zimmermann, Steffen, Arne Katzmarzik, and Dennis Kundisch. "IT Sourcing Portfolio Management for IT Services Providers-A Risk/Cost Perspective." *ICIS 2008 Proceedings* (2008): 133.
  - Gier, Sonja. *Bereitstellung und Desinvestition von Unternehmensimmobilien: Strategiefindung auf Basis eines mehrstufigen Corporate Real Estate Management-Konzeptes*. Vol. 35. Müller, 2006.
  - Narasimhan, Ram, Srinivas Talluri, and Santosh K. Mahapatra. "Multiproduct, multicriteria model for supplier selection with product life-cycle considerations." *Decision Sciences* 37.4 (2006): 577-603.
  - Al Quar'an M.N.M., PhD Thesis, Curtin Business School, 2005.

- da Silveira, Giovani JC. "Improving trade-offs in manufacturing: Method and illustration." *International Journal of Production Economics* 95.1 (2005): 27-38.
- Emsley, David. "Multiple goals and managers' job-related tension and performance." *Journal of Managerial Psychology* 18.4 (2003): 345-356.
- Hammami, A., Patrick Burlat, and Jean Pierre Campagne. "Evaluating orders allocation within networks of firms." *International Journal of Production Economics* 86.3 (2003): 233-249.
- Hammami, A., PhD Thesis, L' Ecole Nationale Supérieure des Mines de Saint-Etienne, 2003.
- Finger S. and Menipaz E., "A TWO-STAGE DECISION APPROACH FOR LOCATION-ASSIGNMENT IN TEMPORARY HOUSING FACILITIES OF NON-PROFIT ORGANIZATIONS", Ben Gurion University, Department of Industrial Engineering, Discussion paper, 2002.
- Hammami A., Burlat P. and J. P. Campagne, *in Proc. 15th Triennial World Congress of the International Federation of Automatic Control*, 2002.

**(2.12)** Hajidimitriou Y. and A.C. Georgiou (2002). 'A Goal Programming Model for Partner Selection in International Joint Ventures', *European Journal of Operational Research*, 138(3), pp. 649-662. (SJR ranking: Q1)

- Yeşilkaya, M., & Çabuk, Y. (2023). A hybrid mathematical model for international target market decision: the case of fibreboard industry. *Wood Material Science & Engineering*, 1-16.
- Amponsah, C. T., & Adams, S. (2023). Systematising partner selection processes for R&D business relationships. *International Journal of Business Innovation and Research*, 30(2), 256-281.
- Mao, X., Zhang, J., Cheng, T. E., & Liu, Y. (2022). How to Choose a Downstream Partner for a Manufacturer Considering Firms' Personal Traits?. *IEEE Transactions on Engineering Management*.
- Rotsios, K., Sklavounos, N., & Hajidimitriou, Y. (2021). IJV partner relations in emerging markets: the importance of Greek partner's prior IJV experience. *Journal of Strategy and Management*.
- Wang, C., Wu, R., & Deng, L. (2021). An incentive mechanism for partner selection from a collaborative network with private information. *Computers & Industrial Engineering*, 154, 107053.
- Alves Nunes Köppel, C. E., & Stazic, M. (2021). Better Together-NGO and Business Solve Environmental Issues: Investigating the partner search of local, regional, and international NGOs.
- Chu, C. C., & Kim, S. (2021). Supplier Selection Process: Focus on a Four-stage Conceptual Framework. *한국 SCM 학회지*, 21(2), 73-86.
- Kwaramba, S. C. (2019). The Human Factor in Supply Chain Risk Management (Doctoral dissertation, Virginia Tech).
- Restrepo, R., & Villegas, J. G. (2019). Supplier evaluation and classification in a Colombian motorcycle assembly company using data envelopment analysis. *Academia Revista Latinoamericana de Administración*.
- Peppas, V. (2018). RFID technology as an innovative tool for effective supply chain management in Greece (Doctoral dissertation, Πανεπιστήμιο Πειραιώς. Σχολή Ναυτιλίας και Βιομηχανίας. Τμήμα Βιομηχανικής Διοίκησης και Τεχνολογίας).

- Aksan, M. E., Atsü, S., & Bulut, A. C. (2018). İMPLANT-PROTEZ BAĞLANTISINDA SONLU ELEMEN ANALİZ YÖNTEMİ. Atatürk Üniversitesi Diş Hekimliği Fakültesi Dergisi, 28(1), 91-97.
- Allaoui, H., Guo, Y., Choudhary, A., & Bloemhof, J. (2018). Sustainable agro-food supply chain design using two-stage hybrid multi-objective decision-making approach. Computers & Operations Research, 89, 369-384.
- ADINYIRA, E., AKUNYUMU, S., AHIAGA-DAGBUI, D., FUGAR, F., & ADDY, M. (2018). A CASE FOR THE DEVELOPMENT OF RISK ALLOCATION FRAMEWORK FOR INTERNATIONAL CONSTRUCTION JOINT VENTURES (ICJVS) IN GHANA.
- Salamat, V., Aliahmadi, A., Pishvae, M., & Hafeez, K. (2018). A robust fuzzy possibilistic AHP approach for partner selection in international strategic alliance. Decision Science Letters, 7(4), 481-502.
- Yu, G., Zhang, L., & Sun, H. (2018). A method for partner selection of supply chain using interval-valued fuzzy sets—Fuzzy Choquet integral and improved Dempster–Shafer theory. International Journal of Information Technology & Decision Making, 17(06), 1777-1804.
- هادی‌دگ‌آه اساس بر ک ندهت‌آمین اند تخاب . (2018). صائان پورفررضی & امیرت یموری ، حسدین ، عزیزى . 1396(31)، 11-20. ت حول و ت وسعه مدیرت ف صلنامه . بدب ینانه و خوشد ینانه
- Mahmoodi Meymand, M., & Safaei, M. (2018). Partner appraisal and selection model for international joint venture companies in Iran Automotive industry. Journal of Business Management Perspective, 17(34), 91-110.
- Wang, X., Wang, Z., Huang, Y., Liu, Y., Zhang, J., Heng, X., & Zhu, D. (2017). Identifying R&D partners through Subject-Action-Object semantic analysis in a problem & solution pattern. Technology Analysis & Strategic Management, 29(10), 1167-1180.
- HAMURCU, M., ALAĞAŞ, H. M., & EREN, T. (2017). SELECTION OF RAIL SYSTEM PROJECTS WITH ANALYTIC HIERARCHY PROCESS AND GOAL PROGRAMMING. Sigma, 8(4), 291-302.
- Choi, K., Kim, G., Suh, Y. and Yoo, D., 2017. Assignment of collaborators to multiple business problems using genetic algorithm. Information Systems and e-Business Management, 15(4), pp.877-895.
- Hu, Kuo-Jen, and F. Yu Vincent. "An integrated approach for the electronic contract manufacturer selection problem." Omega 62 (2016): 68-81.
- Restrepo Suárez, R. (2016). Evaluación y clasificación de proveedores: metodología y caso de estudio en una ensambladora de motocicletas (Master's thesis, Universidad EAFIT).
- Kimiagari, S., Keivanpour, S., Jolai, F., & Moazami, M. (2016). Application of fuzzy group analytic hierarchy process in partner selection of international joint venture projects. Scientia Iranica. Transaction E, Industrial Engineering, 23(6), 2959.
- Jassbi, J., Saen, R. F., Lotfi, F. H., & Hosseininia, S. S. (2016). A new hybrid decision making system for supplier selection. RAIRO-Operations Research, 50(3), 645-664.
- Wu, Chong, and David Barnes. "Partner selection in green supply chains using PSO—a practical approach." Production Planning & Control (2016): 1-21.
- Zhang, Wei, Yanchun Zhu, and Yang Zhao. "Fuzzy Cognitive Map Approach for Trust-Based Partner Selection in Virtual Enterprise." Journal of Computational and Theoretical Nanoscience 13.1 (2016): 349-360.
- Park, I., Jeong, Y., Yoon, B., & Mortara, L. (2015). Exploring potential R&D collaboration partners through patent analysis based on bibliographic coupling and latent semantic analysis. Technology Analysis & Strategic Management, 27(7), 759-781.
- Venkatesh, V.G., Dubey, R., Joy, P., Thomas, M., Vijeesh, V. and Moosa, A., 2015. Supplier selection in blood bags manufacturing industry using TOPSIS model. International Journal of Operational Research, 24(4), pp.461-488.

- Abdollahi, Mohammad, Meysam Arvan, and Jafar Razmi. "An integrated approach for supplier portfolio selection: Lean or agile?." *Expert Systems with Applications* 42.1 (2015): 679-690.
- Vagal, N., Sonawane, P., Jadhav, R., & Shankarmani, R. Vendor Selection Optimization in Supply Chain Management. *Terrorism*, 5, 4.
- Darestani, S. A., Azizi, M., & Qavami, S. (2015). Solving multi-objective supplier selection model using a compensatory approach. *Journal of Industrial and Production Engineering*, (ahead-of-print), 1-9.
- Singh, M. (2015). Factor Rating Method: Vendor Evaluation System. *SCMS Journal of Indian Management*, 12(1), 25.
- Sahebi, H., Nickel, S., & Ashayeri, J. (2015). Joint venture formation and partner selection in upstream crude oil section: goal programming application. *International Journal of Production Research*, 53(10), 3047-3061.
- Mishra, S., Sahu, A. K., Datta, S., & Mahapatra, S. S. (2015). Application of fuzzy integrated MULTIMOORA method towards supplier/partner selection in agile supply chain. *International Journal of Operational Research*, 22(4), 466-514.
- Abdollahi, Mohammad, Meysam Arvan, and Jafar Razmi. "An integrated approach for supplier portfolio selection: Lean or agile?." *Expert Systems with Applications* 42.1 (2015): 679-690.
- Tao, Fei, Lin Zhang, and Yuanjun Laili. "GA-BHTR for Partner Selection Problem." *Configurable Intelligent Optimization Algorithm*. Springer International Publishing, 2015. 157-189.
- Maleki, Mohmadreza, et al. "Dimensions of Structural Complexity in a Healthcare Network based on Design Structure Matrix and Quality Function Deployment Techniques: Designing a model for Firoozabad Healthcare Network, Iran." *International Journal of Health Sciences* 2.1 (2014): 71-89.
- Park, Inchaee, et al. "Exploring potential R&D collaboration partners through patent analysis based on bibliographic coupling and latent semantic analysis." *Technology Analysis & Strategic Management* 27.7 (2015): 759-781.
- Hafezalkotob, Ashkan, et al. "Robust approach to DEA technique for supplier selection problem: A case study at Supplying Automotive Parts Company (SAPCO)." *Journal of Industrial and Systems Engineering* 7.1 (2014): 56-79.
- Barapatre, Kshitij Raj. "Exploring potential strategies for globalization of New Zealand SMEs." (2014).
- Budiawan, Doddy, Iwan Aang Soenandi, and Budi Marpaung. "Optimilisasi Jumlah Armada Transjakarta di Koridor-8 Jurusan Harmoni-Lebak Bulus dengan Menggunakan Metode Goal Programming." *Teknik dan Ilmu Komputer* 3.10 (2014).
- Wu, Chong, and David Barnes. "Partner selection in agile supply chains: a fuzzy intelligent approach." *Production Planning & Control* 25.10 (2014): 821-839.
- Penga, An-hua, and Xing-ming Xiaob. "Optimized Retrieval for Manufacturing Resource Using Fuzzy Clustering under Uncertain Environment." *Journal of Information & Computational Science* 11:6 (2014) 1899–1908.
- Altay, Ayca, and Gulgun Kayakutlu. "Collective Intelligence for Evaluating Synergy in Collaborative Innovation." *Artificial Intelligence for Knowledge Management*. Springer Berlin Heidelberg, 2014. 131-150.
- Cao, Y., Luo, X., Kwong, C. K., & Tang, J. (2014). Supplier pre-selection for platform-based products: a multi-objective approach. *International Journal of Production Research*, 52(1), 1-19.

- Mahdiloo, Mahdi, Abdollah Noorzadeh, and Reza Farzipoor Saen. "A new model for suppliers ranking in the presence of both dual-role factors and undesirable outputs." *International Journal of Logistics Systems and Management* 15.1 (2013): 93-107.
- Mishra, S., Samantra, C., Datta, S., & Mahapatra, S. S., *International Journal of Services and Operations Management*, 16(1), 1-41, 2013.
- S. Mishra, S. Datta, S.S Mahapatra, *Benchmarking: An International Journal*, 20, 4, 2013.
- Mohammad Mehedi Hassan and Eui-Nam Huh, Springer series in Computer Science Dynamic Cloud Collaboration Platform, 2013.
- Kara, S. S., Ayadi, O., & Cheikhrouhou, N., *International Journal of Applied Logistics (IJAL)*, 3(1), 1-19, 2012.
- Oktay, F., & Özer, V., In *Designing Public Procurement Policy in Developing Countries* (pp. 235-252). Springer New York, 2012.
- Lawit, A. S., Doctoral dissertation, The Pennsylvania State University, 2012.
- Zaibidi Nerda Zura, PhD Thesis, Department of Mathematics, University of Portsmouth, 2012.
- Yue Zhang, Fei Tao, Yuanjun Laili, Baocun Hou, Lin Lv, Lin Zhang, *International Journal of Advanced Manufacturing Technology*, 67, 2109-2125, 2013.
- Srinivas Talluri<sup>1</sup>, Hugo A. DeCampos, G. Tomas, M. Hult, *Decision Sciences*, 44, 1, 57-86, 2013.
- Wu, C. and Barnes, D., *International Journal of Operations and Production Management*, 32 (1), 79-103, 2012.
- Lin R.-H, *International Journal of Production Economics*, 138 (1), 55-61, 2012.
- Oktay F. and Ozer V., in *Designing Public Procurement Policy in Developing Countries*, Part 3, 235-252, 2012.
- Feng B. and Fang Z., *Chinese Journal of Management*, Vol 9, No 2, 258-261, 2012.
- M. Roeling, in *Collaboration in Outsourcing, A Journey to Quality* (S. Brinkkemper and S. Jansen editors), 224-247, 2012.
- Mahdiloo, Mahdi, Reza Farzipoor Saen, and Madjid Tavana. "A novel Data Envelopment Analysis model for solving supplier selection problems with undesirable outputs and lack of inputs." *International Journal of Logistics Systems and Management* 11.3 (2012): 285-305.
- A. Noorzadeh, M. Mahdiloo and R.F. Saen, *Int. J. Logistics Systems and Management*, Vol. 11, No. 3, 354-374, 2012.
- G. Anand and Bikram K. Bahinipati, *Production Planning & Control: The Management of Operations*, 23,10-11, 801-816, 2012.
- RZ Salami, SH Farhad, Archive of SID (in Arabic), 2011.
- Wuyi Zhang and Yingjie Cheng, *Computing and Intelligent Systems, Communications in Computer and Information Science*, Volume 233 CCIS, Issue PART 3, 74-80, 2011.
- Will Adebawale Akande, Bolanle Eliz Adetoun, Magdeline Makgauta Tserere, Modupe Fal Adewuyi & Esther Titilola Akandee, *Journal of Business Economics and Management*, 11, 4, 550-575, 2011.
- Alp Selçuk, Yavuz Erol and Ersoy Nihat, *International Journal of the Physical Sciences*, 1982-1987, 2011.
- Min Huang, Guike Chen, Wai-Ki Ching, Tak Kuen Siu, *Journal of Service Science and Management*, 3, 2, 241-249, 2010.

- S.H. Niu, S.K. Ong & A.Y.C. Nee, *International Journal of Production Research*, 50, 8, 2286-2303, 2011.
- Wu, C. and Barnes, D., *Journal of Purchasing and Supply Management*, 17 (4), 256-274, 2011.
- Hanchuan Xu, Xiaofei Xu, Ting He, *Journal of Software Engineering and Applications*, Vol.3 No.6, 548-555, 2010.
- Alp Selçuk, Yavuz Erol and Ersoy Nihat, *Surveying and Land Information Science*, 70, 1, 29-37, 2010.
- Zohrehbandian, M. and Saen, R.F., *International Journal of Mathematics in Operational Research*, 2, No4, 456-466, 2010.
- Ribeiro, T. and Gonçalves, G., IEEE Conference on Emerging Technologies and Factory Automation (ETFA), pp 1-6, 2010, DOI: 10.1109/ETFA.2010.5641248.
- Solesvik, MZ and P. Westhead, *Industrial Management & Data Systems*, 110, 6, 841-860, 2010.
- Feng B., Fan Z.-P. and Ma, J., *International Journal of Production Economics*, 124, 1, 159-170, 2010.
- Huang J.-J., Chen C.-Y., Liu H.-H. and Tzeng, G.-H., *Expert Systems with Applications*, 37, 5, 3530-3536, 2010.
- Wu, C. and Barnes, D., *International Journal of Production Economics*, 125, 2, 284-293, 2010.
- Mancuso, Paolo, Vittorio Cesarotti, and Caterina Spada. "L'employee engagement e la focalizzazione sui core value quali leve di un approccio integrato alla sustainable excellence per la competitività nel lungo periodo." (2010).
- Saen, R.F., *Australian Journal of Basic and Applied Sciences*, 4, 8, 3053-3067, 2010.
- Saen, R.F., *Applied Mathematical Modelling*, 34, 10, 2820-2830, 2010.
- Kim, G., Choi, K., Suh, Y., in *Proceedings of the 45<sup>th</sup> Annual Hawaii International Conference on System Sciences*, art. no. 6149060, pp. 1452-1460, 2011.
- Li, H., Liu, Q. and Dong, M., *Proceedings, IEEE 16<sup>th</sup> International Conference on Industrial Engineering and Engineering Management*, 1349-1353, 2009.
- Noor Azliza, Che Mat and Yen Cheung, *Proceedings, 20<sup>th</sup> Australasian Conference on Information Systems Partner Selection Criteria for Collaborative Network*, Melbourne, 2009.
- Li, Q., *Kybernetes*, 38, 3-4, 314-320, 2009.
- Bahinipati, B.K., Kanda, A., Deshmukh, S.G., *Computers and Industrial Engineering*, 57, 3, 880-895, 2009.
- Saen, R.F., *Journal of the Operational Research Society*, 60, 11, 1575-1582, 2009.
- Akande WA, Banai M, *South African Journal of Business Management*, 40, 2, 1-13, 2009.
- Wu C, Barnes D, Rosenberg D and Luo X, *Production Planning & Control*, 20, 3, 254-275, 2009.
- Luo, X., Wu C., Rosenberg D. and Barnes D., *Journal of Purchasing & Supply Management*, 15, 4, 249-262, 2009.
- Saen, R.F., *International Journal of Procurement Management*, 2, 3, 229-243, 2009.
- Wu, C., Barnes D., Rosenberg D. and Luo X., *Production Planning and Control*, 20, 3, 254-275, 2009.



- Saen, R.F., *Journal of the Operational Research Society*, 60, 1575–1582, 2009.
- Saen, R.F., *Journal of Advances in Management Research*, 6, 2, 144 – 153, 2009.
- Lin RH, Chuang CL, Liou JJH and Wu GD, *Expert Systems with Applications*, 36, 6461-6465, 2009.
- JA Crispim and JP de Sousa, *International Journal of Production Research*, 2008.
- Hui Li and Jie Sun, *WSEAS Transactions on Advances in Engineering Education*, 5, 9, 545-654, 2008.
- Alp S., Istanbul Technical University publication, 7, 13, 73-91, 2008.
- • Fan, ZP, B Feng, ZZ Jiang, N Fu, *Expert Systems with Applications*, 36, 4, 8313-8323, 2009.
- Jarimo, T., Jarimo, T. and Salo A., *IEEE Transactions on Systems, Man, and Cybernetics, Part C: Applications and Reviews*, 39, 124-129, 2009.
- Kokangul A. and Z. Susuz, *Applied Mathematical Modelling*, 33, 1417-1429, 2009.
- Altinoz, C., *International Journal of Integrated Supply Management*, 4 (3-4), 303-321, 2008.
- Saen, R.F., *International Journal of Physical Distribution & Logistics Management*, 38 (8), 637-651, 2008.
- Mat, N.A.C., Cheung, Y., Scheepers, H., In Proc., 5<sup>th</sup> International Conference Service Systems and Service Management - Exploring Service Dynamics with Science and Innovative Technology, ICSSSM'08.
- Li GD, Yamaguchi D. and Nagai M., *International Journal of Advanced Manufacturing Technology*, 36, (9-10), 1032-1040, 2008.
- Easley, JY, PhD Thesis, Mississippi State University, 2007.
- Saen, R.F., Zohrehbandian, M., *International Journal of Procurement Management*, 1, No4, 472-488, 2008.
- Wei, Z., Yanchun, Z., Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics) 4681 LNCS, 690-701, 2007.
- Jarimo T. and Salo A., Technical Research Centre of Finland, Technical Report, 2007.
- Li, H., Proceedings of the 6<sup>th</sup> International Conference on Machine Learning and Cybernetics, ICMLC 2007, Vol. 7, 3788-3793, 2007.
- Park, M. Kim, D., Ko, D. and Moon, I., *International Journal of Environment and Pollution*, 29, 1-3, 127-143, 2007.
- Saen, R.F., *European Journal of Operational Research*, 183, (2), 741-747, 2007.
- Saen, R.F., *Applied Mathematics and Computation*, 185, (1), 84-95, 2007.
- Wang, ZJ, Xu, XF and Zhan, DC, *International Journal of Production Research*, 1-23, 2007.
- Zhang, W. and Zhu, Y., Advanced Intelligent Computing Theories and Applications with Aspects of Theoretical and Methodological Issues, *Series: Lecture Notes in Computer Science*, Springer, Vol. 4681, 690-701, 2007.
- Hui-ling Hsu, Msc Thesis, Industrial and Information Management Department, National Cheng Kung University, Taiwan, 2006.
- Sungwan Bang, BS, Msc Thesis, Air Force Institute of Technology, Wright-Patterson Air Force Base, Ohio, USA, 2006.

