Prioritizing Affecting Factors Influencing the Lack of Development of Tehran Industrial Settlements with Fuzzy Approach

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Abstract
Industrial settlements in different regions of a country are looking for maximum benefit from the advantages of geographical, regional, economic and social with the least possible economic and social costs, and based on this logic, these settlements are also considered as a solution to reduce the current problems of industrial cities and potential in industrializing cities. In brief, the experiences of developed countries and some developing countries show that if industrial gatherings are used properly accompanied by other measures, it will lead to encourage industrialization and guiding the industry in terms of location, and essentially, it helps the goals of urban and regional planning and industrial and economic development. Accordingly, this study is looking for identification of factors affecting lack of absorption and the development of investment in industrial settlements of Tehran and determining the weight of these factors using fuzzy Analytic Hierarchy Technique. In this research, gathering of experts opinions using the questionnaire is made, and using Lin triangular fuzzy scale, defuzzification is done. And finally, using the Super decision software final weights is determined. Based on the results, Identified factors in order of importance degrees were included: Macroeconomic policy, a lack of infrastructural facilities, lack of existence of executive-management organization, institutional barriers and lack of optimal positioning. In the end, solutions to increase and develop industrial investment in industrial settlements of Tehran are also provided.

Keywords: industrial settlements, factors of lack of development of industrial settlements, Tehran Industrial settlements, Analytic Hierarchy.
Evaluation of Performance of Personnel Units of Management in Mellat Bank with a Combined Approach of Window analysis Models and Malmquist Index

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Abstract
The purpose of this paper is to evaluate the performance of personnel units of five regions of Tehran Bank Mellat and investigating their productivity and efficiency by taking advantage of data envelopment analysis (DEA) efficiency as well as using Malmquist index. The study period is 2011-2015. In this study, we track the performance of every decision-making unit over time and to analyze the changes in efficiency and productivity as well as separation of efficiency over time and into two major components: technological developments and changes in efficiency by Malmquist Index and window analysis. The results show that human resources departments of regions 4 and 5, respectively, with 93% and 97% technical efficiency scores are in the first place, and the offices of regions 4 and 5 with mean efficiency of about 95% have appropriate efficiency. Moreover, human resources departments of all regions with the average efficiency of over 95% are favorable. Based on Malmquist Index values among the regions, Region 3 (1.023) has had efficiency improve in during the study period, and evaluating total efficiency changes show that year 2012 (1.033) has had the greatest growth in productivity.

Keywords: Malmquist Index, efficiency, Data envelopment analysis, window analysis.

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Evaluating and Recognizing the Effective Factors on Electronic Faithfulness in Companies Offering Electronic Services Using AHP Fuzzy Logic

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Abstract
Internet has provided the infrastructural business platform for electronic commerce, such that statistics show the growing trend of internet shopping. Electronic commerce is one of attractive applications in the virtual world which has resulted in a significant change in the business and customers relations and has absorbed a significant portion of the commercial interactions. Internet (online) shopping is one of the new shopping methods with a wide range of advantages. Currently a lot of trading across the world are undertaken through this method, therefore correct recognition of the customer requirements and the online shopping that they do and quick responding to those needs is the key for business success and increasing customer loyalty. In order to evaluate the development of electronic loyalty for organizations or the online/electronic shopping service providers, this research will identify and evaluate the factors affecting customer loyalty in internet/online shopping and will assess the importance, weight and significance of each factor and ranks them through questionnaires and using AHP fuzzy logic decision making process. Using the results of the research, we will show that which index will be the most important factor in creation of electronic customer loyalty.

Key words: electronic loyalty, companies offering electronic, customer, AHP fuzzy logic decision making.

