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Computers & Industrial Engineering

Volume 62, Issue 3, April 2012, Pages 801-818

A framework for measuring the performance of service supply chain management

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<https://doi.org/10.1016/j.cie.2011.11.014>

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Abstract

Despite the increasing attention to the service supply chain management by both practitioners and academics, the performance measurement of service supply chains still remains unexplored. Most service firms realize that, in order to evolve an efficient and effective service supply chain, service supply chain management needs to be assessed for its performance. A literature review was conducted on performance measurement issues of service supply chains. This paper develops a framework of service supply chain performance measurement. Based on the strategic, tactical and operational level performance in a service supply chain, measures and metrics are discussed. The emphasis is on performance measures dealing with service supply chain processes such as demand management, customer relationship management, supplier relationship management, capacity and resource management, service performance, information and technology management and service supply chain finance. And to prioritize service supply chain

performance measurement indicators to improve service supply chain performance, a methodology based on the extent fuzzy analytic hierarchy process is stressed. The developed framework of service supply chain performance measurement is applied to the hotel supply chain. The results of this study are useful both to practitioners in the service supply chain and to researchers carrying out further studies in the field.

Highlights

• In this to reflect the recent concept about service, a new service SCM model based on service science is suggested. • The performance measurement index of service SCM for general service areas is suggested. • AHP for weight of performance items is complemented by fuzzy-AHP. • The suggested model of service SCM and measurement way of adopting fuzzy-AHP are explained using the hotel industry.



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Keywords

Service supply chain; Performance measurement; Fuzzy-AHP

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