- Hacklin F., Marxt C. and F. Fahrni, *International Journal of Production Economics*, 104, 1, 100-112, 2006.
- Jarimo T. and Salo A., Technical Research Centre of Finland, WP, 2006.
- Van de Water, H. and van Peet, H.P., *Journal of Purchasing and Supply Management*. 12, 5, 258-271, 2006.
- Yan, W., Pritchard, M.C., Chen, C.-H. and Khoo, L.P., *International Journal of Computer Integrated Manufacturing*, 19, (2), 161-177, 2006.
- Zhu, Xiaomei, PhD Thesis, Department of Industrial and Systems Engineering, Virginia Tech, 2006.
- Camarinha-Matos, L.M., Oliveira, A.I. (ed), Requirements and mechanisms for virtual organizations planning and launching, ECOLEAD, D23.1, 2005.
- Huang X.G., Wong Y.S., Liu Z.J. and Qiu Z.M., *International Journal of Computer Integrated Manufacturing*, 18, (8), 702-709, 2005.
- Wong, S.F. and Yung, K.L., *Services Systems and Services Management, Proceedings of ICSSSM*, 1, 602- 607, 2005.
- Chen, H., PhD Thesis, National Taiwan University of Science & Technology, 2004.
- Decker R. and X. Zhao, *Diskussionspapier Nr. 512, Fakultät für Wirtschaftswissenschaften, Universität Bielefeld*, 2004.
- Huang X.G., Wong Y.S. and Wang J.G., *International Journal of Computer Integrated Manufacturing*, 17, (4), 294-304, 2004.
- Lin CWR and Chen HYS, *Computers in Industry*, 55, (2), 159-179, 2004.
- Boon, B.H., Sierksma G., *European Journal of Operational Research*, 148, (2), 277-292, 2003.
- Huang X.G., Wong Y.S. and Liu Z.J., *Proceedings of the IEEE International Conference on Systems, Man and Cybernetics*, 1, 610-615, 2003.
- Xiao, G. and Dunne K., Proceedings of IE&EM'2002 & IceCE'2002, Joint International Conference of Industrial Engineering and Enterprise Management & International Conference on eCommerce Engineering, Beijing, P.R.China, 2002.
- Darko Štamfelj, Vasja Vehovar, Damjan Škulj, May Doušak, NATO Research and Technology Organisation, RTO System Analysis and Studies Panel (SAS) Specialists Meeting, Brussels, Belgium, pp 11-1 – 11-20, 2009.
- Khilwani, Nitesh, PhD Thesis, Loughborough University, 2011.
- Wong, Seng-fat, (PhD Thesis), Hong Kong Polytechnic University, 2009.

**(2.13)** A.C. Georgiou and N. Tsantas (2002). 'Modelling Recruitment Training in Mathematical Human Resource Planning', *Applied Stochastic Models in Business and Industry*, 18(1), pp. 53-74. (SJR ranking: Q1 – Q2)

- Ossai, E. O., Madukaife, M. S., Udom, A. U., Nduka, U. C., & Ugah, T. E. (2023). Effects of Prioritized Input on Human Resource Control in Departmentalized Markov Manpower Framework. *Methodology and Computing in Applied Probability*, 25(1), 37.
- Jaillet, P., Loke, G. G., & Sim, M. (2022). Strategic Workforce Planning Under Uncertainty. *Operations Research*, 70(2), 1042-1065.
- Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.

- Hajiagha, S. H. R., Heidary-Dahooie, J., Meidutė-Kavaliauskienė, I., & Govindan, K. (2022). A new dynamic multi-attribute decision making method based on Markov chain and linear assignment. *Annals of Operations Research*, 1-33.
- Ekhosuehi, V. U., & Ogbonmwan, S. M. Finding a Manpower System's Growth Factor under Recruitment Control at Maximum Entropy. *BENIN JOURNAL OF STATISTICS*, ISSN 2682-5767, Vol. 4, pp. 18– 30 (2021)
- de Souza, L. A. H., de Carvalho, V. D. H., dos Santos, R. J. R., & da Silva, J. M. N. (2021). Managing BPM life cycle transition risks in a small educational company to support change management. *Benchmarking: An International Journal*.
- Jaillet, P., Loke, G. G., & Sim, M. (2021). Strategic Workforce Planning Under Uncertainty. *Operations Research*.
- OTIENO, O. S. (2019). Application of Markov Chain Model in Career Progression Of University Academic Staff: A Case Study of the Moi University-Eldoret, Kenya (Doctoral dissertation, Maseno University).
- Jaillet, P., Loke, G. G., & Sim, M. (2018). Risk-Based Manpower Planning: A Tractable Multi-Period Model.
- Jaillet, P., Loke, G. G., & Sim, M. (2018). Strategic manpower planning under uncertainty. Available at SSRN 3168168.
- Evans, S. E., & Steeger, G. (2018). Deployment-to-dwell metrics and supply-based force sustainment. *Journal of Defense Analytics and Logistics*, 2(1), 2-21.
- Doumic, M., Perthame, B., Ribes, E., Salort, D., & Toubiana, N. (2017). Toward an integrated workforce planning framework using structured equations. *European Journal of Operational Research*, 262(1), 217-230.
- Evans, L. A. (2018). Simulation-based analysis and optimization of the United States Army performance appraisal system.
- Karimi-Majd, A. M., Mahootchi, M., & Zakery, A. (2017). A reinforcement learning methodology for a human resource planning problem considering knowledge-based promotion. *Simulation Modelling Practice and Theory*, 79, 87-99.
- De Feyter, T., & Guerry, M. A. (2017). Optimizing cost-effectiveness in a stochastic Markov manpower planning system under control by recruitment. *Annals of Operations Research*, 253(1), 117-131.
- Barbu, V. S., D'Amico, G., Manca, R., & Petroni, F. (2016). Step semi-Markov models and application to manpower management. *ESAIM: Probability and Statistics*, 20, 555-571..
- Guerry, M. A. (2017). Necessary embedding conditions for state-wise monotone Markov chains. *Linear and Multilinear Algebra*, 65(8), 1529-1539.
- Karimi-Majd, Amir-Mohsen, Masoud Mahootchi, and Amir Zakery. "A reinforcement learning methodology for a human resource planning problem considering knowledge-based promotion." *Simulation Modelling Practice and Theory* (2015).
- Guerry, Marie-Anne, Greet Vanden Berghe, and Tim De Feyter. "Balancing attainability, desirability and promotion steadiness in manpower planning systems." *Journal of the Operational Research Society* (2015).
- Okorie, C. E. (2015). Markov Chain Models in Discrete Time Space and Application to Personnel Management. *Journal for Studies in Management and Planning*, 1(9), 351-358.
- Guerry, Marie-Anne. "On the Embedding Problem for Three-state Markov Chains." *Proceedings of the World Congress on Engineering*. Vol. 2. 2014.
- Stege, Elvire. "Implementing strategic human resource planning; A case study at the municipality of Winterswijk.", MBA Thesis, Univeristy of Twente (2014).

- Hafeez, Khalid, and Izidean Aburawi. "Planning human resource requirements to meet target customer service levels." *International Journal of Quality and Service Sciences* 5.2 (2013): 230-252.
- Belhaj, Rachid, and Mohamed Tkiouat. "A Markov Model for Human Resources Supply Forecast Dividing the HR System into Subgroups." *Journal of Service Science & Management* 6.3 (2013).
- Devolder, Pierre, Jacques Janssen, and Raimondo Manca. *Stochastic methods for pension funds*. John Wiley & Sons, 2013.
- Vicente, Leonel Silva, PhD Thesis, University of Lisbon, Faculty of Sciences, 2011.
- Ke, X. Cai, W., *International Conference on Management Science and Industrial Engineering, MSIE 2011*, Article number 5707710, 257-260, 2011.
- V. A. Dimitriou and N. Tsantas, *Applied Stochastic Models in Business and Industry*, 27, 5, 519-530, 2011.
- Marie-Anne Guerry, Tim De Feyter, *Applied Mathematics and Computation*, 217, 22, 9062-9071, 2011.
- Marie-Anne Guerry, Tim De Feyter, Vrije Universiteit Brussel open archive, <http://mosi.vub.ac.be/papers/PaperMosi43.pdf>, 2011.
- I. Aburawi and K. Hafeez, *International Journal of Sciences and Techniques of Automatic Control & Computer Engineering*, 3, 2, 1108-1125, 2009.
- Lavieri, S.M. and Puterman, L.M., *Health Care Management Science*, 12, 119-128, 2009.
- Tim De Feyter and Marie-Anne Guerry, *Stochastic Analysis and Applications*, 27, 6, 1148-1162, 2009.
- Zhu, X. and Sherali, H.D., *Journal of the Operational Research Society*, 60, 1, 94-103, 2009.
- Eiselt, HA and Marianov, V., *Engineering Optimization*, 40 (11), 1051-1066, 2008.
- Skuli, D., Vehovar, V. and Stamfelj, D., *Informatica*, 32, 289-297, 2008.
- Wongthatsanekorn, W., Realff, JM. and Ammons, CJ., *Optimization Online, OR and Management Sciences Submissions*, 2007.
- De Feyter, T., *Annals of Operations Research*, 155, (1), 25-39, 2007.
- Wongthatsanekorn W., PhD Thesis, Georgia Institute of Technology, 2006.
- Wang J., Australian Department of Defense, Defense Science and Technology Organisation, Land Operations Division, System Sciences Laboratory, DSTO-TR-1688, 2005.

**(2.14)** K.G. Kouskouras and A.C. Georgiou (2007). "A discrete event simulation model in the case of managing a software project", *European Journal of Operational Research*, 181(1), 374-389. (SJR ranking: Q1)

- Dong, L., Zhang, H., Li, Y., Liu, B., & Weng, Z. (2023, May). On Preparing and Assessing Data for Process Simulation Modeling: An Industrial Report. In *2023 IEEE/ACM International Conference on Software and System Processes (ICSSP)* (pp. 58-69). IEEE.
- Liu, B., Zhang, H., Dong, L., Wang, Z., & Li, S. (2023). Metrics for Software Process Simulation Modeling. arXiv preprint arXiv:2301.06390.
- UNAL, I., TURKYILMAZ, A., SENVAR, O., & BULKAN, S. Managing Large-Scale Software Product Development Projects: A Review.

- Li, Y., Zhang, H., Liu, B., Dong, L., Gong, H., & Rong, G. Verification and validation of software process simulation models: A systematic mapping study. *Journal of Software: Evolution and Process*, e2612.
- Jan, T. (2022). *Simulace interní logistiky ve výrobním podniku* (Master's thesis, České vysoké učení technické v Praze. Vypočetní a informační centrum.).
- Barhebwa-Mushamuka, F., & Wagner, S. (2022). Multi-Partners Digital Project Twin: A Tool for Project Monitoring. *IFAC-PapersOnLine*, 55(10), 383-388.
- Mrzygłocka-Chojnacka, J., Stanek, S., & Kuchta, D. (2021). Defining a Successful Project in Sustainable Project Management through Simulation—A Case Study. *Sustainability*, 13(15), 8556.
- Gupta, P., Pranjal, P., Bera, S., Sarkar, S., & Sachan, A. (2020). Performance improvement of supplier-side e-tender-driven marketing process. *International Journal of Productivity and Performance Management*.
- Kuchta, D., & Stanek, S. (2020). Application of Simulation to Selecting Project Strategy for Autonomous Research Projects at Public Universities. *Administrative Sciences*, 10(1), 18.
- Hurtado, N., Ruiz, M., Capitas, C., & Orta, E. (2017, October). Applying Agent-Based Simulation to the Improvement of Agile Software Management. In *International Conference on Software Process Improvement and Capability Determination* (pp. 173-186). Springer, Cham.
- Morgan, Jennifer Sian, Susan Howick, and Valerie Belton. "A toolkit of designs for mixing Discrete Event Simulation and System Dynamics." *European Journal of Operational Research* 257.3 (2017): 907-918.
- Ge, Yujia, and Bin Xu. "Dynamic Staffing and Rescheduling in Software Project Management: A Hybrid Approach." *PloS one* 11.6 (2016): e0157104.
- Fogle, Allesha, and Yanzhen Qu. "An Extended Simulation Model for Managing Dynamic Changes in Software Development Projects." *International Journal of Modeling and Optimization* 5.5 (2015): 325.
- Juniora, Angelo Varandas, Paulo Augusto Cauchick Miguelb, Marly Monteiro de Carvalhoc, and Eduardo de Senzi Zanculd. "Gestão de ciclo de vida e desenvolvimento de produto: análise bibliométrica e classificação da literatura." *Production* 25, no. 3 (2015): 510-528.
- Rodrigues Junior, José Luiz. "Análise de decisão multicritério de cenários alternativos para o sequenciamento de tarefas em computadores em datacenter." (2015).
- Elzamly, Abdelrafe, and Burairah Hussin. "Classification and identification of risk management techniques for mitigating risks with factor analysis technique in software risk management." *Rev. Comput. Eng. Res* 2.1 (2015): 22-38.
- Perkusich, M., Soares, G., Almeida, H., & Perkusich, A. (2015). A procedure to detect problems of processes in software development projects using Bayesian networks. *Expert Systems with Applications*, 42(1), 437-450.
- Hurtado, N., Ruiz, M., Orta, E., & Torres, J. (2015). Using simulation to aid decision making in managing the usability evaluation process. *Information and Software Technology*, 57, 509-526.
- Varandas Junior, A., Miguel, P. A. C., Carvalho, M. M. D., & Zancul, E. D. S. (2015). Product life cycle management and product development: bibliometric analysis and literature classification. *Production*, (AHEAD)
- Zai, A. H., Kim, S., Kamis, A., Hung, K., Ronquillo, J. G., Chueh, H. C., & Atlas, S. J. (2014). Applying operations research to optimize a novel population management system for cancer screening. *Journal of the American Medical Informatics Association*, 21(e1), e129-e135.

- Elzamy, Abdelrafe, and Burairah Hussin. "A comparison of stepwise and fuzzy multiple regression analysis techniques for managing software project risks: Analysis phase." *Journal of Computer Science* 10.9 (2014): 1725.
  - Perkusich MB. MSc Thesis, Universidade Federal de Campina Grande, Centro de Engenharia Eletrica e Informatica, 2013.
  - Bai, Xu. Reasoning software process modeling and simulation: A stakeholder-oriented approach. PhD Diss. Southern Methodist University, 2013.
  - França, Breno Bernard Nicolau de, and Guilherme Horta Travassos. *CLEI Electronic Journal* 16.1 (2013): 9-9.
  - Zai, A. H., Kim, S., Kamis, A., Hung, K., Ronquillo, J. G., Chueh, H. C., & Atlas, S. J., *Journal of the American Medical Informatics Association*, 2013. *J Am Med Inform Assoc* doi:10.1136/amiajnl-2013-001681
  - de França, Breno Bernard Nicolau, and Guilherme Horta Travassos, *Proceedings of the IX Latin American Workshop on Experimental Software Engineering*. 2012.
  - Sirathienchai J., Sophatsathit P. and D. Dechawatanapaisal, *Journal of Software Engineering and Applications*, 5, 545-559, 2012.
  - Uzzafer, M. *Journal of Systems and Software*, 86 (1) , 21-37, 2013.
  - Ishfaq, R., Raja, U. *Information Resources Management Journal* 25 (4), 1-25, 2012.
  - Beauregard, Y., Bhuiyan, N. and Thomson, V., *EMJ - Engineering Management Journal*, 23, 1, 86-100, 2011.
  - Leal, F., Costa, R. F. D. S., Montevechi, J. A. B., Almeida, D. A. D., & Marins, F. A. S. (2011). A practical guide for operational validation of discrete simulation models. *Pesquisa Operacional*, 31(1), 57-77.
  - Adenekan Dedeke and Kuo-Ting Hung, *International Journal of Industrial and Systems Engineering*, 5, 1, 110-128, 2010.
  - Yanjun Qian, PhD thesis, Department of Industrial and Systems Engineering, National University of Singapore, 2009.
  - Leal, F., PhD Thesis, Universidade Estadual Paulista, 2008.
  - Navascues, Javier. Un modelo para la simulación híbrida de la producción de software a medida en un entorno multiproyecto. Diss. Universidad de Sevilla, 2008.
  - Fernandes Aprigliano Gabriel, MSc Thesis, Universidade Federal do Rio de Janeiro, Brasil, 2007.
- (2.15)** A.C. Georgiou and Bonias, G. (2007). 'An AHP and Neural Network approach in predicting short-term returns: A Case of Greek stock market', *Journal of Statistics & Management Systems*, 10(6), 905-928.
- Marković, I. P. (2018). Izbor atributa integracijom znanja o domenu primenom metoda odlučivanja kod prediktivnog modelovanja vremenskih serija nadgledanim mašinskim učenjem (Doctoral dissertation, Универзитет у Нишу, Електронски факултет).
- (2.16)** A.C. Georgiou and E. Tsagalidis (2009). 'Using Simulation Modeling to Support Decisions in Hail Suppression Programs with Airborne Means', *Journal of the Operational Research Society*, 60, 14-22. (SJR ranking: Q1 - Q2)
- O'Brien, Frances. "Supporting the strategy process: A survey of UK OR/MS practitioners."

**(2.17)** E. Michalopoulos, A.C. Georgiou, K. Paparrizos (2008). 'Risk-based Decision Making and Risk Management of European Union Regional Programs', *YUJOR*, 18(1), 75-94. (SJR ranking: Q3)

- ПОРФИРЬЕВ, А. Н. (2022). Обеспечение экономической безопасности пенитенциарных учреждений на основе совершенствования системы ресурсо-и энергосбережения.
- Kauskale, L., Zvirgzdins, J., & Geipele, I. (2022). The Real Estate Market and its Influencing Factors for Sustainable Real Estate Development: A Case of Latvia. *Baltic Journal of Real Estate Economics and Construction Management*, 10(1), 171-199.
- Ismaila, S. O., Alabi, A., Adewumi, B. A., Adekunle, N. O., Kuye, S. I., & Oriolowo, T. K. (2020). Ergonomic risk assessment of maintenance job in a gas power station. *Sigurnost*, 62(1), 47-60.
- Рябков, И. Л., & Яшалова, Н. Н. (2020). Экономическая безопасность предприятий черной металлургии.
- Воробьева, Е. Г., & Кильдюшкина, И. Г. (2019). Угрозы экономической безопасности сельскохозяйственной отрасли Республики Мордовия. *Регионология*, (2 (107)).
- Prokofieva, Elena N., Klavdiya G. Erdyneyeva, Alexander A. Galushkin, Alexey I. Prokopyev, Valeriy I. Prasolov, Svetlana I. Ashmarina, Boris V. Ilkevich, and Milan Kubiatico. "Risk based ecological economics to engineering students." *EURASIA Journal of Mathematics Science and Technology Education* 14, no. 3 (2018): 753-764.
- Печеркина, М. С., & Никулина, Н. Л. (2017). Угрозы экономической безопасности в субъектах Уральского федерального округа. *Экономический анализ: теория и практика*, 16(9 (468)).
- Stokłosa, J., & Kowalska-Napora, E. (2014). Przyczynek do metodologii zarządzania ryzykiem w łańcuchach transportowo-logistycznych. *Logistyka*, (4).
- Stokłosa, J. (2011). Zarządzanie ryzykiem w łańcuchach transportowych. *Zeszyty Naukowe WSEI seria: Transport i Informatyka*, 1(1).

**(2.18)** A. Andronikidis, A. C. Georgiou, K. Gotzamani, K. Kamvysi (2009). 'The application of quality function deployment in service quality management', *TQM Journal*, 21(4), 319-333. (SJR ranking: Q2 - Q3)

- Leon, C. (2023). Unconscious Bias in the Australian Public Service: Implications for Aboriginal and Torres Strait Islander Employment (Doctoral dissertation, The Australian National University (Australia)).
- Rubert, C. K., de Carvalho, C. P., de Almeida, M. D. G. D., de Barros, J. G. M., & de Souza Sampaio, N. A. (2023). Development of automotive packaging by applying the QFD method. *Revista de Gestão e Secretariado (Management and Administrative Professional Review)*, 14(6), 10527-10548.
- Apornak, A., Raissi, S., Keramati, A., & Khalili-Damghani, K. (2023). Modelling new service development using Kano, QFD and mathematical programming in an emergency department healthcare unit. *International Journal of Process Management and Benchmarking*, 13(1), 1-18.
- Koenigkam Rubert, C., Pereira de Carvalho, C., Diniz de Almeida, M. D. G., Medeiros de Barros, J. G., & de Souza Sampaio, N. A. (2023). Development of automotive packaging by applying the QFD method. *GeSec: Revista de Gestao e Secretariado*, 14(6).

