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Designing a model for selecting suppliers in the transportation service sector

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Abstract

Nowadays, the correct selection of suppliers is considered a necessary and strategic matter for every organization, and having a comprehensive approach to this category is inevitable. In the meantime, determining the evaluation and selection factors or criteria is one of the basic steps in the evaluation and selection of suppliers in an organization. In this regard, this research was conducted with the aim of designing a model for the selection of transportation service sector suppliers in Sarkhon and Qeshm Gas Refining Company. For this purpose, the main factors of selecting suppliers in the field of services were first identified by using the subject literature, using the Delphi method to obtain the opinions of experts and according to the company's tendering law, and then using the SWARA method, the weight of the factors was calculated. The statistical population of the research included experts (managers and experts with high service experience) who are proficient in the field of service contracts of Sarkhon and Qeshm Gas Refining Company, and sampling was done in a targeted manner and in three stages. In the first stage, 15 people (Delphi expert team), in the second stage, 15 people (for factor weighting with SWARA) and 10 people (for supplier ranking with MULTIMOORA) were selected. Among the 13 final selected factors, similar experience has the highest weight and operation efficiency has the lowest weight. Then, using the multi-mora technique, 7 service providers of the company's transportation department were prioritized.

Keywords: Service sector suppliers, Transportation, MULTIMOORA, SWARA, Sarkhon and Qeshm Gas Refining Company