PERFORMANCE EVALUATION OF LOGISTICS ENTERPRISE BASED ON THE FUZZY ANALYTIC HIERARCHY PROCESS

Yavuz Selim Özdemir and Gülsüm Bilgin
Industrial Engineering Department
Istanbul Arel University
Istanbul, Turkey
ysozdemir@hotmail.com

Abstract

Today, there is increasing competition in all markets. Companies must evaluate performance in order to be able to survive in this competitive environment and to be able to see the extent to which they achieve the targets that they set. The concept of logistics, which is an advanced expression of the concept of transportation, has become one of the most important means of playing a role in the recovery of economic indicator. In this context, companies have begun to make more efforts to improve their logistics performance. Performance evaluation is an important issue for firms and requires the use of certain and uncertain data in the decision-making process. In this study; a large size logistics company's performance evaluation made with fuzzy analytical hierarchy process method. In the first phase of the study, the global weights were evaluated by using the fuzzy AHP method. After that, Weighted Score method was used and the result were calculated.

Keywords
Logistics, Performance Evaluation, Fuzzy AHP

Biographies
Include author bio(s) of 200 words or less.

Yavuz Selim Özdemir was born in Ankara, Turkey in 1981. He received the B.S. degree in Başkent University, Industrial Engineering Department, Ankara, Turkey in 2004 and M.S. degree in Computer Engineering from Başkent University in 2008, respectively. In 2013, he received his Ph.D. in Modelling and Design of Engineering Systems in Atılım University. His research interests are Multi Criteria Decision Making, Fuzzy Logic, Intellectual Capital and Heuristic Optimization. Assist. Prof. Dr. Özdemir is currently working as Vice Chair at Department of Industrial Engineering in Istanbul Arel University.