- Arakerimath, R., & Umbare, V. (2023). QFD-Driven Rotational Moulding Optimization and Quality Control to Reduce Defects and Increase Efficiency in LLDPE Fuel Tank Production. *Tuijin Jishu/Journal of Propulsion Technology*, 44(3), 1850-1860.
- Rubert, C. K., de Carvalho, C. P., de Almeida, M. D. G. D., de Barros, J. G. M., & de Souza Sampaio, N. A. Development of automotive packaging by applying the QFD method.
- Aisyah, S. The Implementation of Quality Function Deployment (QFD) in Tire Industry. *ComTech*.
- BARAN, Z. KALİTE FONKSİYON GÖÇERİMİ METODU. *Pamukkale Üniversitesi Sosyal Bilimler Enstitüsü Dergisi*, (51), 443-474.
- Mishra, A., & Kalyandurgmath, K. APPLICATION OF QUALITY FUNCTION DEPLOYMENT FOR AFFORDABLE HOUSING IN MUMBAI: A SINGLE CENTER STUDY.
- Velleu, J. (2022). Embodiment Design Cartography: A Conceptual Framework for Design Space Mapping to Support the Development of Physically-Interactive Products (Doctoral dissertation).
- Apornak, A., Raissi, S., Keramati, A., & Khalili-Damghani, K. (2023). Modelling new service development using Kano, QFD and mathematical programming in an emergency department healthcare unit. *International Journal of Process Management and Benchmarking*, 13(1), 1-18.
- Kwon, K., Kim, H., Min, S., Kim, C., Jee, C., & Seol, H. (2022). Enhancing decision knowledge by developing a quantitative framework for holistic exploratory acquisition policy analysis. *Systems Engineering*, 25(5), 489-509.
- Borna, P., & Beheshtinia, M. A. (2022). Enhancing the quality of municipality services using four-dimensional house of quality. *Quality & Quantity*, 1-22.
- Singh, P., & Agrawal, G. (2022). Mapping the customer centric weather index insurance service design using quality function deployment. *The TQM Journal*.
- Zebardast, E. (2022). The Hybrid Factor Analysis and Analytic Network Process (F'ANP) model modified: Assessing community social resilience in Tehran metropolis. *Sustainable Cities and Society*, 86, 104127.
- Kropatschek, S., Steuer, T., Kiesling, E., Meixner, K., Ayatollahi, I., Sommer, P., & Biffel, S. (2022). Analysis of Quality Issues in Production With Multi-view Coordination Assets. *IFAC-PapersOnLine*, 55(10), 2938-2943.
- EMİNE, Tuğba Emine BEYHAN. "Sağlık Kurumlarında Kalite Fonksiyon Göçerimi: Bir Literatür Tarama Çalışması." *Türkiye Sağlık Enstitüleri Başkanlığı Dergisi* 4, no. 1: 10-24.
- Haber, N., Fargnoli, M., Tronci, M., & Ababneh, A. Managing customer requirements for an effective service implementation in a Product-Service System (PSS).
- Suresh, C. H., Venkatasubbaiah, K., & Raju, C. H. PRIORITIZATION OF WIRE EDM RESPONSE PARAMETERS USING ANALYTICAL NETWORK PROCESS.
- Ndamase, Z., & Padayachee, I. An Investigative Research On Users' Perceptions of Information Systems Service Quality at The University of KwaZulu-Natal. In *Research Conference of Richfield Graduate Institute of Technology* (p. 102).
- Özgül, E., Dinçer, H., & Yüksel, S. HoQ-based evaluation of UHC competencies using an extension of interval-valued spherical fuzzy and hesitant 2-tuple linguistic term sets. *Journal of Intelligent & Fuzzy Systems*, (Preprint), 1-19.
- Novita, D. D., & Djamlaludin, D. (2021). Design of Bag Product's Marketing Strategy by Implementing QFD Method and SWOT Analysis. *MIMBAR: Jurnal Sosial dan Pembangunan*, 37(1).
- Mohsin, A. M., Padró, F. F., & Trimmer, K. (2021). Using the QFD matrix as a major continuous improvement tool to improve organizational quality. In *Research Anthology on*



Preparing School Administrators to Lead Quality Education Programs (pp. 763-789). IGI Global.

- Putri, S. S. (2021). Usulan Perbaikan E-Service Quality Menggunakan Metode Quality Function Deployment (QFD) Pada Supermarket Online Manna Kampus Yogyakarta (Doctoral dissertation, UNIVERSITAS AIRLANGGA).
- Dimitrievska, V., & Misoska, A. T. (2021). Patients Characteristics as Determinants of Patient Satisfaction: Modelling Satisfaction in a Transitional Economy.
- Iqbal, Z., Shoukat, L., Muhammad, W., & Muhammad, R. (2021). Improving Customers Satisfaction through Significance of Technical Attribute in QFD Studies. *Journal of Business and Social Review in Emerging Economies*, 7(2), 415-432.
- KIM, H. W., & JEON, Y. M. (2021). Effects of Foodservice Franchise's Brand Awareness and Service Quality on Cognitive Attitude, Affective Attitude, and Loyalty. *The Korean Journal of Franchise Management*, 12(3), 47-58.
- Vijaya, G. S., & Prabhu, P. D. (2021). Quality function deployment technique for banking the unbanked: a case study in Karnataka. *International Journal of Productivity and Quality Management*, 34(3), 363-378.
- Γεωργιάδου, Β. (2020). Ποιότητα ελέγχου και αποτελεσματικότητα-Μία θεωρητική και εμπειρική προσέγγιση.
- Iqbal, Z., & Grigg, N. P. (2020). Enhancing voice of customer prioritisation in QFD by integrating the competitor matrix. *International Journal of Productivity and Performance Management*.
- Hwangbo, Y., Yang, Y. S., Kim, M. S., & Kim, Y. (2020). The Effectiveness of Kano-QFD Approach to Enhance Competitiveness of Technology-Based SMEs through Transfer Intention Model. *Sustainability*, 12(19), 7885.
- Murugesan, V. S., Sequeira, A. H., Jauhar, S. K., & Kumar, V. (2020). Sustainable postal service design: integrating quality function deployment from the customers perspective. *International Journal of System Assurance Engineering and Management*, 1-12.
- de Oliveira, L. M. V., Santos, H. F. D., de Almeida, M. R., & Costa, J. A. F. (2020). Quality Function Deployment and Analytic Hierarchy Process: A literature review of their joint application. *Concurrent Engineering*, 28(3), 239-251.
- Hadiyat, M. A., Wahyudi, R. D., Sari, Y., & Herowati, E. (2019, May). Quality and reliability engineering in service industry: A proposed alternative improvement framework. In *IOP Conference Series: Materials Science and Engineering* (Vol. 528, No. 1, p. 012076). IOP Publishing.
- Erdil, N. O., & Arani, O. M. (2019). Quality function deployment: more than a design tool. *International Journal of Quality and Service Sciences*.
- Prasetyo, S. C., & Harsanto, B. (2019). Integration of quality function deployment and Kano model in service business. *Jurnal Manajemen*, 23(3), 411-426.
- Abugeddida, R. (2019). Strategic quality management in the single-terminal airport: An investigation with a focus on the passenger operational processes (Doctoral dissertation, NUI Galway).
- Seven, M. (2019). Kalite fonksiyon geçiriminde bir uygulama: büro makineleri sektörü (Master's thesis, Balıkesir Üniversitesi Sosyal Bilimler Enstitüsü).
- Prasetyo, S. C., & Harsanto, B. (2019). Integration of Quality Function Deployment and Kano Model in Service Business. *Jurnal Manajemen*, 23(3), 411-426.
- Kim, J. (2019). Designing Quality on Flexible Packaging Systems Using QFD-AHP. Michigan State University.
- Gopalan, R., & Satpathy, B. (2019). An Integrated Approach Using Interpretive Structural

Modeling and Quality Function Deployment for Improving Indian Retail Service Quality. *International Journal of Business Analytics (IJBAN)*, 6(2), 1-22.

- Palominos, P., Pertuzé, D., Quezada, L., & Sanchez, L. (2019). An Extension of the Systematic Layout Planning System Using QFD: Its Application to Service Oriented Physical Distribution. *Engineering Management Journal*, 31(4), 284-302.
- Meher, J. R., & Mishra, R. K. (2019). Assessing the influence of knowledge management practices on organizational performance. *VINE Journal of Information and Knowledge Management Systems*.
- Furqon, C., Sultan, M. A., & Putri, S. I. (2019, May). Quality Function Deployment Analysis on Transportation Services. In 1st International Conference on Economics, Business, Entrepreneurship, and Finance (ICEBEF 2018). Atlantis Press.
- Karahan, A. (2019). Bulanık Kalite Fonksiyon Göçerimi ile Bir Üniversite Hastanesinde Hizmet Kalitesinin Geliştirilmesi.
- Haber, N., & Fargnoli, M. (2019). Prioritizing customer requirements in a product-service system (PSS) context. *The TQM Journal*.
- Asnawi, A., Awang, Z., Afthanorhan, A., Mohamad, M., & Karim, F. (2019). The influence of hospital image and service quality on patients' satisfaction and loyalty. *Management Science Letters*, 9(6), 911-920.
- An, I. S. M. (2019). Assessing the influence of knowledge management practices on organizational performance.
- Κεραμέα, Α. (2018). Διοίκηση ποιότητας και βιωσιμότητα στις Ναυτιλιακές εταιρίες με τη χρήση του εργαλείου Quality Function Deployment (QFD).
- Λαΐτσος, Β. (2018). Διαχείριση ποιότητας για την τροποποίηση υπάρχοντος προϊόντος.
- Dias, P. A. A. (2018). Aplicação da casa da qualidade no desenvolvimento e aperfeiçoamento de dispositivos de monitorização de glicose em jovens adultos com diabetes tipo 1 (Doctoral dissertation, Instituto Politécnico de Lisboa, Escola Superior de Tecnologia da Saúde de Lisboa).
- Mohsin, A. M., Padró, F. F., & Trimmer, K. (2018). Using the QFD matrix as a major continuous improvement tool to improve organizational quality. In *Cases on Quality Initiatives for Organizational Longevity* (pp. 1-34). IGI Global.
- Mohsin, A. M., & Trimmer, K. (2018). Meeting the cultural and service needs of Arabic international students by using QFD.
- Asnawi, A. A., & Awang, Z. (2018). INFLUENCE OF HOSPITAL IMAGE AND SERVICE QUALITY ON PATIENTS'SATISFACTION AND THEIR LOYALTY INTENTION. *International Journal of Accounting*, 3(11), 105-118.
- Semil, N., & Si, M. (2018). Pelayanan Prima Instansi Pemerintah: Kajian Kritis pada Sistem Pelayanan Publik di Indonesia. *Prenada Media*.
- Dolgun, L. E., & Köksal, G. (2018). Effective use of quality function deployment and Kansei engineering for product planning with sensory customer requirements: A plain yogurt case. *Quality Engineering*, 30(4), 569-582.
- Thilak, V. M. M., Devadasan, S. R., Vinod, M., & Sunil, D. T. (2018). Prioritisation of agile characteristics in products using fuzzy AHP approach through the referencing of the features of mobile phones. *International Journal of Business Information Systems*, 29(2), 233-267.
- Silva, A. M. D., & Melo, R. M. D. (2018). Uma abordagem multicritério para a seleção de serviços de consultoria e certificação de Sistemas de Gestão da Qualidade. *Gestão & Produção*, 25(1), 160-174.
- Silva, A. M. D., & Melo, R. M. D. (2018). A multicriteria approach for selecting consultancy

and certification services related to Quality Management. *Gestão & Produção*, 25(1), 160-174.

- Polak, P., & Jurczyk-Bunkowska, M. (2018, October). A Framework for Defining User Requirement for e-Government Systems. In *ECDG 2018 18th European Conference on Digital Government* (p. 168). Academic Conferences and publishing limited.
- Geng, L., & Geng, L. (2018). Analyzing and Dealing with the Distortions in Customer Requirements Transmission Process of QFD. *Mathematical Problems in Engineering*, 2018.
- Erdil, N. O., & Arani, O. M. (2018). Quality function deployment: more than a design tool. *International Journal of Quality and Service Sciences*.
- Aslam, H., & Rashid, K. (2018). Incorporating Customer Requirements in Designing Academic Graduate Program. *UMT Education Review (UER)*, 1(1), 67-78.
- Requeijo, J. G., Puga-Leal, R., & Matos, A. S. (2017). Z and W charts for controlling service processes. *International Journal of Quality & Reliability Management*, 34(2), 295-306.
- Puga-Leal, R., & Ormazabal, M. (2017). Service Capability Analysis as a Contribution to Co-Creation. In *Handbook of Research on Strategic Alliances and Value Co-Creation in the Service Industry* (pp. 133-153). IGI Global.
- Hadi, H. A., Purba, H. H., Indarto, K. S., Simarmata, R. G. P., Putra, G. P., Ghazali, D., & Aisyah, S. (2017). The Implementation of Quality Function Deployment (QFD) in Tire Industry. *ComTech: Computer, Mathematics and Engineering Applications*, 8(4), 223-228.
- Jha, A., Shenga, S., Mishra, S., & Mishra, M. (2017). Prioritization of Eco-Tourism Forms at Sikkim, India. In *Tourism and Opportunities for Economic Development in Asia* (pp. 101-119). IGI Global.
- Apornak, A. (2017). Customer satisfaction measurement using SERVQUAL model, integration Kano and QFD approach in an educational institution. *International Journal of Productivity and Quality Management*, 21(1), 129-141.
- Mohsin, A. M., & Trimmer, K. (2017). Meeting the cultural and service needs of Arabic international students by using QFD. *Postgraduate Education in Higher Education*, 1-22.
- de Souza, V. H. A., & Miguel, P. A. C. (2017). Aplicação do desdobramento da função qualidade em serviços: uma análise da literatura. *Revista Produção Online*, 17(1), 268-294.
- Iqbal, Z., Grigg, N. P., & Govindaraju, K. (2017). Performing competitive analysis in QFD studies using state multipole moments and bootstrap sampling. *Quality Engineering*, 29(2), 311-321.
- Dolgun, L. E., & Köksal, G. (2017). Effective use of quality function deployment and Kansei engineering for product planning with sensory customer requirements: A plain yogurt case. *Quality Engineering*.
- Kassela, K., Papalexi, M., & Bamford, D. (2017). Applying quality function deployment to social housing?. *The TQM Journal*, 29(3), 422-437.
- Dehe, B., & Bamford, D. (2017). Quality Function Deployment and operational design decisions—a healthcare infrastructure development case study. *Production Planning & Control*, 28(14), 1177-1192.
- Asadabadi, M. R. (2017). A customer based supplier selection process that combines quality function deployment, the analytic network process and a Markov chain. *European Journal of Operational Research*, 263(3), 1049-1062.
- Yushila, A. B., & Effendi, U. (2017). Customer Satisfaction Analysis With Fuzzy-Servqual Method And Quality Function Deployment (QFD)(Case Study at Café Right Time Malang). *Jurnal Teknologi Pertanian*, 18(2), 107-118.
- Polak, P., & Bunkowska, M. J. (2017). Employing the quality function deployment (QFD) method to support knowledge management in innovation process planning. *J. Appl. Knowl.*

Manag, 5(2), 92-105.

- Schillo, R. Sandra, Diane A. Isabelle, and Abtin Shakiba. "Linking advanced biofuels policies with stakeholder interests: A method building on Quality Function Deployment." *Energy Policy* 100 (2017): 126-137.
- Nikolaidis, Yiannis, and Afroditi Adamidou. "Quality assurance mapping in Greek service companies." *The TQM Journal* 28.3 (2016): 431-454.
- Khorshidi, Hadi Akbarzade, Sanaz Nikfalazar, and Indra Gunawan. "Statistical process control application on service quality using SERVQUAL and QFD with a case study in trains' services." *The TQM Journal* 28.2 (2016): 195-215.
- Sivasamy, K., C. Arumugam, S. R. Devadasan, R. Muruges, and V. M. M. Thilak. "Advanced models of quality function deployment: a literature review." *Quality & Quantity* 50, no. 3 (2016): 1399-1414.
- Tavares de Aquino, Andre, Andre Tavares de Aquino, Renata Maciel de Melo, and Renata Maciel de Melo. "Multicriteria model for selecting TQM consultancy and certification services." *Benchmarking: An International Journal* 23, no. 7 (2016): 1736-1750.
- Asadabadi, Mehdi Rajabi, and Mehdi Rajabi Asadabadi. "A Markovian-QFD approach in addressing the changing priorities of the customer needs." *International Journal of Quality & Reliability Management* 33.8 (2016): 1062-1075.
- Iqbal, Zafar, Nigel P. Grigg, and K. Govindaraju. "Performing competitive analysis in QFD studies using state multipole moments and bootstrap sampling." *Quality Engineering* (2016): 1-11.
- Pheng, Low Sui, and Zhu Rui. "SERVQUAL, the Kano Model and QFD." *Service Quality for Facilities Management in Hospitals*. Springer Singapore, 2016. 25-56.
- Wey, W. M., and W. L. Wei. "Urban Street Environment Design for Quality of Urban Life." *Social Indicators Research* 126.1 (2016): 161-186.
- Rahdar, Masoumeh, and Ehsan Sadeh. "Identifying and ranking factors determining Competitive Position in Financial services sector using AHP technique (Case study: Mellat Bank of Golestan province)." *International Journal of Humanities and Cultural Studies (IJHCS)* ISSN 2356-5926 1.1 (2016): 966-978.
- Li, Y. (2016). *Integration of Product Design and Supply Chain Performance for Multi-Market Conditions*.
- Melo, Renata Maciel de, Denise Dumke de Medeiros, and Adiel Teixeira de Almeida. "A multicriteria model for ranking of improvement approaches in construction companies based on the PROMETHÉE II method." *Production* 25.1 (2015): 69-78.
- Sa, N. T. T. (2015). *The Influence of Service Recovery on Customer Satisfaction: An Application of QFD and ANP on the Hotel Industry in Vietnam*. 成功大學國際經營管理研究所學位論文, 1-114.
- Nguyen, B. T. (2015). *APPLICATION OF GAP MODEL IN THE RESEARCH OF ENGLISH LANGUAGE TRAINING SERVICE IN HANOI* (Doctoral dissertation, University of the West of England, Bristol).
- Hussain, J. (2015). *The Effect of Market and Learning Orientations on Organizational Performance of Manufacturing Small and Medium Sized Enterprises in Pakistan* (Doctoral dissertation, Universiti Teknologi Malaysia).
- Pacheco, Juliano Anderson, Dalton Francisco de Andrade, and Antonio Cezar Bornia. "Benchmarking by Item Response Theory (BIRTH) A benchmarking method using IRT to build competitiveness scales for Brazilian technology higher education." *Benchmarking: An International Journal* 22.5 (2015): 945-962.
- Hashemi, Neda, Maryam Marzban, and Sajad Delavari. "Quality Function Deployment:

Application to Chemotherapy Unit Services." *Middle East Journal of Cancer* 6.4 (2015): 219-228.

