



Seminario organizzato nell'ambito del Corso di Dottorato in Lavoro, Sviluppo e Innovazione UNIMORE – FMB

A Decision Support System to Evaluate Suppliers in the Context of Global Service Providers

Giovedì 15 ottobre 2020
ore 11:00-12:30

Relatore

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Discussant

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Abstract:

"In this work, we present a decision support system (DSS) developed to assist decision makers at a global service provider (GSP) to solve a real-world suppliers' selection problem. This provider operates in the Italian market of facility management, supplying customers with a variety of maintenance services for their real estate assets. These services are subcontracted by the GSP to suppliers that are spread all over Italy, and that are chosen by the decision makers based on several criteria that incorporate aspects such as service quality, price, availability, proximity, among others. Selecting the best supplier is thus a critical aspect for the success of the GSP's business, but at the same time it is a very complex task due to the large number of suppliers and the great variety of maintenance services that are offered. In the proposed DSS, the choice of the most adequate supplier for a certain service is made based on a score value, which is determined by a thorough multi-criteria analysis of the supplier database. The weights for each criterion were generated by implementing an analytic hierarchy process and later validated by the company's decision makers. The DSS provides the decision maker with quick access to historical performance data, visual tools to aid decisions, and a suggested supplier ranked list for a given service. The efficacy of the proposed system has been assessed by means of extensive simulations on a seven-year period of real-data and several rounds of validation with the company."

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