

PERFORMANCE EVALUATION OF PROFESSIONAL SERVICES SUPPLY NETWORK: A MULTI-CRITERIA DECISION MAKING APPROACH

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ABSTRACT

Professional services supply chain are a set of organized sequences that provide technical, clerical, knowledge based services to the clientele to achieve a specific result. Such supply chains are mostly seen in various domains such as health care, judiciary, real estate, social work sector, tourism, financial services, and humanitarian logistics and to a large extent in the area of after services provided by the product manufacturer. With the availability of the information and ease in information flow the professional services supply chains, often operate as a service network. Broadly such professional service networks can be classified into three categories: a) the services dealing with after sales services (partial services managed by the owner of supply network), b) professional service outsourcing (services monitored by the owner of supply network) and c) sector specific professional services (complete services managed by the owner of the supply network).

In this present work, we look into specific characteristics of the professional service networks and provide a generic approach to evaluate its performance. The performance of the service supply chain network can be classified into a. Output based performance and b. Process based performance. In this present work, we propose two approaches (one each) to evaluate the performance of the professional service network. In order to obtain a holistic view of the performance evaluation, multiple criteria needs to be considered. Here, we present a multi-criteria decision making based approach for performance evaluation. A hypothetical example is illustrated for this purpose. We hope that this approach would help better understanding of the professional service supply network and help improve its performance.

Keywords: Professional Services, Supply Network, Performance evaluation, Multi-criteria decision making.