- Wey, W. M., & Wei, W. L. Urban Street Environment Design for Quality of Urban Life. *Social Indicators Research*, 1-26.
- Roy, S., & Mukherjee, I. (2015). A framework for service quality improvement in multi-stage processes. *International Journal of Services and Operations Management*, 21(2), 150-174.
- Happy, A. (2015). Could Cloud TQM Drive Sustainable Development?. In *Business Transformation and Sustainability through Cloud System Implementation* (pp. 140-161). IGI Global.
- Soto, D. A. M. (2015). *Quality Improvement to Assess and Audit Complexity in Translational Research*. The Pennsylvania State University.
- Sivasamy, K., Arumugam, C., Devadasan, S. R., Muruges, R., & Thilak, V. M. M. (2015). Advanced models of quality function deployment: a literature review. *Quality & Quantity*, 1-16.
- Lee, C., & Lee, H. (2015). Novelty-focussed document mapping to identify new service opportunities. *The Service Industries Journal*, 35(6), 345-361.
- Kułakowski, K. (2015). Notes on order preservation and consistency in AHP. *European Journal of Operational Research*, 245(1), 333-337.
- Franceschini, Fiorenzo, et al. "Prioritisation of engineering characteristics in QFD in the case of customer requirements orderings." *International journal of production Research* 53.13 (2015): 3975-3988.
- Franceschini, Fiorenzo, Domenico Maisano, and Luca Mastrogiacomo. "Research quality evaluation: comparing citation counts considering bibliometric database errors." *Quality & Quantity* 49.1 (2015): 155-165.
- Abdollah Shamshirsaz, Sanaz. *Apply QFD methodology to capture 'unheard'voices of UK care home residents and translate them into quality measurement targets for future improvement*. Diss. Brunel University London, 2015.
- Hamid, Mohamad Shukri Abdul, Rafikul Islam, and Noor Hazilah Abd Manaf. "Employability skills development approaches: an application of the analytic network process." *Asian Academy of Management Journal*, Vol. 19, No. 1, 93-111 (2014).
- Keshtkaran, A., Hashemi, N., Kharazmi, E., & Abbasi, M. (2014). Applying Quality Function Deployment Model in Burn Unit Service Improvement. *Journal of Burn Care & Research*.
- Rashid, Kamran, and MM Haris Aslam. "Designing MS Supply Chain Management program using quality function deployment." *International Journal of Business and Management Study Volume 1: Issue 2* (2014).
- Asadabadi, M. "A hybrid QFD-based approach in addressing supplier selection problem in product improvement process." *International Journal of Industrial Engineering Computations* 5.4 (2014): 543-560.
- Sugumaran, C. "Investigations on enabling organizations to perform at world class level through the integration of analytic hierarchy process with total productive maintenance and quality function deployment approaches." (2014).
- Zhu Rui, *A Patient - Oriented Approach to Facilities Management in Singapore's Hospitals*, Master thesis, B. Eng. Tsinghua University, Natioanl University of Singapore, 2014.
- Venkatasubbaiah, K., N. Chandra Shekhar, and Narayana Rao Kandukuri. "Prioritization of Design Requirements for Quality Engineering Education." *International Journal of Applied Management Sciences and Engineering (IJAMSE)* 1.1 (2014): 17-40.
- Shanmugaraja, Muthuswamy, Muthuswamy Nataraj, and Nallasamy Gunasekaran. "Total

performance excellence-a model for successful implementation of Six Sigma." *International Journal of Procurement Management* 6.3 (2013): 297-328.

- Qattawi, A., A Mayyas, M Abdelhamid, MA Omar. *International Journal of Computer Integrated Manufacturing* 26.9 (2013): 839-856.
- Vinayak, Kalluri, and Rambabu Kodali. "Benchmarking the quality function deployment models." *Benchmarking: An International Journal* 20.6 (2013): 825-854.
- Shanmugaraja, M., Nataraj, M., & Gunasekaran, N., *International Journal of Procurement Management*, 6(3), 297-328, 2013.
- Qattawi, A., Mayyas, A., Abdelhamid, M., & Omar, M. A., *International Journal of Computer Integrated Manufacturing*, 26, 9, 839-856, 2013.
- Lee, C., Son, C., Yoon, B., & Park, Y., *International Journal of Mobile Communications*, 11(4), 374-392, 2013.
- Bereketli, I., & Genevois, M. E., *Journal of Cleaner Production*, 54, 188-198, 2013.
- D. Venkata Ramana, K. Narayana Rao, J.Suresh Kumar, K. Venkatasubbaiah, *International Journal of Advanced Research in Engineering and Applied Sciences*, 2, 1, 62-82, 2013.
- Liang Jing, Bing Chen, Baiyu Zhang, and Pu Li, *Mathematical Problems in Engineering*, Volume 2013, Article ID 874805, 10 pages, 2013.
- Wann-Ming Wey and Yin-Hao Chiu, *Habitat International*, 38, 106–118, 2013.
- Francesca Abastante and Isabella M. Lami, *Journal of Applied Operational Research*, 4(1), 14–27, 2012.
- Wey, W.-M., Chiu, Y.-H., *Habitat International* , 38, 106-118, 2013.
- Ho, Y.-C., Lin, C.-H., *Total Quality Management and Business Excellence* 23 (9-10), 1153-1169, 2012.
- Shirouyehzad, H., Hosseinzadeh Lotfi, F., Shahin, A., Aryanezhad, M.B., Dabestani, R. *International Journal of Services and Operations Management* 12 (3), 289-308, 2012.
- Shanmugaraja, M., Nataraj, M., Gunasekaran, N., *International Journal of Productivity and Quality Management*, 10 (1), 85-111, 2012.
- Cudney, E., Elrod, C.C., Uppalanchi, A., *EMJ - Engineering Management Journal*, 24 (1) , 47-57, 2012.
- Kristianto, Y., Ajmal, M.M., Sandhu, M., *TQM Journal*, 24 (1), 29-46, 2012.
- K. Venkata Subbaiah, K.G. Durga Prasad and K. Narayana Rao, *International Journal of Productivity and Quality Management*, 7, 3, 374–394, 2011.
- Hsin-yi Liu, MSc thesis, Department of Business Administration, Soochow University, China, 2011.
- Büyüközkan, G. and Berkol, C., *Expert Systems with Applications*, 38, 11, 13731-13748, 2011.
- Spada, Caterina, PhD Thesis, Università degli Studi di Roma "Tor Vergata", 2010.
- Mahmoud Afsar, Kamran Feizi and Amir Afsar, *African Journal of Business Management*, 5 (11), 4510-4518, 2011.
- Elizabeth A. Cudney and Cassandra C. Elrod, in *Six Sigma Projects and Personal Experiences*, Abdurrahman Coskun (Editor), ISBN 978-953-307-370-5, 2011.
- Sangeeta Sahney, *TQM Journal*, 23, 5, 531 – 548, 2011.
- Ya-Hui Chan and Shu-Ping Lin, *International Conference on Business and Information (BAI)*, Bangkok, Thailand, 2011.

- C. Sugumaran, S. Muthu, S.R. Devadasan, V.R. Pramod and K. Srinivasan, *International Journal of Indian Culture and Business Management*, 4, 4, 390-418, 2011.
- Spada, Caterina, PhD Thesis, Università degli Studi di Roma "Tor Vergata", 2010.
- YH Chan and SP Lin, Proceedings, International Conference on Business and Information, Kityushu, Japan, 2010.

**(2.19)** E. Michalopoulos, A.C. Georgiou, K. Paparrizos 2009. 'A decision support framework in risk assessment and cost management for European Regional Operational Programs', *International Journal of Applied Decision Sciences*, 2(1), 27-56. (SJR ranking: Q2 – Q3)

- Folinas, D., & Althrawa, M. (2014). Specialization vs. Diversification Decision Making: Driving Forces and Challenges. In *Analytical Approaches to Strategic Decision-Making: Interdisciplinary Considerations* (pp. 16-44). IGI Global.
- Schanbacher, P. (2013). Why Uninformed Agents (Pretend to) Know More. *International Journal of Strategic Decision Sciences (IJSDS)*, 4(3), 32-53.
- Rabbani, Masoud, Amirhossein Najjarbashi, and Mohammad Joudi. "A New Multi-Objective Model for R&D Project Portfolio Selection Considering Potential Repetitive Projects and Sanction Impacts." *International Journal of Strategic Decision Sciences (IJSDS)* 4.4 (2013): 41-54.
- Jenab, Kouroush, K. Rashidi, and S. Moslehpour. "An Intelligence-Based Model for Condition Monitoring Using Artificial Neural Networks." *International Journal of Enterprise Information Systems (IJEIS)* 9.4 (2013): 43-62.
- Folinas, D., & Altharwa, M. (2012). Factors influencing specialization vs. diversification decision making: An Empirical Study. *International Journal of Strategic Decision Sciences (IJSDS)*, 3(4), 27-50.

**(2.20)** K. Kamvysi, K. Gotzamani, A. Andronikidis and A. C. Georgiou (2010). 'Integrating DEAHP and DEANP into the Quality Function Deployment', *TQM Journal*, 22(3), 293-316. (SJR ranking: Q2 – Q3)

- Singh, P., & Agrawal, G. (2022). Mapping the customer centric weather index insurance service design using quality function deployment. *The TQM Journal*.
- Khorramin, M., Talebnia, G. A., Ranjbar, M. H., & Amiri, A. (2021). Ranking the efficiency and soundness of business banks using a combined method of data envelopment analysis and fuzzy vikor. *Advances in Mathematical Finance and Applications*, 6(3), 1-16.
- Kose, Y., & Demirci, E. (2020). Improving quality of product and process in the manufacturing of particleboard with an integrated quality function deployment approach. In *Customer Oriented Product Design* (pp. 35-55). Springer, Cham.
- de Oliveira, L. M. V., Santos, H. F. D., de Almeida, M. R., & Costa, J. A. F. (2020). Quality Function Deployment and Analytic Hierarchy Process: A literature review of their joint application. *Concurrent Engineering*, 28(3), 239-251.
- Biancone, P. P., Saiti, B., Petricean, D., & Chmet, F. (2020). The bibliometric analysis of Islamic banking and finance. *Journal of Islamic Accounting and Business Research*.
- Pradhan, S., Olfati, M., & Patel, G. (2019). Integrations and applications of analytic hierarchy process with data envelopment analysis: A literature review. *International Journal of the Analytic Hierarchy Process*, 11(2), 228-268.
- Dias, P. A. A. (2018). *Aplicação da casa da qualidade no desenvolvimento e*

aperfeiçoamento de dispositivos de monitorização de glicose em jovens adultos com diabetes tipo 1 (Doctoral dissertation, Instituto Politécnico de Lisboa, Escola Superior de Tecnologia da Saúde de Lisboa).

- Thilak, V. M. M., Devadasan, S. R., Vinod, M., & Sunil, D. T. (2018). Prioritisation of agile characteristics in products using fuzzy AHP approach through the referencing of the features of mobile phones. *International Journal of Business Information Systems*, 29(2), 233-267.
- Sivasamy, K., Arumugam, C., Devadasan, S. R., Muruges, R., Arun, K. K., & Senthilkumar, K. M. (2018). Overcoming of low discharge problem in shallow well jet pump through the application of total quality function deployment. *International Journal of Productivity and Quality Management*, 24(2), 242-266.
- Esfandiar, M., Saremi, M., & Nia, H. J. (2018). Assessment of the efficiency of banks accepted in Tehran Stock Exchange using the data envelopment analysis technique. *Journal of Industrial Strategic Management*, 2(3), 1-7.
- Emrouznejad, A., & Yang, G. L. (2018). A survey and analysis of the first 40 years of scholarly literature in DEA: 1978–2016. *Socio-Economic Planning Sciences*, 61, 4-8.
- Asadabadi, M. R. (2017). A customer based supplier selection process that combines quality function deployment, the analytic network process and a Markov chain. *European Journal of Operational Research*, 263(3), 1049-1062.
- Babazadeh, E. (2017). A New Group Data Envelopment Analysis Method for Ranking Design Requirements in Quality Function Deployment. *International Journal of Industrial Mathematics*, 9(4), 269-278.
- Asadabadi, Mehdi Rajabi, and Mehdi Rajabi Asadabadi. "A Markovian-QFD approach in addressing the changing priorities of the customer needs." *International Journal of Quality & Reliability Management* 33.8 (2016): 1062-1075.
- Fişkın, C. S., Akgül, E. F., & Çetin, Ç. K. LİMAN REKABETÇİLİĞİNİ ETKİLEYEN FAKTÖRLER: EGE BÖLGESİ KONTEYNER TERMİNALLERİ KULLANICILARINA YÖNELİK BİR VZAHP UYGULAMASI. *Dokuz Eylül Üniversitesi Denizcilik Fakültesi Dergisi*, 8, 1-23. 2016.
- GİYİM, İÇKMVE, and PERAKENDE SEKTÖRÜNDE UYGULANMASI. "INTERNAL BENCHMARKING METHODOLOGY AND ITS IMPLEMENTATION ON APPAREL RETAIL INDUSTRY." (2015).
- Sivasamy, K., C. Arumugam, S. R. Devadasan, R. Muruges, and V. M. M. Thilak. "Advanced models of quality function deployment: a literature review." *Quality & Quantity* 50, no. 3 (2016): 1399-1414.
- SOARES, Eduardo José Oenning. "Proposta de uma Abordagem para Auxiliar a Implementação do Sistema de Gestão da Qualidade ISO 9001: 2008 em Empresas de Construção Civi." (2015).
- Hashemi, N., Marzban, M., & Delavari, S. (2015). Quality function deployment: application to chemotherapy unit services. *Middle East Journal of Cancer*, 6(4), 219-228.
- Saricam, C., Kalaoglu, F., & AKSOY, A. (2015). INTERNAL BENCHMARKING METHODOLOGY AND ITS IMPLEMENTATION ON APPAREL RETAIL INDUSTRY. *Journal of Textile & Apparel/Tekstil ve Konfeksiyon*, 25(4).
- Feili, H., Molaee-Aghaee, E., Jahed-Khaniki, G., Rezaie, S., & Kohkheil, M. (2015). Applying fuzzy quality function deployment and fuzzy analytical hierarchy process approach in industrial bread production. *Journal of Food Safety and Hygiene*, 1(2), 53-58.
- Soto, D. A. M. (2015). *Quality Improvement to Assess and Audit Complexity in Translational Research*. The Pennsylvania State University.
- Sugumaran, C., Muthu, S., Devadasan, S. R., Srinivasan, K., Sivaram, N. M., & Rupavathi, N. (2014). Integration of QFD and AHP with TPM: an implementation study in an



automotive accessories manufacturing company. *International Journal of Productivity and Quality Management*, 14(3), 263-295.

- Alhmady, Seyed Ahmad Sheibat, and Pari Mirzaee. "Evaluating the Efficiency of Companies accepted in Exchange OTC of Tehran Securities using Data Envelope Analysis (DEA)(A Case Study: Insurance Industry)." *The AYER* 3 (2014): 27-38.
  - Fadavi, M., & Baqi, A. (2014). A study on the effects of human resources strategies on the organizational performance: Evidence from Pharmaceutical industry. *Management Science Letters*, 4(9), 1943-1950.
  - Azadi, M., & Saen, R. F. (2013). A combination of QFD and imprecise DEA with enhanced Russell graph measure: A case study in healthcare. *Socio-Economic Planning Sciences*, 47(4), 281-291.
  - de Borba Prá, Flávio, Cauchick Miguel, and A. Paulo. "Evolução na aplicação do QFD: análise de publicações qualificadas em periódicos." *Exacta* 11.1 (2013).
  - Sugumaran, C., Muthu, S., Devadasan, S. R., Pramod, V. R., & Srinivasan, K. (2013). Continuous maintenance quality improvement using analytic maintenance quality function deployment technique. *International Journal of Services and Operations Management*, 14(4), 509-543.
  - Shahin, Arash, and Zahra Zeinali. "Investigating the relationship between control factors and innovation performance in Isfahan Steel Company." *International Journal of Innovation and Learning* 14.1 (2013): 1-18.
  - Vinayak, Kalluri, and Rambabu Kodali. "Benchmarking the quality function deployment models." *Benchmarking: An International Journal* 20.6 (2013): 825-854.
  - C. Sugumaran, S. Muthu, S.R. Devadasan, V.R. Pramod, K. Srinivasan, *International Journal of Services and Operations Management*, 14, 4, 509-543, 2013.
  - Ishizaka, A., & Nguyen, N. H. (2013). Calibrated fuzzy AHP for current bank account selection. *Expert Systems with Applications*, 40(9), 3775-3783.
  - Ying-Chin Ho and Chih-Hsin Lin, *Total Quality Management & Business Excellence*, 23, 9-10, 1153-1169, 2012.
  - Su, H., Ouyang, H., Chen, S. *Advances in Information Sciences and Service Sciences*, 4 (19) , 184-190, 2012.
  - Raissi, S., Izadi, M., & Saati, S. (2012). Prioritizing Engineering Characteristics in QFD Using Fuzzy Common Set of Weight Method. *American Journal of Scientific Research*, Issue 49 (2012), pp. 34-49
  - Raissi, S., Izadi, M., Saati, S., *Australian Journal of Basic and Applied Sciences*, 5 (6), 1544-1552, 2011.
  - K. Venkata Subbaiah, K.G. Durga Prasad and K. Narayana Rao, *International Journal of Productivity and Quality Management*, 7, 3, 374-394, 2011.
  - Lee, P., Mady C., Jacob R. and Kuei C., Pace University, The Thinkfinity Center for Innovative Teaching, Technology and Research, Cornerstone 3 reports, Interdisciplinary informatics, 2010.
- (2.21)** G. Paltayian, A. C. Georgiou K. Gotzamani and A. Andronikidis (2012). 'An integrated framework to improve quality and competitive positioning within the financial services context', *International Journal of Bank Marketing*, 30(7), 527-547. (SJR ranking: Q2)
- Beheshtinia, M. A., Sedady, F., Fathi, M., Ghobakhloo, M., & Iranmanesh, M. (2023). A fuzzy three-dimensional house of quality to integrate and coordinate departments' activities in organizations. *IEEE Access*.

- Ayoub, M. A., Dabous, S. A., & Alsharqawi, M. A QFD-AHP Method for Bridges Structural System Selection During the Conceptual Design Phase.
- Nguyen, N. (2021). The impact of service employees and servicescape on customers perception of quality improvement efforts. 85561451X.
- Çalık, A., & Afşar, B. (2021). Prioritization of Bank Selection Decision in Pandemic Process Using a Novel Decision-Making Model. In Handbook of Research on Strategies and Interventions to Mitigate COVID-19 Impact on SMEs (pp. 477-492). IGI Global.
- Monteiro, L. I. N. (2020). Hotel's end users preferences on green hotel attributes: an application of the quality function deployment (Doctoral dissertation).
- Koçak, M., & ÇALIK, A. (2020). Banka Seçim Tercihlerinin Bulanik Kümelere Dayali Yeni Bir Karar Verme Çerçevesi Ile Değerlendirilmesi. İstanbul Ticaret Üniversitesi Sosyal Bilimler Dergisi, 19(Temmuz 2020 (Özel Ek)), 73-94.
- de Oliveira, L. M. V., Santos, H. F. D., de Almeida, M. R., & Costa, J. A. F. (2020). Quality Function Deployment and Analytic Hierarchy Process: A literature review of their joint application. Concurrent Engineering, 28(3), 239-251.
- Johnson, A. A. (2019). Strategic Alignment and Information Technology Projects in the Banking Industry (Doctoral dissertation, Capella University).
- AKPINAR, A. (2019). TÜKETİCİLERİN BANKA SEÇİM KRİTERLERİ VE BANKALARIN DAĞITIM KANALLARI STRATEJİLERİNİN ÇOK KRİTERLİ KARAR VERME YÖNTEMLERİYLE İNCELENMESİ.
- Chaw, L. Y., & Tang, C. M. (2017, October). The Voice of the Students: Needs and Expectations From Learning Management Systems. In European Conference on e-Learning (pp. 116-123). Academic Conferences International Limited.
- Mousavi, S. M., Yamoula, A., & Khoshroo, M. (2017). Identifying and structuring the factors affecting sustainable banking resources with using interpretive structural modeling. International Review, (3-4), 34-49.
- Rahdar, Masoumeh, and Ehsan Sadeh. "Identifying and ranking factors determining Competitive Position in Financial services sector using AHP technique (Case study: Mellat Bank of Golestan province)." International Journal of Humanities and Cultural Studies (IJHCS) ISSN 2356-5926 1.1 (2016): 966-978.
- Ramírez Cruz, Juan Pablo. Sistemas de información de mercados en el sector de banca y finanzas de Bogotá, como herramienta dinámica de investigación. Diss. Universidad Nacional de Colombia-Bogotá. 2015.
- Vonhof, J. J. (2015). Middle management and telework adoption: Development of an instrument using Delphi and exploratory factor analysis for the financial services industry (Doctoral dissertation, Capella University).
- 谢治春. (2015). 金融企业战略定位的实施路径: 来自十二家中外资金金融企业的证据. 金融与经济, (12), 21-26.
- Ahmadian, Hadi. "The Role of Market Orientation on Financial, Economics and Insurance Indices of Insurance Companies." Asian Journal of Research in Banking and Finance 4.3 (2014): 308-316.
- Eriksson, Kent. "Financial services quality." The Routledge Companion to Financial Services Marketing (2014): 177.
- Harrison, Tina, and Hooman Estelami. The Routledge companion to financial services marketing. Routledge, 2014.
- KAMENIDOU, IRENE; MAMALIS, SPYRIDON; PRIPORAS, CONSTANTINOS-VASILIOS. Consumer bank selection criteria during economic crisis. Recent Researches in Law Science and Finances, 2013, 248: 256.