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Ranking of Performance Evaluation Criteria in Participatory Urban Management Macro Projects by BSC and FANP

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Abstract
Public-private partnership means providing financial resources by the private sector to assist the government in carrying out large-scale infrastructure projects. Usually participatory projects of urban management that need high investment and have a great complexity in terms of technology and design are considered as participatory macro projects. So the performance evaluation of this kind of projects according to their regional influence is necessary. This study identifies and ranks the performance evaluation criteria of participatory urban management projects to use these criteria for creating a comprehensive approach for performance evaluation. The performance evaluation criteria are obtained for two major projects of Tehran urban management namely neighborhood house and cultural-sport complex by questionnaire with Cronbach’s Alpha = 0.97% coefficient. Then, these criteria are grouped based on the aspects of the Balanced Scorecard including financial, clients, internal processes and learning and growth. Then, using the fuzzy analysis network process, the network structure was designed to display and measure weight of relationships between criteria and sub-criteria. Finally two projects are evaluated and ranked by TOPSIS and VIKOR and SAW methods. In the financial, clients, internal processes aspects, neighborhood house project showed a better performance than cultural-sport complex, but in the growth and learning aspect the result for two projects was almost identical.

Key Words: performance evaluation, participatory projects, Fuzzy ANP, BSC, MCDM.

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Designing & Ranking of LARGS Paradigms in Competitive Supply Chain Management

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Abstract
Nowadays, companies review trade samples and process of supply chain inevitably by using improving new techniques because of rapid environmental changes, customer and competitors’ expectations. Management of supply chain tries to apply lean, agile, resilience, green and sustainable in supply chain management in space of management of supply chain by use of the quintuple approach in order to benefit advantages of each of them and cover their deficiencies simultaneously. So, designing of the model of supply chain by use of the quintuple paradigm approach is sufficient in preparing goods and services. Goal of this research is designing the compositional model of supply chain by the quintuple paradigm approach in company of rubber manufacturing of Shiraz - Dena. Method of partial least squares (PLS), FAHP and VIKOR is used for analyzing data. Results of this study showed that the quintuple paradigms have an effective role in success of performance of supply chain. So, assertion of improving the LARG method to LARGS method is very valid. Also, results of this general model show that dimensions of performance have a determining role in getting the competitive advantage. So, findings of this study show that use of the compositional model of the quintuple paradigm of LARGS can have a positive effect on factors of performance for getting the competitive advantage. This developed model can be a model and approach for the so-called company and other similar companies and even it is effective for any other industries too.

Keywords: competitive supply chain, LARGS paradigms, performance factors.
A Comparative Analysis of Approaches to Multi-criteria Decision Gray Prioritize Suppliers (Case Study: Isfahan Mobarakhe Steel Company)

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Abstract
The supply chain has recently attracted the attention of many researchers. The purpose of this paper is to identify Suppliers that have the highly potential capable to meet the needs companies, with reasonable cost and also reduce the risk and maximize the total value of purchaser. Since suppliers are different in terms of products strengths and weaknesses and general conditions, requires a careful evaluation by the purchaser. In order to do this activity in the Companies, there are many problems; one of those problems is to determine the appropriate criteria for assessing supplier. This is because often need to be expressed in the form of qualitative concepts, while they must be evaluated quantitatively. In addition, in terms of decision makers, importance and priorities of each criterion are different, and this is one of the main reasons that authors is seeking to present a model to select suppliers based on appropriate criteria with emphasis on the importance degree of them in the decision-making process. So at first with reviewing the literature, criteria influencing the choice of suppliers were identified, then using a questionnaire that was completed by a Team of experts to screening criteria was discussed. The qualitative and quantitative data were collected and the importance of effective criteria in supplier selection determined by AHP method and finally suppliers of this company ranked using Grey COPRAS method. The most important criteria for evaluation supplier were assets and infrastructure (0.275) and Behran supplier was identified as the best supplier.

Keywords: Supplier Selection, MCDM-G, Grey Number, COPRAS-G.

