



Managing Service Productivity: Using Frontier Efficiency Methodologies and Multicriteria Decision Making for Improving Service Performance ... in Operations Research & Management Science)

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This volume describes how frontier efficiency methodologies such as Data Envelopment Analysis (DEA) and other techniques such as multi-criteria decision making can help service industries to improve their performance by providing a ranking of best-practice efficient service units and by identifying sources of inefficiency for each service unit. It explains how they can be used to determine potential improvement targets for each of the inefficient service units, to identify peers for each service organization and to provide a basis for continuous performance improvement. Presenting applications in a variety of industries, this book will be useful for the service management to improve service productivity, profitability, sustainability and quality and effectiveness of service deliveries. A free trial version of the World's leading Data Envelopment Analysis Software (PIM-DEA) is available for readers of this book.

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