- Kamenidou, I. R. E. N. E., Mamalis, S. P. Y. R. I. D. O. N., & Priporas, C. V. (2013, August). Consumer bank selection criteria during economic crisis. In Proceedings of the 4th International Conference on Finance, Accounting and Law, Greece.
- (2.22)** V. Dimitriou, A. C. Georgiou and N. Tsantas (2013). 'The Multivariate Non-Homogeneous Markov Manpower System in a Departmental Mobility Framework', *European Journal of Operational Research*, 228(1), 112-121. (SJR ranking: Q1)
- Ossai, E. O., Nduka, U. C., Madukaife, M. S., Udom, A. U., & Ugwu, S. O. (2023). An extended Markov-switching model approach to latent heterogeneity in departmentalized manpower systems. *Communications in Statistics-Theory and Methods*, 1-20.
  - Luy, J., Hiermann, G., & Schiffer, M. (2023). Strategic Workforce Planning in Crowdsourced Delivery with Hybrid Driver Fleets. arXiv preprint arXiv:2311.17935.
  - Ossai, E. O., Madukaife, M. S., Udom, A. U., Nduka, U. C., & Ugah, T. E. (2023). Effects of Prioritized Input on Human Resource Control in Departmentalized Markov Manpower Framework. *Methodology and Computing in Applied Probability*, 25(1), 37.
  - Amenaghawon, V. A., Ekhosuehi, V. U., & Osagiede, A. A. (2023). Markov manpower planning models: a review. *International Journal of Operational Research*, 46(2), 227-250.
  - Jaillet, P., Loke, G. G., & Sim, M. (2022). Strategic Workforce Planning Under Uncertainty. *Operations Research*, 70(2), 1042-1065.
  - Ossai, E. O., Nduka, U. C., Madukaife, M. S., Udom, A. U., & Ugwu, S. O. (2022). An extended Markov-switching model approach to modelling latent heterogeneity in departmentalized manpower systems.
  - Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.
  - Ekhosuehi, V. U., & Ogbonmwan, S. M. Finding a Manpower System's Growth Factor under Recruitment Control at Maximum Entropy. *BENIN JOURNAL OF STATISTICS*, ISSN 2682-5767, Vol. 4, pp. 18– 30 (2021)
  - Udom, A. U., & Ebedoro, U. G. (2021). On multinomial hidden Markov model for hierarchical manpower systems. *Communications in Statistics-Theory and Methods*, 50(6), 1370-1386.
  - Stavropoulos, N., Papadopoulou, A., & Kolias, P. (2021). Evaluating the Efficiency of Off-Ball Screens in Elite Basketball Teams via Second-Order Markov Modelling. *Mathematics*, 9(16), 1991.
  - Jaillet, P., Loke, G. G., & Sim, M. (2021). Strategic Workforce Planning Under Uncertainty. *Operations Research*.
  - Verbeken, B., & Guerry, M. A. (2021). Discrete time hybrid semi-Markov models in Manpower planning. *Mathematics*, 9(14), 1681.
  - De Feyter, T., Guerry, M. A., & Berghe, G. V. (2020). The extended roster quality staffing problem: addressing roster quality variation within a staffing planning period. *Journal of Scheduling*, 23(2), 253-264.
  - Symeonaki, M., & Stamatopoulou, G. (2020). Describing labour market dynamics through Non Homogeneous Markov System theory. In *Demography of Population Health, Aging and Health Expenditures* (pp. 359-373). Springer, Cham.
  - Jaillet, P., Loke, G. G., & Sim, M. (2019). Strategic Manpower Planning under Uncertainty.
  - Situ, J. X. (2018). *An Approximate Dynamic Programming Approach to Analyzing Military Personnel End-Strength Planning* (Doctoral dissertation, George Mason University).

- Sha, J., & Xu, W. (2018, February). Effect of Workload Characteristics on Similarity Analysis. In 2018 International Conference on Computer Science, Electronics and Communication Engineering (CSECE 2018). Atlantis Press.
  - Li, P., Liu, F., & Li, C. (2018, February). Markov-Based Forecasting Model for Enterprise Human Resources Internal Supply. In 2018 International Conference on Computer Science, Electronics and Communication Engineering (CSECE 2018). Atlantis Press.
  - Jaillet, P., Loke, G. G., & Sim, M. (2018). Risk-based manpower planning: A tractable multi-period model. Available at SSRN 3168168.
  - De Feyter, T., & Guerry, M. A. (2017). Optimizing cost-effectiveness in a stochastic Markov manpower planning system under control by recruitment. *Annals of Operations Research*, 253(1), 117-131.
  - West, K. S. (2017). Approximate Dynamic Programming for the United State Air Force Officer Manpower Planning Problem (No. AFIT-ENS-MS-17-M-162). AIR FORCE INSTITUTE OF TECHNOLOGY WRIGHT-PATTERSON AFB OH WRIGHT-PATTERSON AFB United States.
  - Komarudin, Tim De Feyter, Marie-Anne Guerry, and Greet Vanden Berghe. "Balancing desirability and promotion steadiness in partially stochastic manpower planning systems." *Communications in Statistics-Theory and Methods* 45, no. 6 (2016): 1805-1818.
  - Vasiliadis, George. "Transient analysis of a finite source discrete-time queueing system using homogeneous Markov system with state size capacities (HMS/c)." *Communications in Statistics-Theory and Methods* 45.5 (2016): 1403-1423.
  - Hoecherl, J. C. (2015). Approximate Dynamic Programming Algorithms for United States Air Force Officer Sustainment (No. AFIT-ENS-MS-15-M-126). AIR FORCE INSTITUTE OF TECHNOLOGY WRIGHT-PATTERSON AFB OH GRADUATE SCHOOL OF ENGINEERING AND MANAGEMENT.
  - Guerry, Marie-Anne, Greet Vanden Berghe, and Tim De Feyter. "Balancing attainability, desirability and promotion steadiness in manpower planning systems." *Journal of the Operational Research Society* 66.12 (2015): 2004-2014.
  - Brailsford, Sally, and Dileep De Silva. "How many dentists does Sri Lanka need [quest] Modelling to inform policy decisions." *Journal of the Operational Research Society* 66.9 (2015): 1566-1577.
  - Symeonaki, Maria. "Theory of fuzzy non homogeneous Markov systems with fuzzy states." *Quality & Quantity* 49.6 (2015): 2369-2385.
- (2.23)** K. Kamvysi, K. Gotzamani, A. Andronikidis and A. C. Georgiou (2014). 'Capturing and prioritizing students' requirements for course design by embedding Fuzzy-AHP and linear programming in QFD', *European Journal of Operational Research*, 237(3), 1083-1094. (SJR ranking: Q1)
- Werka, G., Flenik, A. R., de Faria Silva, R., & dos Santos, R. (2023). APLICAÇÃO DO MÉTODO QFD EM UMA PEQUENA EMPRESA DO RAMO DE VELAS AROMÁTICAS. *Boletim de Conjuntura (BOCA)*, 15(45), 370-386.
  - Ayyildiz, E., Yildiz, A., Taskin, A., & Ozkan, C. (2023). An interval valued Pythagorean Fuzzy AHP integrated Quality Function Deployment methodology for Hazelnut Production in Turkey. *Expert Systems with Applications*, 120708.
  - Tennakoon, S., Apan, A., Maraseni, T., & Altarez, R. D. D. (2023). Decoding the impacts of space and time on honey bees: GIS based fuzzy AHP and fuzzy overlay to assess land suitability for apiary sites in Queensland, Australia. *Applied Geography*, 155, 102951.
  - Turanoglu Bekar, E., Skoogh, A., & Bokrantz, J. (2023). Involving students in engineering course design: a combined approach based on constructive alignment and multi-criteria

decision-making. *European Journal of Engineering Education*, 1-20.

- Cevikbas, M., Okudan, O., & Işık, Z. (2023). Determination of the Most Appropriate Alternative Dispute Resolution Methods for Airport Projects: A Fuzzy VIKOR Approach. *KSCE Journal of Civil Engineering*, 1-12.
- Cevikbas, M., Okudan, O., & Zeynep, I. Ş. I. K. (2023). Severity assessment of problems in turkish building audit system: a fuzzy AHP approach. *Turkish Journal of Civil Engineering*, 34(1), 79-104.
- Winati, F. D., Rachmawaty, D., Yamani, A. Z., & Mardhiana, H. (2023, November). Integration of quality function deployment (QFD) and analytical hierarchy process (AHP) to improve student information system. In *AIP Conference Proceedings* (Vol. 2693, No. 1). AIP Publishing.
- OKUDAN, O., ÇEVİKBAŞ, M., & IŞIKIN, Z. (2023). An exploratory study on the critical features of construction project planning software. *Sigma: Journal of Engineering & Natural Sciences/Mühendislik ve Fen Bilimleri Dergisi*, 41(4).
- Bekar, E. T., Skoogh, A., & Bokrantz, J. (2023). Involving students in engineering course design: a combined approach based on constructive alignment and multi-criteria decision-making.
- Apornak, A., Raissi, S., Keramati, A., & Khalili-Damghani, K. (2023). Modelling new service development using Kano, QFD and mathematical programming in an emergency department healthcare unit. *International Journal of Process Management and Benchmarking*, 13(1), 1-18.
- Sukwadi, R., Halim, W., & Thu, N. T. B. Perbaikan Kualitas Layanan Menggunakan Model Hibrid Analisis Big Data: Kasus Restoran Barbeque Korea AYCE. *TEKNIK*, 43(1), 1-7.
- Fagnoli, M., Haber, N., Platti, D., & Tronci, M. The soft side of QFD: a comparative study on customer requirements' prioritization in the food sector.
- Aisyah, S. The Implementation of Quality Function Deployment (QFD) in Tire Industry. *ComTech*.
- ÇORUH, M. RANKING THE 81 PROVINCES OF TURKEY WITH THE URBAN DIGITIZATION INDEXES. *Verimlilik Dergisi*, (4), 755-770.
- CEVİKBAŞ, M., OKUDAN, O., & Zeynep, I. Ş. I. K. Severity Assessment of Problems in Turkish Building Audit System: A Fuzzy AHP Approach. *Turkish Journal of Civil Engineering*, 34(1).
- Abdalla, S. Application of a Combined Approach of Text Mining and QFD Methodology Based on Single Valued Neutrosophic Numbers for Efficient Curriculum Design. *Alphanumeric Journal*, 10(2), 127-138.
- Peterkin, K. Y. (2022). The impact of perceived enjoyment on employee continuance intention in computer-based training in the hotel industry.
- Velleu, J. (2022). Embodiment Design Cartography: A Conceptual Framework for Design Space Mapping to Support the Development of Physically-Interactive Products (Doctoral dissertation).
- Zeynep, O. C. A. K., & SEZER, E. D. G. (2022). An integrated approach to identify engineering student requirements. *Sigma Journal of Engineering and Natural Sciences*, 40(3), 568-576.
- Tao, M., Jiang, J., Wang, X., Zhou, J., & Xie, J. (2022). A Decision Support Framework for Curriculum Planning in Undergraduate Supply Chain Management Program: An Integrated Approach. *Mathematical Problems in Engineering*, 2022.
- Li, Y. H., Yue, S. T., Zheng, J., & Wang, W. (2022). Customer-oriented product design: an integrated decision framework with sentiment analysis and optimisation model. *Journal of*

Control and Decision, 1-15.

- Zhou, J., Shen, Y., Pantelous, A. A., & Liu, Y. (2022). Quality Function Deployment: A Bibliometric-Based Overview. *IEEE Transactions on Engineering Management*.
- Shen, Y., Zhou, J., Pantelous, A. A., Liu, Y., & Zhang, Z. (2022). A Voice of the Customer Real-Time Strategy: An Integrated Quality Function Deployment Approach. *Computers & Industrial Engineering*, 108233.
- Nie, R. X., Tian, Z. P., Kwai Sang, C., & Wang, J. Q. (2022). Implementing healthcare service quality enhancement using a cloud-support QFD model integrated with TODIM method and linguistic distribution assessments. *Journal of the Operational Research Society*, 73(2), 207-229.
- Anjaria, K. (2022). Dempster-shafer theory and linguistic intuitionistic fuzzy number-based framework for blending knowledge from knowledge repositories: An approach for knowledge management. *Expert Systems with Applications*, 199, 117142.
- Mohsin, A. M., Padró, F. F., & Trimmer, K. (2021). Using the QFD matrix as a major continuous improvement tool to improve organizational quality. In *Research Anthology on Preparing School Administrators to Lead Quality Education Programs* (pp. 763-789). IGI Global.
- ÇORUH, M., & CEBECİ, H. İ. (2021). Evaluating the Digital Transformation of Cities with Multi-Criteria Decision-Making Techniques. *Acta Infologica*, 5(2).
- Malgaonkar, S. R. (2021). Prioritisation of requests, bugs and enhancements pertaining to apps for remedial actions. Towards solving the problem of which app concerns to address initially for app developers (Doctoral dissertation, University of Otago).
- Malgaonkar, S., Licorish, S. A., & Savarimuthu, B. T. R. A Survey and Critical Evaluation of Requirements Prioritization.
- Çelik, P., & Akmermer, B. (2021). Target Market Selection for the Major Aquaculture Products of Turkey-An Evaluation on Export Markets by Hybrid Multi-criteria Decision-making Approach. *Aquaculture Studies*, 22(1).
- Li, M., & Zhang, J. (2021). Integrating Kano Model, AHP, and QFD Methods for New Product Development Based on Text Mining, Intuitionistic Fuzzy Sets, and Customers Satisfaction. *Mathematical Problems in Engineering*, 2021.
- Liu, J., Zhang, S., Zhang, R., Li, Y., & Cheng, J. (2021). 首页» 文章» 文章详细信息. *Mathematical Problems in Engineering*, 2021.
- Haber, N., & Fagnoli, M. (2021). Sustainable Product-Service Systems Customization: A Case Study Research in the Medical Equipment Sector. *Sustainability*, 13(12), 6624.
- Chandna, R., Saini, S., & Kumar, S. (2021). Fuzzy AHP based performance evaluation of massive online courses provider for online learners. *Materials Today: Proceedings*.
- Gurgun, A. P., & Koc, K. (2021). Administrative risks challenging the adoption of smart contracts in construction projects. *Engineering, Construction and Architectural Management*.
- Koc, K., & Okudan, O. (2021). Assessment of life cycle risks of deconstruction in urban regeneration projects. *Journal of Construction Engineering and Management*, 147(10), 04021137.
- Wu, X., & Liao, H. (2021). Customer-oriented product and service design by a novel quality function deployment framework with complex linguistic evaluations. *Information Processing & Management*, 58(2), 102469.
- Król-Badziak, A., Pishgar-Komleh, S. H., Rozakis, S., & Książak, J. (2021). Environmental and socio-economic performance of different tillage systems in maize grain production: Application of Life Cycle Assessment and Multi-Criteria Decision Making. *Journal of Cleaner Production*, 278, 123792.

- ÇELİK, P., & USTASÜLEYMAN, T. BULANIK ÇOK KRİTERLİ KARAR VERME YÖNTEMLERİ İLE YEŞİL TEDARİKÇİLERİN DEĞERLENDİRİLMESİ Öz.
- López Santana, E. R. Sistema experto híbrido para la programación de tareas en sistemas de servicios.
- Çoruh, M., & Cebeci, H. İ. Zonguldak İli Kentlerinin Kent Dijitalleşme Endekslerine Göre Sıralanması ve Dijitalleşme Seviyelerinin Kent Dijitalleşme Haritaları ile Görselleştirilmesi. İDEALKENT, 11(30), 621-647.
- Božanić, D., Pamučar, D., & Tešić, D. MODEL FOR THE ASSESSMENT RISK OF EARTHQUAKE HAZARD BY USING OF A MODIFIED AHP METHOD (fuzzy-Z numbers-AHP). In NAUCNO-STRUČNA KONFERENCIJA (p. 138).
- Haber, N., Fargnoli, M., Tronci, M., & Ababneh, A. Managing customer requirements for an effective service implementation in a Product-Service System (PSS).
- Raco, J. R., Krejci, J. V., Ohoitimur, J., Raton, Y., & Soputan, J. E. Guidance For Higher Education To Provide The Necessary Soft Skills To Meet The Needs of Industrial Era 4.0 Using AHP And Fuzzy-AHP.
- 
- Субота, М. В., & Демидова, М. М. (2020). Моделювання процесів надання якісних санаторно-курортних послуг як передумова сталого розвитку підприємств.
- Subota, M., & Demydova, M. (2020). Modeling of processes of providing high-quality sanatorium and resort services as a precondition for sustainable development of enterprises. University Economic Bulletin, (47), 105-111.
- Sharma, J. (2020). Quality function deployment: exploiting interrelationships for progressive prioritization. The TQM Journal.
- Hwangbo, Y., Yang, Y. S., Kim, M. S., & Kim, Y. (2020). The Effectiveness of Kano-QFD Approach to Enhance Competitiveness of Technology-Based SMEs through Transfer Intention Model. Sustainability, 12(19), 7885.
- Haber, N., & Fargnoli, M. (2020). The management of customer requirements in a product-service system context: a case study in the medical equipment sector. International Journal of Services and Operations Management, 37(2), 145-169.
- Nie, R. X., Tian, Z. P., Kwai Sang, C., & Wang, J. Q. (2020). Implementing healthcare service quality enhancement using a cloud-support QFD model integrated with TODIM method and linguistic distribution assessments. Journal of the Operational Research Society, 1-23.
- Junior, M. L., Loures, E. D. F. R., Santos, E. A. P., & Szejka, A. L. (2020). Avaliação da gestão da segurança funcional de máquinas na indústria automotiva sob a ótica da interoperabilidade/Interoperability analysis in the functional machinery safety management in the automotive industry. Brazilian Journal of Development, 6(1), 3009-3023.
- Wang, T., & Zhou, M. (2020). A method for product form design of integrating interactive genetic algorithm with the interval hesitation time and user satisfaction. International Journal of Industrial Ergonomics, 76, 102901.
- Wang, H., Fang, Z., Wang, D., & Liu, S. (2020). An integrated fuzzy QFD and grey decision-making approach for supply chain collaborative quality design of large complex products. Computers & Industrial Engineering, 140, 106212.
- Chowdhury, M. M. H., Paul, S. K., Sianaki, O. A., & Quaddus, M. A. (2020). Dynamic sustainability requirements of stakeholders and the supply portfolio. Journal of Cleaner Production, 120148.
- Wu, S. M., You, X. Y., Liu, H. C., & Wang, L. E. (2020). Improving quality function

- deployment analysis with the cloud MULTIMOORA method. *International Transactions in Operational Research*, 27(3), 1600-1621.
- Zhou, W., & Xu, Z. (2020). An overview of the fuzzy data envelopment analysis research and its successful applications. *International Journal of Fuzzy Systems*, 22(4), 1037-1055.
  - Ömürgönülşen, M., Eryiğit, C., Tektaş, Ö. Ö., & Soysal, M. (2020). Enhancing the Quality of a Higher Education Course: Quality Function Deployment and Kano Model Integration. *Yükseköğretim Dergisi*, 10(3), 312-327.
  - Özden, G. (2019). A Method for monitoring quality in long run product development projects (Master's thesis).
  - Guerrero, A. (2019). Tendencias en la toma de decisiones en ingeniería de servicios Eduyn López S. William C. Rodríguez V. 2. *DESARROLLO E INNOVACIÓN EN INGENIERÍA*, 401.
  - Khan, A. I., Al-Khanjari, Z., & Sarrab, M. (2019). Prioritising mobile learning application requirements. *International Journal of Business Information Systems*, 32(1), 91-108.
  - Wu, P., Li, H., Zhou, L., & Chen, H. (2019). Consistency analysis and priority weights of multiplicative trapezoidal fuzzy preference relations based on multiplicative consistency and logarithmic least square model. *Journal of Intelligent & Fuzzy Systems*, (Preprint), 1-18.
  - Huang, Z., Gao, J., & Liu, R. (2019). Discussion on the Key Success Factors of Developing Smart Eco-city based on Analytic Hierarchy Process. *Ekoloji*, 28(107), 1651-1657.
  - Huang, X., Sheng, K., & Hu, Y. (2019). Key Factors Influencing Ecological Operation Risk of Football Sports. *Ekoloji Dergisi*, (107).
  - Dincer, H., Yüksel, S., & Martínez, L. (2019). Balanced scorecard-based Analysis about European Energy Investment Policies: A hybrid hesitant fuzzy decision-making approach with Quality Function Deployment. *Expert Systems with Applications*, 115, 152-171.
  - Kim, J., Lee, J., Kim, B., & Kim, J. (2019). Raw material criticality assessment with weighted indicators: An application of fuzzy analytic hierarchy process. *Resources Policy*, 60, 225-233.
  - Haber, N., & Fargnoli, M. (2019). Prioritizing customer requirements in a product-service system (PSS) context. *The TQM Journal*.
  - Liu, Y., Zhang, P., Lyu, J., & Lyu, W. (2019). Discussion of Critical Factors in Medical Disputes in Medical Ecology. *Ekoloji*, 28(107), 1567-1571.
  - Priya, B., & Malhotra, J. (2019). 5GAuNetS: an autonomous 5G network selection framework for Industry 4.0. *Soft Computing*, 1-17.
  - Patel, G. (2019). INTEGRATIONS AND APPLICATIONS OF ANALYTIC HIERARCHY PROCESS WITH DATA ENVELOPMENT ANALYSIS—A LITERATURE REVIEW. *International Journal of the Analytic Hierarchy Process*, 11(2), 228-268.
  - Κεραμέα, Α. (2018). Διοίκηση ποιότητας και βιωσιμότητα στις Ναυτιλιακές εταιρίες με τη χρήση του εργαλείου Quality Function Deployment (QFD).
  - Haber, N., Fargnoli, M., & Sakao, T. (2018). Integrating QFD for product-service systems with the Kano model and fuzzy AHP. *Total Quality Management & Business Excellence*, 1-26.
  - Emrouznejad, A., & Yang, G. L. (2018). A survey and analysis of the first 40 years of scholarly literature in DEA: 1978–2016. *Socio-Economic Planning Sciences*, 61, 4-8.
  - Mohsin, A. M., Padró, F. F., & Trimmer, K. (2018). Using the QFD matrix as a major continuous improvement tool to improve organizational quality. In *Cases on Quality Initiatives for Organizational Longevity* (pp. 1-34). IGI Global.
  - Entani, T. (2018). Two Approximation Models of Fuzzy Weight Vector from a Comparison



Matrix. *Advances in Fuzzy Systems*, 2018.