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Qualitative Evaluation & Optimal Selection of EPC Contractors in Single Stage Tenders Using Fuzzy Analytic Hierarchy Process (FAHP)

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Abstract:
The issue of qualitative assessment of EPC contractors in single stage tenders using fuzzy hierarchical analysis method is performing for the first time and the relevant similar researches lacking the collectivity aspect of choosing EPC contractor. All researches have been done so far, were about single purpose contractors (i.e. executive contractors or suppliers and vendors of project equipment’s required), while in this research the qualitative assessment of EPC contractors has been investigated by FAHP method (EPC contractors are those who execute simultaneously the main phases of the project including Engineering, domestic or foreign equipment supply as procurement and constructive and executive activities as construction and end up to utilization of the project within a known time table and guarantee it for a defined time period). The present research consists of three main parts: 1- data collection of the contractors, 2- comparison of the contractors’ features, 3- ranking of the contractors. this research, has been evaluated the criteria and sub criteria by utilizing the comments and assessment results outcomes from experts (12 persons) in selection of EPC contractors and tenders using questionnaire and FAHP method has been implemented for priority factors. Finally for the sake of reducing computation errors and evaluating time lapse and avoiding numerous calculations by hand, the Expert Choice software has been utilized.

Keywords: Qualitative evaluation of contractors, Single stage tenders, EPC, FAHP.

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A new Approach for Solving Multi-layered Facility Location Models under Uncertainty Using fuzzy Simulation

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Abstract
Different systems have complex behaviors associated with uncertainty of an important loss issues. Integration of discrete event systems in order to incorporate the uncertainty presented with the theory of fuzzy collections. Multi-layer facility location models have complex behavior. In this model, customers receive different services in different layers addressing. The study seeks to provide a facility location models with multiple layers of serving and taking into account the density of the system. The proposed model is for a fuzzy nine linear programming model and it is placed in the field of highly complex issues. In order to solve the mathematical model, fuzzy simulation approaches have been used. In this regard, the applicant is to facilitate functions such as minimizing the travel and waiting time in the queue is the applicant. It is noted that after the implementation, the basic models and scenarios created and Arena software results of fuzzy been ranked.

Keywords: Multi-objective decision making, queuing theory, discrete-event fuzzy systems, fuzzy simulation, facility locating.

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The Supply Chain Management based on Information Technology, Supply Chain's Performance and Competitive Position of Iran Khodro Diesel

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Abstract

Competition conditions bring up supply chain management as a strategic factor in organizational success. The operation of Information Technology in Supply Chain Management is considered with three approaches of merging, supporting partners and management skills. The research goal is to study the impact of supply chain management based on information technology on supply chain performance and competitive position of Iran Khodro Diesel. The research methodology is descriptive-survey. The research statistical society is Iran Khodro Diesel’s staff. Sampling method is accessible and the sample size is 368 individuals. The variables measuring tool is the questionnaire that it’s validity and reliability is confirmed. In order to analyze data inferentially, we have used confirmatory factor analysis and to test the hypotheses, in particular, the structural equation model was used. The results showed that backward merger based on technology, management skills and supporting partners has a positive impact on supply chain performance. The supply chain performance has also a positive impact on the company’s competitive position.

Keywords: supply chain, information technology, performance, competitive position, Iran Khodro Diesel.

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Identifying Variables of Performance Audit in Universities of Iran

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Abstract
Societal evolutions originate from universities. Due to the scarcity of resources to achieve economic goals, the need to improve the operations and performance audit in order to regulate universities’ activities is critical. Performance audit refers to an independent examination of a program, function, operation or the management systems and procedures of an entity to assess whether the entity is achieving economy, efficiency and effectiveness in the employment of available resources. In this study we have investigated the feasibility of performance audit establishment in universities of Iran using questionnaire. The population included all auditors who have experience in performance auditing especially in educational sectors. The sample size is 185. Sixteen performance audit system factors have been identified in the universities according to three elements: ability, authority and acceptance. To prioritize factors the Friedman test was used. All variables had equal effect on establishment of the performance audit.

Keywords: university, performance audit, economy, efficiency, effectiveness.

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