- Fargnoli, M., Lombardi, M., & Haber, N. (2018). A fuzzy-QFD approach for the enhancement of work equipment safety: a case study in the agriculture sector. *International Journal of Reliability and Safety*, 12(3), 306-326.
- Fargnoli, M., Costantino, F., Di Gravio, G., & Tronci, M. (2018). Product service-systems implementation: A customized framework to enhance sustainability and customer satisfaction. *Journal of Cleaner Production*, 188, 387-401.
- Wang, W., Feng, Y., & Dai, W. (2018). Topic analysis of online reviews for two competitive products using latent Dirichlet allocation. *Electronic Commerce Research and Applications*, 29, 142-156.
- Sosa-León, S., Waissman, J., Olivas, J. A., & Prieto, M. E. (2018, November). Estimation of Skill Level in Intelligent Tutoring Systems Using a Multi-attribute Methodology. In *International Congress of Telematics and Computing* (pp. 259-269). Springer, Cham.
- Geng, L., & Geng, L. (2018). Analyzing and Dealing with the Distortions in Customer Requirements Transmission Process of QFD. *Mathematical Problems in Engineering*, 2018.
- Peng, J. G., Xia, G., Sun, B. Q., & Wang, S. J. (2018). Systematical decision-making approach for quality function deployment based on uncertain linguistic term sets. *International Journal of Production Research*, 56(18), 6183-6200.
- Wu, S. M., You, X. Y., Liu, H. C., & Wang, L. E. (2018). Improving quality function deployment analysis with the cloud MULTIMOORA method. *International Transactions in Operational Research*.
- Ho, W., & Ma, X. (2018). The state-of-the-art integrations and applications of the analytic hierarchy process. *European Journal of Operational Research*, 267(2), 399-414.
- Ragab, A. H. M., Noaman, A. Y., Madbouly, A. I., Khedra, A. M., & Fayoumi, A. G. (2018). ESSAM: AN ASSESSMENT MODEL FOR EVALUATING STUDENTS SATISFACTION IN E-LEARNING ENVIRONMENTS. *International E-Journal of Advances in Education*, 4(11), 175-184.
- Sivasamy, K., Arumugam, C., Devadasan, S. R., Muruges, R., Arun, K. K., & Senthilkumar, K. M. (2018). Overcoming of low discharge problem in shallow well jet pump through the application of total quality function deployment. *International Journal of Productivity and Quality Management*, 24(2), 242-266.
- Upadhyay, N. (2018). CAB Proposition—The Way Forward. In *CABology: Value of Cloud, Analytics and Big Data Trio Wave* (pp. 79-95). Springer, Singapore.
- Račić, Ž. V. (2018). Fuzzification-Decision Making in Terms of Uncertainty. *ECONOMICS-Innovation and economic research*, 6(2), 87-94.
- Bozanic, D., Tešić, D., & Milićević, J. (2018). A hybrid fuzzy AHP-MABAC model: Application in the Serbian Army—The selection of the location for deep wading as a technique of crossing the river by tanks. *Decision Making: Applications in Management and Engineering*, 1(1), 143-164.
- Bojanic, D., Kovač, M., Bojanic, M., & Ristic, V. (2018). Multi-criteria decision-making in A defensive operation of the guided anti-tank missile battery: An example of the hybrid model fuzzy AHP-MABAC. *Decision Making: Applications in Management and Engineering*, 1(1), 51-66.
- Yadav, G., Seth, D., & Desai, T. N. (2018). Application of hybrid framework to facilitate lean six sigma implementation: a manufacturing company case experience. *Production Planning & Control*, 29(3), 185-201.
- Wang, W., Feng, Y., & Dai, W. (2018). Topic analysis of online reviews for two competitive products using latent Dirichlet allocation. *Electronic Commerce Research and Applications*, 29, 142-156.

- Daryani, S. M., & Amini, A. (2018). Identification and prioritisation of managerial tools and techniques in impact on quality improvement. *International Journal of Manufacturing Research*, 13(3), 227-256.
- Fargnoli, M., Costantino, F., Di Gravio, G., & Tronci, M. (2018). Product service-systems implementation: A customized framework to enhance sustainability and customer satisfaction. *Journal of Cleaner Production*, 188, 387-401.
- Haber, N., Fargnoli, M., & Sakao, T. (2018). Integrating QFD for product-service systems with the Kano model and fuzzy AHP. *Total Quality Management & Business Excellence*, 1-26.
- Haber, N., Fargnoli, M., Tronci, M., & Ababneh, A. Managing customer requirements for an effective service implementation in a Product-Service System (PSS). *Proceedings of the International Conference on Industrial Engineering and Operations Management Paris, France, July 26-27, 2018*.
- ÇELİK, P., & USTASÜLEYMAN, T. BULANIK ÇOK KRİTERLİ KARAR VERME YÖNTEMLERİ İLE YEŞİL TEDARİKÇİLERİN DEĞERLENDİRİLMESİ Öz. 2018.
- Wang, M. L., Wang, M. K. W., & Samadhiya, D. KEY FACTORS ON CONSTRUCTION OF COMPETITIVENESS USING THE PERSPECTIVE OF FINANCIAL ALLOCATION AND TQM-TAKING AN EXAMPLE OF EDUCATIONAL TRAINING INSTITUTES IN TAIWAN. 2017.
- Sosa León, S. G., Waissman, J., Olivas Varela, J. Á., & Prieto, M. E. (2017). Estimación del nivel de habilidad en sistemas tutores inteligentes utilizando una metodología multiatributo. In *XXIII Congreso Argentino de Ciencias de la Computación (La Plata, 2017)*.
- Asadabadi, M. R. (2017). A customer based supplier selection process that combines quality function deployment, the analytic network process and a Markov chain. *European Journal of Operational Research*, 263(3), 1049-1062.
- Lee, A. H., Kang, H. Y., Lin, C. Y., & Chen, J. S. (2017). A novel fuzzy quality function deployment framework. *Quality Technology & Quantitative Management*, 14(1), 44-73.
- Lucas, R. I., Promentilla, M. A., Ubando, A., Tan, R. G., Aviso, K., & Yu, K. D. (2017). An AHP-based evaluation method for teacher training workshop on information and communication technology. *Evaluation and program planning*, 63, 93-100.
- Keshteli, R. N., & Davoodvandi, E. (2017). Using fuzzy AHP and fuzzy TOPSIS in fuzzy QFD: a case study in ceramic and tile industry of Iran. *International Journal of Productivity and Quality Management*, 20(2), 197-216.
- Santoso, I., Sa'adah, M., & Wijana, S. (2017). QFD and Fuzzy AHP for Formulating Product Concept of Probiotic Beverages for Diabetic. *Telkomnika*, 15(1).
- AHMADIPOURROUDPOSHT, M. A PRODUCT DESIGN FRAMEWORK FOR ONE-OF-A-KIND PRODUC" TION USING INTEGRATED QUALITY FUNCTION DEPLOYMENT AND OPERATIONAL RESEARCH TECHNIQUES. 2017.
- Qaddoura, R., Abu-Srhan, A., Qasem, M. H., & Hudaib, A. (2017, October). Requirements Prioritization Techniques Review and Analysis. In *2017 International Conference on New Trends in Computing Sciences (ICTCS)* (pp. 258-263). IEEE.
- Mahasneh, J. K., & Thabet, W. Y. Utilizing Quality Function Deployment Method To Better Integrate Soft Skills In Construction Curriculum.
- Sagnak, M., Ada, N., Kazancoglu, Y., & Tayaksi, C. (2017). Quality function deployment application for improving quality of education in business schools. *Journal of Education for Business*, 92(5), 230-237.
- Li, J., Nie, Y., Bosch-Mauchand, M., Zhang, X., Wang, K., Tong, S., ... & Eynard, B. (2017, April). Configuration engineering of industrial articulated robot based on object-oriented pattern. In *Control, Automation and Robotics (ICCAR), 2017 3rd International Conference*

on (pp. 242-247). IEEE.

- Sharma, A. K., & Khandait, S. (2017). A Novel Fuzzy Integrated Customer Needs Prioritization Software Tool for Effective Design of Online Shopping Websites. *International Journal of Operations Research and Information Systems (IJORIS)*, 8(4), 23-42.
- Mahasneh, J. K., & Thabet, W. Y. (2017). Utilising design for Six Sigma to implement soft skills in construction education. *International Journal of Six Sigma and Competitive Advantage*, 10(3-4), 157-178.
- Reis, L. V., Mallmann, M. A., de Carvalho, A. C. L., Diesel, L., & Silva, A. L. E. (2017). APLICAÇÃO DA FERRAMENTA QFD NA INDÚSTRIA DE ARTEFATOS DE CONCRETO. *Exatas & Engenharia*, 7(17).
- Zhang, Z. (2017). Deriving the priority weights from trapezoidal fuzzy reciprocal preference relations based on uncertainty ratio and geometric mean. *Journal of Intelligent & Fuzzy Systems*, 33(2), 1083-1095.
- Ullah, H., & Ali, A. (2017). Design and Development of Mobile Phone Using Quality Function Deployment.
- Hadi, H. A., Purba, H. H., Indarto, K. S., Simarmata, R. G. P., Putra, G. P., Ghazali, D., & Aisyah, S. (2017). The Implementation of Quality Function Deployment (QFD) in Tire Industry. *ComTech: Computer, Mathematics and Engineering Applications*, 8(4), 223-228.
- Ubaid, A. M., Dweiri, F. T., & Shuhail, K. A. (2016). Improving the quality of cold merchandising unit: an application of quality function deployment. *International Journal of Intelligent Enterprise*, 3(3-4), 327-344.
- Božanić, D., Pamučar, D., & Tešić, D. MODEL FOR THE ASSESSMENT RISK OF EARTHQUAKE HAZARD BY USING OF A MODIFIED AHP METHOD (fuzzy-Z numbers-AHP). In *NAUČNO-STRUČNA KONFERENCIJA* (p. 138).
- Mahasneh, J. K. (2016). A Theoretical Framework for Implementing Soft Skills in Construction Education Utilizing Design for Six Sigma.
- Eyüboğlu, Kemal, and Pelin Çelik. "Financial Performance Evaluation of Turkish Energy Companies with Fuzzy AHP and Fuzzy TOPSIS Methods." *Business and Economics Research Journal* 7.3 (2016): 21.
- Martins, Vitor William Batista, Hélio Raymundo Ferreira Filho, Delcio Cravo Soares, and Nayéslie Cristine Brandão dos Santos. "Utilização do Desdobramento da Função Qualidade-QFD para análise e proposta de melhoria no serviço de transporte público." *Sistemas & Gestão* 11, no. 1 (2016): 31-48.
- Zhang, Jingxiao, Klaus Schmidt, and Hui Li. "BIM and Sustainability Education: Incorporating Instructional Needs into Curriculum Planning in CEM Programs Accredited by ACCE." *Sustainability* 8.6 (2016): 525.
- Lee, Amy HI, He-Yau Kang, Chun Yu Lin, and Jian-Shun Chen. "A novel fuzzy quality function deployment framework." *Quality Technology & Quantitative Management* (2016): 1-30.
- Lan, Shulin, et al. "A customer satisfaction evaluation model for logistics services using fuzzy analytic hierarchy process." *Industrial Management & Data Systems* 116.5 (2016): 1024-1042.
- Chanthawong, Anuman, and Shobhakar Dhakal. "Stakeholders' perceptions on challenges and opportunities for biodiesel and bioethanol policy development in Thailand." *Energy Policy* 91 (2016): 189-206.
- Ehie, Ike C., Emmanuel O. Oyatoye, and Innocent G. Joseph. "Capital project selection using an integrated AHP-LP model: a case study in a developing economy." *International Journal of Services and Operations Management* 24.2 (2016): 267-288.

- Sivasamy, K., C. Arumugam, S. R. Devadasan, R. Muruges, and V. M. M. Thilak. "Advanced models of quality function deployment: a literature review." *Quality & Quantity* 50, no. 3 (2016): 1399-1414.
- Chowdhury, Md Maruf Hossan, and Mohammed A. Quaddus. "A multi-phased QFD based optimization approach to sustainable service design." *International Journal of Production Economics* 171 (2016): 165-178.
- Wood, Lincoln C., Chen Wang, Hamzah Abdul-Rahman, and Noor Syakirin Jamal Abdul-Nasir. "Green hospital design: integrating quality function deployment and end-user demands." *Journal of Cleaner Production* 112 (2016): 903-913.
- Chen, Xiaoyu, and Lifang Qiao. "The Application of ANP Models in the Web-Based Course Development Quality Evaluation of Landscape Design Course." *International Journal of Multimedia and Ubiquitous Engineering* 10.9 (2015): 291-298.
- Božanić, Dako, Samed Karović, and Dragan Pamučar. "Fazifikacija Saaty-jeve skale primenom trouglastog fuzzy broja sa promenljivim intervalom poverenja."
- Ξανθοπούλου, Στυλιανή. "Σχεδιασμός ακαδημαϊκών μαθημάτων με χρήση της μεθόδου ανάπτυξης λειτουργίας ποιότητας (QFD)." (2015).
- Wang, Z. J. (2015). Consistency analysis and priority derivation of triangular fuzzy preference relations based on modal value and geometric mean. *Information Sciences*, 314, 169-183.
- Hu, Z. H., Zhou, J. X., Zhang, M. J., & Zhao, Y. (2015). Methods for ranking college sports coaches based on data envelopment analysis and PageRank. *Expert Systems*.
- Li, J. (2015). Design of mechatronic products based on user-customized configuration: an application for industrial robots (Doctoral dissertation, Université de Technologie de Compiègne).
- Chowdhury, Md Maruf Hossan, and Mohammed A. Quaddus. "A multiple objective optimization based QFD approach for efficient resilient strategies to mitigate supply chain vulnerabilities: The case of garment industry of Bangladesh." *Omega* 57 (2015): 5-21.
- 徐兰, and 张贞凯. "以用户为中心的 课程教学设计研究." *中国电力教育*: 下 9 (2014): 58-59.

**(2.24)** V. Dimitriou, A. C. Georgiou and N. Tsantas (2015). 'On the equilibrium personnel structure in the presence of vertical and horizontal mobility via multivariate Markov chains', *Journal of the Operational Research Society*, 66, 993-1006. (SJR ranking: Q1 - Q2)

- Ossai, E. O., Nduka, U. C., Madukaife, M. S., Udom, A. U., & Ugwu, S. O. (2023). An extended Markov-switching model approach to latent heterogeneity in departmentalized manpower systems. *Communications in Statistics-Theory and Methods*, 1-20.
- Ossai, E. O., Madukaife, M. S., Udom, A. U., Nduka, U. C., & Ugah, T. E. (2023). Effects of Prioritized Input on Human Resource Control in Departmentalized Markov Manpower Framework. *Methodology and Computing in Applied Probability*, 25(1), 37.
- Amenaghawon, V. A., Ekhosuehi, V. U., & Osagiede, A. A. (2023). Markov manpower planning models: a review. *International Journal of Operational Research*, 46(2), 227-250.
- Ossai, E. O., Nduka, U. C., Madukaife, M. S., Udom, A. U., & Ugwu, S. O. (2022). An extended Markov-switching model approach to modelling latent heterogeneity in departmentalized manpower systems.
- Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.

- Strydom, C. (2019). Developing a Framework for Strategic Workforce Planning. University of Johannesburg (South Africa).
- Ekhosuehi, V. U., & Ogbonmwan, S. M. Finding a Manpower System's Growth Factor under Recruitment Control at Maximum Entropy.

**(2.25)** G. Paltayian, K. Gotzamani, A. C. Georgiou and A. Andronikidis (2017). 'Aligning customer requirements and organizational constraints to service processes and strategies', *Business Process Management Journal*, 23(5), 1018-1042. (SJR ranking: Q1)

- Maspul, K. A. (2024). Exploring the Potential of Differentiated Instruction for Improving Literacy-Technology Integration in the Coffee Value Chain. *Novatio: Journal of Management Technology and Innovation*, 2(1), 1-11.
- Halverson, D. (2023). Strategies for Competing with Large Corporations Among Small Property Management Businesses (Doctoral dissertation, Walden University).
- Bidikar, S. G., Rane, S. B., & Potdar, P. R. (2022). Product development using Design for Six Sigma approach: case study in switchgear industry. *International Journal of System Assurance Engineering and Management*, 13(1), 203-230.
- Yuan, Y., You, T., Xu, T. A., & Yu, X. (2022). Customer-Oriented Strategic Planning for Hotel Competitiveness Improvement Based on Online Reviews. *Sustainability*, 14(22), 15299.
- Nayak, B., Bhattacharyya, S. S., & Krishnamoorthy, B. (2022). Exploring the black box of competitive advantage—An integrated bibliometric and chronological literature review approach. *Journal of Business Research*, 139, 964-982.
- Harkonen, J. (2021). Exploring the benefits of service productisation: support for business processes. *Business Process Management Journal*.
- Bidikar, S. G., Rane, S. B., & Potdar, P. R. (2021). Product development using Design for Six Sigma approach: case study in switchgear industry. *International Journal of System Assurance Engineering and Management*, 1-28.
- Seid, T. (2020). Strategies for Sustaining Minority-Owned Small Businesses (Doctoral dissertation, Walden University).
- Dukor, D. (2020). Sustainability Strategies of Small Business Owners in Northcentral Texas (Doctoral dissertation, Walden University).
- Junaidi, M., Afred Suci, S. E., Nanda, S. T., & Bagyo Kadaryanto, S. H. (2020). MATEL Muslim-Friendly Assessment Tool For Hotel Sebuah Pedoman Kompromistis Untuk Standarisasi Hotel Ramah Muslim. Deepublish.
- Haber, N., & Fargnoli, M. (2019). Prioritizing customer requirements in a product-service system (PSS) context. *The TQM Journal*.
- Junaidi, J., Tri Nanda, S., Suci, A., & Kadaryanto, B. (2019). Halal-Friendly Tourism Business Process: Tourism Operators in Indonesia. *Geo Journal of Tourism and Geosites*, 27(4), 1148-1157.
- Gardner, L. (2019). Strategies of Competitive Advantage for Small Businesses in the Service Industry (Doctoral dissertation, Walden University).
- Hassani, M., Shahin, A., & Kheradmandnia, M. (2018). Service quality function deployment by the C-shaped QFD 3D matrix: the case of post bank services. *Benchmarking: An International Journal*, 25(9), 3386-3405.
- Jakes, L. V. (2018). Success strategies of small business owners (Doctoral dissertation, Walden University).

- Potts, J. (2018). Strategies to Sustain Small Retail Business More Than 5 Years (Doctoral dissertation, Walden University).
  - Ratcliff, D. (2018). Success Strategies for Small Service Business Owners (Doctoral dissertation, Walden University).
- (2.26)** E. Thanassoulis, P. K. Dey, K. Petridis, I. Goniadis and A. C. Georgiou (2017). 'Evaluating Higher Education Teaching Performance using Combined Analytic Hierarchy Process and Data Envelopment Analysis', *Journal of the Operational Research Society*, 68(4), 431-445. (SJR ranking: Q1-Q2)
- Cao, C., Wei, T., Xu, S., Su, F., & Fang, H. (2023). Comprehensive evaluation of higher education systems using indicators: PCA and EWM methods. *Humanities and Social Sciences Communications*, 10(1), 1-12.
  - Teixeira, J., Alves, S., Mariz, P., & Almeida, F. (2023). Decision support system for the selection of students for Erasmus+ short-term mobility. *International Journal of Educational Management*, 37(1), 70-84.
  - Turanoglu Bekar, E., Skoogh, A., & Bokrantz, J. (2023). Involving students in engineering course design: a combined approach based on constructive alignment and multi-criteria decision-making. *European Journal of Engineering Education*, 1-20.
  - Xiong, L., Dong, X., & Fang, J. (2023). Interdisciplinary Teaching Reform of Financial Engineering Majors Based on the Analytic Hierarchy Process in the Post-Pandemic Era. *Sustainability*, 15(11), 8652.
  - Badunenko, O., & Henderson, D. J. (2023). Production analysis with asymmetric noise. *Journal of Productivity Analysis*, 1-18.
  - He, M., & Zhang, J. (2023). Evaluating the innovation and entrepreneurship education in colleges using BP neural network. *Soft Computing*, 27(19), 14361-14377.
  - Yesilaydin, G., & Tarcan, M. (2023). Assessment of variables determining the health management departments' efficiency with analytical hierarchy process. *Health Services Management Research*, 09514848221115089.
  - Emrouznejad, A., Petridis, K., & Charles, V. (2023). Data envelopment analysis with GAMS: a handbook on productivity analysis and performance measurement. (No Title).
  - Bekar, E. T., Skoogh, A., & Bokrantz, J. (2023). Involving students in engineering course design: a combined approach based on constructive alignment and multi-criteria decision-making.
  - Tamara, A., Kurniawan, D., Tristiyanto, T., & Sakethi, D. (2023). Quality Management System Admin Module Development: A Study in the Department of Computer Science. *International Journal of Electronics and Communications Systems*, 3(1), 41-56.
  - Gallardo, K., Butt, S., & Ceballos, H. (2023, June). Improvement of Teaching Competencies Training in Higher Education Faculty Based on Student Evaluations of Teaching and AI Systems. In *International Conference in Information Technology and Education* (pp. 555-563). Singapore: Springer Nature Singapore.
  - Duston, T. B. (2023). TA Training the Importance of Peer to Peer Mentorship in a TA Training Program (Doctoral dissertation, Arizona State University).
  - Pierce, C. A. E. (2023). The Effectiveness of Formal and Traditional Learning about Climate and Disaster Resilience in Vanuatu (Doctoral dissertation, Bishop Grosseteste University).
  - Dey, P. K., Yang, G. L., Malesios, C., De, D., & Evangelinos, K. (2023). 139 Performance management of supply chain sustainability of small and medium sized enterprises using a combined structural equation modelling and data envelopment analysis. In *Supply Chain*

Sustainability in Small and Medium Sized Enterprises (pp. 139-162). Routledge.

- Ghomi, H., Hashemi Petrudi, S. H., & Mazaheriasad, M. Proposing a Performance Measurement Framework for Higher Education Institutions by Using Fuzzy Delphi and Best Worst Method (Bwm). Available at SSRN 4151488.
- Dey, P. K., Yang, G. L., Malesios, C., De, D., & Evangelinos, K. (2023). 139 Performance management of supply chain sustainability of small and medium sized enterprises using a combined structural equation modelling and data envelopment analysis. In *Supply Chain Sustainability in Small and Medium Sized Enterprises* (pp. 139-162). Routledge.
- Valdez Alave, E. M. (2022). *Gestión de trabajo remoto y desempeño docente en la Institución Educativa William Prescott de Tacna, 2021*.
- Dey, P. K., & Yang, G. L. (2022). Chrisovaladis Malesios, Debashree De and Konstantinos Evangelinos. *Supply Chain Sustainability in Small and Medium Sized Enterprises*, 139.
- Zhong, L., Qi, C., & Gao, Y. (2022). Deep Learning-Assisted Performance Evaluation System for Teaching SCM in the Higher Education System: Performance Evaluation of Teaching Management. *Information Resources Management Journal (IRMJ)*, 35(3), 1-22.
- Duan, Y. (2022). Mathematics Deep Learning Teaching Based on Analytic Hierarchy Process. *Mathematical Problems in Engineering*, 2022.
- KANMAZ, A. K., & Ayşegül, T. U. Ş. (2022). OECD Ülkelerinin Eğitim Performanslarının Değerlendirilmesi. *Gaziantep University Journal of Social Sciences*, 21(3), 1180-1199.
- Ding, Y. (2022). New Technological Measures of Sustainable Buildings in Triple Bottom-Line Analysis. *Mathematical Problems in Engineering*, 2022.
- Tan, Q. (2022). English Teaching Evaluation Combined with End-User Computing and Neural Network. *Mobile Information Systems*, 2022.
- Suo, B., & Zhang, T. (2022). Analysis of Teaching Effect of Korean Education Course Based on Data Acquisition Technology. *Journal of Environmental and Public Health*, 2022.
- Qiao, L., Qi, A., Zhang, Y., Wang, B., & Zhou, J. (2022). Weighting Research on the First-Class Curriculum Evaluation System of Landscape Architecture Based on the Analytic Network Process Method. *Mathematical Problems in Engineering*, 2022.
- Qiao, L. (2022). Teaching quality evaluation of ideological and political courses in colleges and universities based on machine learning. *Journal of Mathematics*, 2022.
- Yesilaydin, G., & Tarcan, M. (2023). Assessment of variables determining the health management departments' efficiency with analytical hierarchy process. *Health Services Management Research*, 09514848221115089.
- Panwar, A., Olfati, M., Pant, M., & Snasel, V. (2022). A Review on the 40 Years of Existence of Data Envelopment Analysis Models: Historic Development and Current Trends. *Archives of Computational Methods in Engineering*, 1-30.
- Xiong, X., Yang, G. L., Liu, K. D., & Zhou, D. Q. (2022). A proposed fixed-sum carryovers reallocation DEA approach for social scientific resources of Chinese public universities. *Scientometrics*, 127(7), 4097-4121.
- Shi, W. (2022). Construction and Evaluation of College Students' Psychological Quality Evaluation Model Based on Analytic Hierarchy Process. *Journal of Sensors*, 2022.
- Teixeira, J., Alves, S., Mariz, P., & Almeida, F. (2022). Decision support system for the selection of students for Erasmus+ short-term mobility. *International Journal of Educational Management*, (ahead-of-print).
- Petridis, K., Tampakoudis, I., Drogalas, G., & Kiosses, N. (2022). A Support Vector Machine model for classification of efficiency: An application to M&A. *Research in International Business and Finance*, 61, 101633.

- Petrucci, S. H. H., Ghomi, H., & Mazaheriasad, M. (2022). An Integrated Fuzzy Delphi and Best Worst Method (BWM) for performance measurement in higher education. *Decision Analytics Journal*, 4, 100121.
- Hai, N. C. (2022). Factors Affecting Student Satisfaction with Higher Education Service Quality in Vietnam. *European Journal of Educational Research*, 11(1), 339-351.
- Degtjarjova, I., & Lapiņa, I. (2021). FACTORS AFFECTING STUDENTS' UNDERSTANDING OF THE QUALITY OF HIGHER EDUCATION. *HUMAN, TECHNOLOGIES AND QUALITY OF EDUCATION*, 803.
- Carbo Valle, L. D., & Orlando Espinel, J. L. (2021). Evaluación de la eficiencia técnica y su relación con la valoración de calidad de los Centros de Educación Superior del Ecuador en el año 2019.
- Lin, H., You, J., & Xu, T. (2021). Evaluation of Online Teaching Quality: An Extended Linguistic MAGDM Framework Based on Risk Preferences and Unknown Weight Information. *Symmetry* 2021, 13, 192.
- Wang, M., Zhang, Z., & Xu, M. (2021). Postgraduate Training Performance Evaluation Applying Weighting and Comprehensive Fuzzy Evaluation Methods. *International Journal of Emerging Technologies in Learning (IJET)*, 16(1), 124-133.
- Badunenko, O., & Henderson, D. J. (2021). Production Analysis with Asymmetric Noise (No. 110888). University Library of Munich, Germany.
- Villegas, J. G., Castañeda P, C., & Castañeda Gómez, E. (2021). Planning and performance measurement in higher education: three case studies of operational research application. *Revista Facultad de Ingeniería Universidad de Antioquia*, (100), 97-112.
- Πετρίδης, Κ. (2021). Διερεύνηση της επίδρασης των σκοπ ESG στις συγχωνεύσεις/εξαγορές με βάση την ισότιμη συμμετοχή των δύο φύλων.
- Luján Ramírez, A. L. (2021). Gestión educativa y desempeño docente en la IE N° 1267 Lurigancho Chosica 2020.
- Ma, Z., See, K. F., Yu, M. M., & Zhao, C. (2021). Research efficiency analysis of China's university faculty members: A modified meta-frontier DEA approach. *Socio-Economic Planning Sciences*, 76, 100944.
- De La Hoz, E., Zuluaga, R., & Mendoza, A. (2021). Assessing and Classification of Academic Efficiency in Engineering Teaching Programs. *Journal on Efficiency and Responsibility in Education and Science*, 14(1), 41-52.
- Shao, Q., Yuan, J., Lin, J., Huang, W., Ma, J., & Ding, H. (2021). A SBM-DEA based performance evaluation and optimization for social organizations participating in community and home-based elderly care services. *PloS one*, 16(3), e0248474.
- Ghaffarian Asl, S., & Osam, N. (2021). A Study of Teacher Performance in English for Academic Purposes Course: Evaluating Efficiency. *SAGE Open*, 11(4), 21582440211050386.
- Dey, P. K., Yang, G. L., Malesios, C., De, D., & Evangelinos, K. (2021). Performance management of supply chain sustainability in small and medium-sized enterprises using a combined structural equation modelling and data envelopment analysis. *Computational Economics*, 58(3), 573-613.
- Tasrif, E., Saputra, H. K., Kurniadi, D., Hidayat, H., & Mubai, A. (2021). Designing Website-Based Scholarship Management Application for Teaching of Analytical Hierarchy Process (AHP) in Decision Support Systems (DSS) Subjects. *International Journal of Interactive Mobile Technologies*, 16(9).
- Zhang, Z., & Wang, M. (2020, March). Research on Graduate Education Quality Evaluation Based on Combination Empowerment and Comprehensive Fuzzy Model. In *IOP Conference Series: Materials Science and Engineering* (Vol. 768, No. 5, p. 052003). IOP Publishing.



- Ding, T., Zhou, Z., Dai, Q., & Liang, L. (2020). Analysis of China's regional economic environmental performance: a non-radial multi-objective DEA approach. *Computational Economics*, 55(4), 1209-1231.
- Kusuma, D. H., Shodiq, M. N., & Fitriani, I. K. (2020). Parallel Class Ranking Model Using Analytic Hierarchy Process With Multi Criteria. *INTENSIF: Jurnal Ilmiah Penelitian dan Penerapan Teknologi Sistem Informasi*, 4(1), 90-107.
- Perović, L. M., & Kosor, M. M. (2020). The Efficiency of Universities in Achieving Sustainable Development Goals. *Amfiteatru Economic*, 22(54), 516-532.
- Tran, P. P., Kuo, K. C., Lu, W. M., & Kweh, Q. L. (2020). Benchmarking in Vietnam universities: teaching and research and revenue efficiencies. *Asia Pacific Education Review*, 21(2), 197-209.
- Ghazi-Saidi, L., Criffield, A., Kracl, C. L., McKelvey, M., Obasi, S. N., & Vu, P. (2020). Moving from face-to-face to remote instruction in a higher education institution during a pandemic: Multiple case studies. *International Journal of Technology in Education and Science*, 4(4), 370-383.
- Popović, M., Savić, G., Kuzmanović, M., & Martić, M. (2020). Using data envelopment analysis and multi-criteria decision-making methods to evaluate teacher performance in higher education. *Symmetry*, 12(4), 563.
- Zhang, Q. Z., Jiang, S., Liu, R., & Liu, H. C. (2020). An integrated decision-making model for analyzing key performance indicators in university performance management. *Mathematics*, 8(10), 1729.
- Zhang, G., Wu, J., & Zhu, Q. (2020). Performance evaluation and enrollment quota allocation for higher education institutions in China. *Evaluation and Program Planning*, 81, 101821.
- Hadad, Y., Keren, B., & Naveh, G. (2020). The relative importance of teaching evaluation criteria from the points of view of students and faculty. *Assessment & Evaluation in Higher Education*, 45(3), 447-459.
- Mohamed, Z. (2020). Evaluation of the teaching quality model and its relationship with students academic performance through partial least squares-structural equation model.
- Amowine, N., Ma, Z., Li, M., Zhou, Z., Yaw Naminse, E., & Amowine, J. (2020). Measuring Dynamic Energy Efficiency in Africa: A Slack-Based DEA Approach. *Energy Science & Engineering*, 8(11), 3854-3865.
- Buyukdagli, O., & Yeralan, S. (2020). How do weights affect faculty performance evaluations?. *Sustainable Engineering and Innovation*, 2(2), 89-101.
- Entringer, T. C., & Freitas, A. L. P. (2019) ANÁLISE DA QVT EM CENTROS ACADÊMICOS DE UMA IES PÚBLICA A PARTIR DO EMPREGO DO MÉTODO DE ANÁLISE HIERÁRQUICA (AHP), XIX Simposio de Persuisa Operacional e Logistica da Marinha, RJ, Brasil.
- Amowine, N., Ma, Z., Li, M., Zhou, Z., Azembila Asunka, B., & Amowine, J. (2019). Energy Efficiency Improvement Assessment in Africa: An Integrated Dynamic DEA Approach. *Energies*, 12(20), 3915.
- Hayrapetyan, L. R. (2019). RANDOM CONSISTENCY INDICES FOR ANALYTIC HIERARCHY PROCESSES. *International Journal of Business, Marketing, & Decision Science*, 12(1).
- Popović, M. J. (2019). Unapređenje analize obavijanja podataka metodama multiatributivnog odlučivanja (Doctoral dissertation, Univerzitet u Beogradu-Fakultet organizacionih nauka).
- Hadad, Y., Keren, B., & Naveh, G. (2019). The relative importance of teaching evaluation criteria from the points of view of students and faculty. *Assessment & Evaluation in Higher Education*, 1-13.

- 
- Vázquez de Francisco, M. J., Torres Jiménez, M., & Caldentey Del Pozo, P. (2019). Evaluación del impacto y caracterización de las actividades de cooperación universitaria al desarrollo con Latinoamérica.
- Kılıç, A. K. (2019). Analitik hiyerarşi süreci (AHS) ve veri zarflama analizi (VZA) yöntemlerinin birlikte kullanımı: OECD ülkelerinin eğitim performansları üzerine bir uygulama (Master's thesis, Pamukkale Üniversitesi Sosyal Bilimler Enstitüsü).
- RUAN, J., HUa, Y., & PENG, X. (2019). An Index System of Education Information Resources Selection Based on Analytical Hierarchy Process. Proceedings of the 27th International Conference on Computers in Education. Taiwan: Asia-Pacific Society for Computers in Education.
- Reyhan, A. Y. N. A., & GÜLTEKİN, Ö. E. (2019) EVALUATION OF THE EFFICIENCIES OF PUBLIC HIGH SCHOOLS IN IZMIR/TURKEY USING DEAHP APPROACH. Eskişehir Technical University Journal of Science and Technology A-Applied Sciences and Engineering, 20(1), 34-53.
- Yuan, Q., Tang, L. L., Yang, F., Brandt, D. E., & Chan, L. (2019). An exploration of SSA's disability determination process based on efficiency analysis. Journal of Modelling in Management.
- Saaludin, N., Ismail, M. H., Mat, B. C., & Harun, S. (2019). Improving lecturers' evaluation score by using analytic hierarchy process (AHP): a case at Universiti Kuala Lumpur. Indonesian Journal of Electrical Engineering and Computer Science, 15(1), 391-398.
- Sael, N., Hamim, T., & Benabbou, F. (2019). Implementation of the Analytic Hierarchy Process for Student Profile Analysis. International Journal of Emerging Technologies in Learning (IJET), 14(15), 78-93.
- Brzezicki, Ł. (2019). Przegląd badań dotyczących polskiego szkolnictwa wyższego prowadzonych za pomocą różnorodnych metod ilościowych. Zarządzanie Publiczne, 46(2), 189-201.
- Tseng, C. C., & Kou, T. N. (2019, June). Identifying and Ranking Critical Success Factors for Implementing Financial Education in Taiwan Elementary Schools. In International Conference on Group Decision and Negotiation (pp. 106-119). Springer, Cham.
- Li, C., Sun, H., Tang, H., & Luo, Y. (2019). Adaptive resource allocation based on the billing granularity in edge-cloud architecture. Computer Communications, 145, 29-42.
- Li, W., Ye, Y., Hu, N., Wang, X., & Wang, Q. (2019). Real-Time Warning and Risk Assessment of Tailings Dam Disaster Status Based on Dynamic Hierarchy-Grey Relation Analysis. Complexity, 2019.
- Zhang, X., & Shi, W. (2019). Research about the university teaching performance evaluation under the data envelopment method. Cognitive Systems Research, 56, 108-115.
- Cheng, W., Mo, D., Tian, Y., Xu, W., & Xie, K. (2019). Research on the Composite Index of the Modern Chinese Energy System. Sustainability, 11(1), 150.
- ŞAHİN, M., & YURDUGÜL, H. (2018). A Content Analysis Study on the Use of Analytic Hierarchy Process in Educational Studies. Journal of Measurement and Evaluation in Education and Psychology, 9(4), 376-392.
- Saxena, N., & Jain, N. (2018). Evaluation of Performance Based Appraisal System in Higher Education Sector using DEA and AHP. International Journal on Recent and Innovation Trends in Computing and Communication, 6(1), 105-110.
- Wang, X., & Hu, H. (2017). Sustainability in Chinese Higher Educational Institutions' Social Science Research: A Performance Interface toward Efficiency. Sustainability, 9(11), 1952.

- Wang, X., Chen, W., Shang, J., & Yang, S. (2018). Foreign markets expansion for air medical transport business. *Journal of the Operational Research Society*, 69(7), 1146-1159.
  - Wang, T., & Huang, T. (2018). Use and Management System of Large-scale Machinery and Equipment Based on Teaching Process of Colleges and Universities. *Educational Sciences: Theory & Practice*, 18(6).
  - Vukosavljević, J. O. V. A. N. A., Popović, M. I. L. E. N. A., Martić, M. I. L. A. N., & Popović, M. A. R. I. N. A. (2018, June). Teachers' Efficiency Measuring: An Application of DEA. In *Proceedings of XIII Balkan Conference on Operational Research–BALCOR 2018* (pp. 66-72).
  - Singh, S. P., & Singh, P. (2018). AFS Theory based Integrated Multiple Criteria Decision Making Model for Transportation Mode Selection. *INTERNATIONAL JOURNAL OF TRANSPORTATION*, 6(2), 21-32.
  - Şahin, M., Keskin, S., & Yurdugül, H. (2018). Determination of the Learning Priorities of Students in Department of CEIT Based on Their Career Preferences Using AHP. *Bartın Üniversitesi Eğitim Fakültesi Dergisi*, 7(3), 745-764.
- (2.27)** Gotzamani, K., Georgiou, A., Andronikidis, A., & Kamvysi, K. (2018). 'Introducing multivariate Markov modeling within QFD to anticipate future customer preferences in product design'. *International Journal of Quality & Reliability Management*, 35(3), 762-778. (SJR ranking: Q1-Q2)
- Aydin, N., Seker, S., Deveci, M., Ding, W., & Delen, D. (2023). A linear programming-based QFD methodology under fuzzy environment to develop sustainable policies in apparel retailing industry. *Journal of Cleaner Production*, 387, 135887.
  - Ayyildiz, E., Yildiz, A., Taskin, A., & Ozkan, C. (2023). An interval valued Pythagorean Fuzzy AHP integrated Quality Function Deployment methodology for Hazelnut Production in Turkey. *Expert Systems with Applications*, 120708.
  - Bizuneh, B., & Kifle, T. (2023). Prioritizing customer requirements for men's denim jeans through factor analysis and fuzzy analytic hierarchy process. *International Journal of Quality & Reliability Management*.
  - Tavakoli, M., Tajally, A., Ghanavati-Nejad, M., & Jolai, F. (2023). A Markovian-based fuzzy decision-making approach for the customer-based sustainable-resilient supplier selection problem. *Soft Computing*, 1-32.
  - Jiang, Y., Zhou, J., Pantelous, A. A., & Li, Z. (2023). Building sustainable supply chains: A QFD-based customer-driven decision support approach. Available at SSRN 4631279.
  - Cai, M., Zhang, X., & Yang, C. (2023). Approach based on quality function deployment and fuzzy measures of interacting criteria for hotel services improvement.
  - Amaliah, K. R., & Zulkarnain, Z. (2022). Pengembangan kemasan permen rumput laut dengan metode value engineering (Studi kasus: UMKM Pondok Cafe). *Journal Industrial Servicess*, 7(2), 211-216.
  - Kumar, N., & Allada, V. (2022). Assessment of risk propagation during different stages of new product development process. *Management Science Letters*, 12(3), 165-176.
  - Abouzeid, A., Granmo, O. C., Webersik, C., & Goodwin, M. (2022). Socially Fair Mitigation of Misinformation on Social Networks via Constraint Stochastic Optimization. arXiv preprint arXiv:2203.12537.
  - Zhou, J., Shen, Y., Pantelous, A. A., & Liu, Y. (2022). Quality Function Deployment: A Bibliometric-Based Overview. *IEEE Transactions on Engineering Management*.
  - Zhou, J., Huang, Y. H., & Yu, Z. H. (2021). Research on the Design of a Hexagonal Shaft Straightening Machine Based on Quality Function Development and Evidence Theory.

Symmetry, 13(4), 707.

- Xie, J., Qin, Q., & Jiang, M. (2020). Multiobjective decision-making for technical characteristics selection in a house of quality. *Mathematical Problems in Engineering*, 2020.
  - Serugga, J. (2020). A Decision Support System for Benefits Realisation in Front End Design of Construction Projects in Dynamic Contexts (Doctoral dissertation, University of Huddersfield).
  - Serugga, J., Kagioglou, M., & Tzortzopolous, P. (2020). A utilitarian decision—making approach for front end design—A systematic literature review. *Buildings*, 10(2), 34.
  - Xie, J., Qin, Q., & Jiang, M. (2020). Multiobjective decision-making for technical characteristics selection in a house of quality. *Mathematical Problems in Engineering*, 2020.
  - Guo, X, Dong, J, Liu, H, Jiang, X., & Luo, C. (2019). Application of Quality Function Deployment in Disc Refiner Segment Design, DOI : 10.11980/j.issn.0254-508X.2019.12.007.
  - ENVIRONMENTAL, F. P. U. C. O. (2019). Matthew Kalubanga (Doctoral dissertation, Faculty of Business and Law, University of Newcastle).
  - Liu, H. C., Wu, S. M., Wang, Z. L., & Li, X. Y. (2019). A New Method for Quality Function Deployment With Extended Prospect Theory Under Hesitant Linguistic Environment. *IEEE Transactions on Engineering Management*.
  - 郭西雅, 董继先, 刘欢, 蒋小军, & 罗冲. (2019). 质量功能展开法在盘磨机磨片设计中的应用. *中国造纸*, 38(12), 43-48.
  - Pan, X., & Zhang, M. (2018, October). Quality and Reliability Improvement Based on the Quality Function Deployment Method. In 2018 12th International Conference on Reliability, Maintainability, and Safety (ICRMS) (pp. 38-42). IEEE.
- (2.28)** Dimitriou, V. A., & Georgiou, A. C. (2021). "Introduction, analysis and asymptotic behavior of a multi-level manpower planning model in a continuous time setting under potential department contraction". *Communications in Statistics-Theory and Methods*, 50 (5), 1173-1199. (SJR ranking: Q3)
- Ossai, E. O., Nduka, U. C., Madukaife, M. S., Udom, A. U., & Ugwu, S. O. (2023). An extended Markov-switching model approach to latent heterogeneity in departmentalized manpower systems. *Communications in Statistics-Theory and Methods*, 1-20.
  - Ossai, E. O., Madukaife, M. S., Udom, A. U., Nduka, U. C., & Ugah, T. E. (2023). Effects of Prioritized Input on Human Resource Control in Departmentalized Markov Manpower Framework. *Methodology and Computing in Applied Probability*, 25(1), 37.
  - Amenaghawon, V. A., Ekhosuehi, V. U., & Osagiede, A. A. (2023). Markov manpower planning models: a review. *International Journal of Operational Research*, 46(2), 227-250.
  - Ekhosuehi, V. U. (2023). On the use of Cauchy integral formula for the embedding problem of discrete-time Markov chains. *Communications in Statistics-Theory and Methods*, 52(4), 973-987.
  - Nasrulloh, R. S., Nurcahyanti, F. W., & Idries, F. A. (2023). Analisis uraian jabatan sebagai praktik implementasi manpower planning: Study pada perusahaan textile di Sukoharjo, Jawa Tengah. *Jurnal Manajemen Strategi dan Aplikasi Bisnis*, 6(1), 61-72.
  - Ossai, E. O., Nduka, U. C., Madukaife, M. S., Udom, A. U., & Ugwu, S. O. (2022). An extended Markov-switching model approach to modelling latent heterogeneity in departmentalized manpower systems.

- Vassiliou, P. C. (2022). Limiting Distributions of a Non-Homogeneous Markov System in a Stochastic Environment in Continuous Time. *Mathematics*, 10(8), 1214.
  - Esquivel, M. L., Krasii, N. P., & Guerreiro, G. R. (2021). Open Markov Type Population Models: From Discrete to Continuous Time. *Mathematics*, 9(13), 1496.
  - Ekhosuehi, V. U. (2021). On the use of Cauchy integral formula for the embedding problem of disc. rete-time Markov chains. *Communications in Statistics-Theory and Methods*, 1-15
  - Prysyazhnyk, K., Bazylevych, I., Mitkova, L., & Ivanochko, I. (2021). Period-Life of a Branching Process with Migration and Continuous Time. *Mathematics*, 9(8), 868.
  - Zhu, J., Wang, S., Zhang, B., & Wang, D. (2021). Adapting to changing labor productivity as a result of intensified heat stress in a changing climate. *GeoHealth*, 5(4), e2020GH000313.
  - Zhu, J., Wang, S., Wang, D., Zeng, X., Cai, Y., & Zhang, B. (2021). Upholding labor productivity with intensified heat stress: Robust planning for adaptation to climate change under uncertainty. *Journal of Cleaner Production*, 322, 129083.
- (2.29)** A.C. Georgiou, A. Papadopoulou, P. Koliass, H. Palikrousis and E. Farmakioti (2021). On State Occupancies, First Passage Times and Duration in Non-Homogeneous Semi-Markov Chains, *Mathematics*, 9 (15), 1745. (SJR ranking: Q2)
- McClean, S., & Yang, L. (2023). Semi-Markov Models for Process Mining in Smart Homes. *Mathematics*, 11(24), 5001.
  - Lavallo-Rivera, J., Ramesh, A., Harris, L. M., & Chakraborty, S. (2023). The effectiveness of naive optimization of the egress path for an active-shooter scenario. *Heliyon*, 9(2)..
- (2.30)** Vassiliou P.-C.G. and Georgiou A.C. (2021). Markov and Semi-Markov Chains, Processes, Systems, and Emerging Related Fields. *Mathematics*, 2021; 9(19):2490. <https://doi.org/10.3390/math9192490>
- Gill, S. K., Kaur, G., Shankar, G., & Veeramanickam. (2023). Solving the Element Detecting Problem in Graphs via Quantum Walk Search Algorithm (QWSA). In *Mobile Radio Communications and 5G Networks: Proceedings of Third MRCN 2022* (pp. 433-442). Singapore: Springer Nature Singapore.
  - Limnios, N., & Swishchuk, A. (2023). Discrete-Time Semi-Markov Chains. In *Discrete-Time Semi-Markov Random Evolutions and Their Applications* (pp. 19-41). Cham: Springer Nature Switzerland.
  - Meleshko, Y., Drieieva, H., Drieiev, O., Yakymenko, M., Mikhav, V., & Shymko, S. (2023). A Method of Routing of Fractal-like Traffic with Prediction of Router Load for Reduce the Probability of Network Packet Loss.
  - Wenlin, X. I. N., Xiaowei, S. U. N., Zexing, Y. U., Li, L. I., Enfang, F. A. N., Xiaoxia, Z. H. U., ... & Jingdong, T. A. N. G. (2023). Predictive analysis of cost utility of lower extremity artery repair in prevention of diabetes and lower extremity arteriosclerosis obliterans. *中华全科医学*, 21(3), 423-428.
  - 辛文琳, 孙晓伟, 虞泽星, 李丽, 范恩芳, 朱晓霞, ... & 汤敬东. (2023). 下肢动脉定期全程修复防治糖尿病合并下肢动脉硬化闭塞症的成本效用预测分析. *中华全科医学*, 21(3), 423-428.

**(2.31)** A.C. Georgiou, E. Thanassoulis and Papadopoulou, A. Using Data Envelopment Analysis in Markovian Decision Making, *European Journal of Operational Research*. <https://doi.org/10.1016/j.ejor.2021.06.050> (SJR ranking: Q1).

- Wang, M., Chen, L., Liu, L., Zhang, R., Cheng, H., Li, X., & Su, H. (2023). The impact of regional material flows on circular economy: A case study of southwest China. *Greenhouse Gases: Science and Technology*.
- Vassiliou, P. C. (2022). *Non-Homogeneous Markov Chains and Systems: Theory and Applications*. CRC Press.

**(2.32)** Tsaples, G., Papathanasiou, J., & Georgiou, A. C. (2022). 'An Exploratory DEA and Machine Learning Framework for the Evaluation and Analysis of Sustainability Composite Indicators in the EU', *Mathematics*, 10(13), 2277. (SJR ranking: Q2)

- Yu, X., & Lou, W. (2023). An exploration of prediction performance based on projection pursuit regression in conjunction with data envelopment analysis: A comparison with artificial neural networks and support vector regression. *Mathematics*, 11(23), 4775.
- De Vicente Oliva, M. A., & Romero-Ania, A. (2023). Improved Multidimensional Quality of Life Index Based on Outranking Relations. *Axioms*, 12(1), 41.
- Zhou, Z., Zachariah, A., Conathan, D., & Kline, J. (2022). Assessing Resource-Performance Trade-off of Natural Language Models using Data Envelopment Analysis. arXiv preprint arXiv:2211.01486.

**(2.33)** M. Aidinidou, K. Kaparis, and A.C. Georgiou. 'Analysis, Prioritization and Strategic Planning of Flood Mitigation Projects based on sustainability dimensions and a spatial/value AHP-GIS system', *Expert Systems with Applications*, to appear, (SJR ranking: Q1).

- Nedaskovskaya, N. I., & Androsov, D. V. (2023). Multicriteria evaluation of recommender systems using fuzzy analytic hierarchy process
- D'Orso, G., Migliore, M., Peri, G., & Rizzo, G. (2023). A Hybrid AHP Approach and GIS-Based Methods as Fundamental Tools in the SECAP's Decision-Making Process. *Sustainability*, 15(4), 3660.
- Xing, Y., Chen, Y., Huang, S., Xie, W., Wang, P., & Xiang, Y. (2023). Research on the Uncertainty of Landslide Susceptibility Prediction Using Various Data-Driven Models and Attribute Interval Division. *Remote Sensing*, 15(8), 2149.
- Ahmed, F., & Kilic, K. (2023). A basic algorithm for generating an individualized numerical scale. *Expert Systems with Applications*, 233, 120915.
- Bernardini, G., Ferreira, T. M., Julià, P. B., Eudave, R. R., & Quagliarini, E. (2024). Assessing the spatiotemporal impact of users' exposure and vulnerability to flood risk in urban built environments. *Sustainable Cities and Society*, 100, 105043.
- Chaulagain, D., Rimal, P. R., Ngando, S. N., Nsafon, B. E. K., Suh, D., & Huh, J. S. (2023). Flood susceptibility mapping of Kathmandu metropolitan city using GIS-based multi-criteria decision analysis. *Ecological Indicators*, 154, 110653.

- 
- (2.34)** K. Kamvysi, A. Andronikidis, A. C. Georgiou and K. Gotzamani (2023). 'A Quality Function Deployment Framework for Service Strategy Planning', *Journal of Retailing and Consumer Services*, 73, 103343 (SJR ranking: Q1)
- Pang, H., & Zhang, K. (2024). Determining influence of service quality on user identification, belongingness, and satisfaction on mobile social media: Insight from emotional attachment perspective. *Journal of Retailing and Consumer Services*, 77, 103688.
- Akkawuttiwanich, P., Yenradee, P., & Cheramakara, N. (2024). Fuzzy QFD for LCC Strategic Decisions in Thailand: A Case Study of Nok Air and COVID-19 Recovery. *International Journal of Knowledge and Systems Science (IJKSS)*, 15(1), 1-26.
- Delgado Alban, S. D. (2023). Dirección estratégica y gestión de la cartera de clientes, en una operadora de residuos sólidos, Piura-2023.
- Wicaksono, T., Illés, C. B., & Dunay, A. (2023). Enhancing collaborative apparel consumption model: quality-driven insights from customers and industry professionals. *Journal of Open Innovation: Technology, Market, and Complexity*, 100077.
- Prar, L. (2023). Značaj standarda i upravljanja kvalitetom u hotelijerstvu (Doctoral dissertation, University of Rijeka. Faculty of Tourism and Hospitality Management).
- Molulon, D. K. (2023). Retention Strategies for High-Performing Employees in Small-to Medium-Sized Enterprises (Doctoral dissertation, Walden University).
- Wicaksono, T., Illés, C. B., & Dunay, A. (2023). Enhancing collaborative apparel consumption model: quality-driven insights from customers and industry professionals. *Journal of Open Innovation: Technology, Market, and Complexity*, 100077.
- (2.35)** G. Paltayian, A. C. Georgiou and K. Gotzamani (2024). 'A combined QFD-AHP decision making tool for the investigation and improvement of e-banking usage', *International Journal of Quality & Reliability Management*, 41.1:150-172. (SJR ranking: Q2)
- Wang, J., Liu, H. C., Shi, H., Guo, W., & Zhu, J. Y. (2023). New approach for quality function deployment based on social network analysis and interval 2-tuple Pythagorean fuzzy linguistic information. *Computers & Industrial Engineering*, 183, 109554.
- Bizuneh, B., & Kifle, T. (2023). Prioritizing customer requirements for men's denim jeans through factor analysis and fuzzy analytic hierarchy process. *International Journal of Quality & Reliability Management*.
- (3.5)** Karagiannidis, C., Koumpis, A., Stephanidis, C. and A.C. Georgiou, "Modelling Interactions as Queues". British Computer Society, presented at the FACS Workshop on Formal Aspects of the Human Computer Interface, Sheffield, UK, 1996.
- McDonald, Michael J. Active research topics in human machine interfaces. No. SAND2000-2779. Sandia National Labs., Albuquerque, NM (US); Sandia National Labs., Livermore, CA (US), 2000.
- (3.10)** Georgiou, A.C., Y.A. Hajidimitriou and D.E Porgianos, «The selection of Foreign Market Entry Strategies for European Firms», presented at the 28<sup>th</sup> European International Business Academy Conference, Athens, 2002.
- Simović, L. (2019). Analiza možnosti internacionalizacije na primeru velikega podjetja s

trgovskimi dejavnostmi (Doctoral dissertation, Univerza v Mariboru, Ekonomsko-poslovna fakulteta).

- Zhao, M.A.Xuemin, PhD Thesis, "Modeling market entry mode choice: the case of German firms in China.", Universität Bielefeld, 2005.
- Ματωνακής, Χ. (2006). Επιλογή στρατηγικής διεθνούς παραγωγής.

**(3.13)** Y.A. Hajidimitriou and A.C. Georgiou, «Critical Success Factors in Exporting: The case of Greek SMEs», presented at the 4<sup>th</sup> International Conference on New Horizon in Industry, Business and Education, Corfu, 2005.

- Papadourakis, G. M. (2006). Special Issue: New Horizons in Industry, Business and Education: Introduction and Conference Overview. *Industry and Higher Education*, 20(1), 7-14.

**(3.14)** A. C. Georgiou, K. Gotzamani, A. Andronikidis. G. N. Paltayan, "A combined QFD, AHP and ANP for quality improvement and capacity expansion in the Greek Banking sector: Preliminary results", 11th QMOD Conference, Lunds University, Sweden, 2008.

- Sivasankaran, P. (2021). Literature Review on Quality Concepts in Industrial Systems using QFD (Quality Function Deployment)--Survey and Extensions. *Productivity*, 61(4).
- Li, Y., Kannan, D., Garg, K., Gupta, S., Gandhi, K., & Jha, P. C. (2018). Business orientation policy and process analysis evaluation for establishing third party providers of reverse logistics services. *Journal of Cleaner Production*, 182, 1033-1047.
- Biswas, N. R. (2018). Social Sustainability of the Pharmaceutical Industry of Bangladesh: An Empirical Assessment (Doctoral dissertation, Curtin University).
- Chowdury, M. H., & Hossain, M. M. (2015). A framework for selecting optimal strategies to mitigate the corporate sustainability barriers. *Corporate Ownership and Control*, 13(1), 462-481.
- Bhatia, Swati M., and Ashish K. Sharma. "Fuzzy Quality Function Deployment and Software Engineering-A Literature Review." *Software Engineering and Technology* 6.6 (2014): 159-168.
- Dewan, M. N. A. (2014). Blended value based modelling for e-business sustainability: The case of a commercial bank in Bangladesh (Doctoral dissertation, Curtin University).
- Dewan, M. N. A., Biswas, N. R., Chowdhury, M. H., & Quaddus, M. A. (2013). An AHP-QFD Integrated Approach to Meet Three Dimensional Environmental Value Requirements in Sustainable E-Business Modelling. In PACIS (p. 92).
- Dewan, M. N. A., Biswas, N. R., Chowdhury, M. H., & Quaddus, M. A. (2013). An AHP Integrated QFD Approach for Three Dimensional Blended Value Requirements in Sustainable E-Business Modelling: The Case of a Commercial Bank. In PACIS (p. 96).
- Chowdhury, Md Maruf Hossan. An AHP-QFD integrated approach for mitigating barriers of corporate sustainability. Diss. School of Business, Curtin University, Perth, 2012.
- Dewan, Mohammed Naim A., Maruf Hossan Chowdhury, and Mohammed A. Quaddus. "Qfd Based Modelling For E-Business: A Sustainable Approach Using Blended Value Dimensions." PACIS. 2012.
- Büyüközkan, Gülçin, and Çiğdem Berkol. "Designing a sustainable supply chain using an integrated analytic network process and goal programming approach in quality function deployment." *Expert Systems with Applications* 38.11 (2011): 13731-13748.



- (3.18)** Kamvysi K., Gotzamani, K., Georgiou, A.C. and Andronikidis, A. "An Integrated QFD Approach for Bank Customers Satisfaction", 2<sup>nd</sup> Biennial International Conference on Services Marketing, Orchestrating the Service Experience: Music to the Ears of our Customers, The University of Macedonia, Thessaloniki, 2009.
- Maewall M. and P. Dumas, Project Report, Faculty of Worcester Polytechnic Institute, 2012.
  - Naim A. Dewan, Mohammed, Maruf Hossan Chowdhury, Md. and A. Quaddus, Mohammed, PACIS 2012 Proceedings. Paper 47, 2012.
  - Büyüközkan, G. and Berkol, C., *Expert Systems with Applications*, 38, 11, 13731-13748, 2011.
  - Isabella M Lami and Elena L Vitti, *Journal of Applied Operational Research* 3, 1, 2-12, 2011.
- (3.28)** G.N. Paltayian, A.C. Georgiou, K. Gotzamani and A. Andronikidis "Combining Quality Management Tools with Quantitative Approaches to Improve E-Banking Operations.", Global Conference on Services and Management, Volterra, Italy, 2017.
- Marcon, A., Ribeiro, J. L. D., Dangelico, R. M., de Medeiros, J. F., & Marcon, É. (2022). Exploring green product attributes and their effect on consumer behaviour: A systematic review. *Sustainable Production and Consumption*.
- (3.29)** Georgios Tsaples, Jason Papathanasiou, Andreas C. Georgiou and Nikolaos Samaras, «Assessing multidimensional sustainability of European countries with a novel, two-stage DEA», EmC-ICDSST 2019, 5<sup>th</sup> International Conference on Decision Support System Technology, Madeira. Portugal, 2019.
- Alnafrh, I., Okunlola, O., Sinha, A., & Abbas, S. (2023). Unveiling the environmental efficiency puzzle: Insights from global green innovations. *Journal of Environmental Management*, 345, 118865.
  - Ahmadabadi, H. Z., Zamzam, F., Emrouznejad, A., Sadrabadi, A. N., & Sharifabadi, A. M. (2023). A modified distance friction minimization model with optimistic-pessimistic target orientation for OECD sustainable performance measurement. *Environment, development and sustainability*, 1-37.
  - دومرلهای ساختارهای در کارایی مرز ترسیم (2023). شول و باس & دامنه سد یمازی رضا، ابراهیمی امیر: *Industrial Management Perspective/Chashm/āz-I Mudīriyyat-I šanātī*, 13(3).
  - و مدیطی زیست آلودگی تحلیلی (2023). آبدادی شریف مروتی & ذاصر صدرآبدادی، حدیب، احمدآبدادی زارع، زمزم آن کاربرد ردهای در عملیات در تحقیق مجله DFM. بر مبنای شغای غیر سازی مدل کاربرد سلامت، بر آن اثرات (کاربرد ریاضی) 20(3), 61-86.
  - Ebrahimi, A., Soleymani-Damaneh, R., & Shoul, A. (2023). Deriving the Efficiency Frontier for Two-Stage Structures: Input-Output Oriented Approach of Radial and Non-Radial. *Journal of Industrial Management Perspective*, 13(3, Autumn 2023), 195-222.
  - خروجی-ورودی رویکرد: ای دمرله ساختارهای در کارایی مرز ترسیم (2023). شول & دامنه سد یمازی، ابراهیمی: *صدنعتی مدیریت اندازه شم. غیر شغای و شغای محور*.
  - Zamzam, F., Zare Ahmadabadi, H., Naser Sadrabadi, A., & Morovati Sharifabadi, A. (2022). A New Hybrid Approach Based on Data Envelopment Analysis of DFM with

Undesirable Output and Cluster Analysis to Evaluate the Sustainable Development of Countries. *Modern Research in Decision Making*, 7(2), 53-86.

- Jahani Sayyad Noveiri, M., & Kordrostami, S. (2021). Sustainability assessment using a fuzzy DEA aggregation approach: A healthcare application. *Soft Computing*, 25(16), 10829-10849.