

Res. Asst. PhD ZEYNEP TUĞÇE KALENDER

Personal Information

Email: tugce.simsit@marmara.edu.tr

Web: <https://avesis.marmara.edu.tr/tugce.simsit>

Address: Marmara Üniversitesi Mühendislik Fakültesi M5-Blok 204 Endüstri Mühendisliği Bölümü

International Researcher IDs

ScholarID: KqQJ2mgAAAAJ

ORCID: 0000-0002-9491-7252

Publons / Web Of Science ResearcherID: AAA-1520-2020

ScopusID: 57208306020

Yoksis Researcher ID: 37507

Biography

Zeynep Tuğçe Kalender, Res. Asst. is a research assistant of Industrial Engineering Department at Marmara University. She graduated with a BS from Istanbul Commerce University in 2011, an MS from Istanbul Technical University in 2013. She completed her PhD at Marmara University Industrial Engineering Department in 2020 focusing on healthcare quality management.

Her current research interests include Decision Analyses, Multi-Criteria Decision Making, Fuzzy Logic, Business Process Management, Total Quality Management, Managing Service Quality, Engineering Management, Innovation, and Change Management, Sustainability, and Game Theory.

Education Information

Post Doctorate, Czech Technical University, Faculty of Mechanical Engineering, Department of Enterprise Management and Economics , Czech Republic 2022 - 2024

Doctorate, Marmara University, Institute for Graduate Studies in Pure and Applied Sciences, Department of Industrial Engineering (Eng), Turkey 2013 - 2020

Postgraduate, Istanbul Technical University, İşletme Fakültesi, Endüstri Mühendisliği Bölümü, Turkey 2011 - 2013

Undergraduate, Istanbul Commerce University, Faculty Of Engineering And Design, Department Of Industrial Engineering, Turkey 2007 - 2011

Dissertations

Doctorate, PROCESS IMPROVEMENT THROUGH DECISION MAKING BASED HYBRID METHODOLOGIES AND A CASE STUDY, Marmara University, Faculty of Engineering, Industrial Engineering, 2020

Postgraduate, DEĞİŞİKLİK YÖNETİMİNİN YALIN MALİYETLEME SİSTEMİNE ETKİSİ VE BİR UYGULAMA, İstanbul Teknik Üniversitesi, İşletme Fakültesi, Endüstri Mühendisliği Bölümü, 2013

Research Areas

Quality and Reliability, Strategic planning, Multi Criteria Decision Making, Decision Support Systems, Supply Chain and

Academic Titles / Tasks

Research Assistant PhD, Marmara University, Faculty of Engineering, Industrial Engineering, 2013 - Continues
Researcher, Czech Technical University, Faculty of Mechanical Engineering, Department of Management and Business Economics, 2022 - 2024

Courses

Engineering Project-II, Undergraduate, 2020 - 2021
Decision Analyses, Undergraduate, 2021 - 2022, 2020 - 2021
Game Theory, Undergraduate, 2020 - 2021
Engineering Project-1, Undergraduate, 2021 - 2022
Engineering Project-I, Undergraduate, 2020 - 2021

Advising Theses

Vayvay Ö., Kalender Z. T., Application of Decision Making Methodologies in the Development of Purchasing Portfolio Model and a Case Study, Doctorate, Ş.İŞİK(Student), Continues
Vayvay Ö., Kalender Z. T., Sürdürülebilirlik Odaklı Yalın ve Atık Entegre Yönetim Sistemleri ve Isıtma Soğutma ve İklimlendirme Sektöründe Bir Uygulama, Doctorate, Z.Ergat(Student), Continues
Vayvay Ö., Kalender Z. T., An Analysis of Customer Attitudes Towards Technology Driven Products: A Case Study in the Retail Industry, Doctorate, E.Hopalı(Student), 2023

Jury Memberships

PhD Thesis Monitoring Committee Member, PhD Thesis Monitoring Committee Member, Marmara Üniversitesi, February, 2021
PhD Thesis Monitoring Committee Member, PhD Thesis Monitoring Committee Member, Marmara Üniversitesi, August, 2020
PhD Thesis Monitoring Committee Member, PhD Thesis Monitoring Committee Member, Marmara Üniversitesi, July, 2020

Designed Courses And Trainings

Öztemel E., Kalender Z. T., TEMEL KALİTE KONTROL VE ÖLÇÜMÜ EĞİTİMİ, December 2020

Published journal articles indexed by SCI, SSCI, and AHCI

- I. **Guest Editorial: New Perspectives on Technology and Innovation Management to Strengthen the Development of Healthcare Organizations and Ecosystems**
Gerdşri N., VAYVAY Ö., Punnakittikashem P., KALENDER Z. T., Thuwajit C., Wongsawa Y.
IEEE Transactions on Engineering Management, vol.70, no.8, pp.2631-2633, 2023 (SCI-Expanded)
- II. **A two-stage MCDM model for reverse logistics network design of waste batteries in Turkey**
Kılıç H. S., Kalender Z. T., Solmaz B., Iseri D.

Applied Soft Computing, vol.143, 2023 (SCI-Expanded)

- III. **How Do Mobile Wallets Improve Sustainability in Payment Services? A Comprehensive Literature Review**
Hopalı E., Vayvay Ö., KALENDER Z. T., Turhan D., Aysuna C.
Sustainability (Switzerland), vol.14, no.24, 2022 (SCI-Expanded)
- IV. **Information system selection for hospitality industry via integrated use of IVIF-DEMATEL and IVIF-TOPSIS**
KILIÇ H. S., KALENDER Z. T., Yalcin A. S., Erkal G., TUZKAYA G.
Journal of Intelligent and Fuzzy Systems, vol.42, no.1, pp.317-335, 2022 (SCI-Expanded)
- V. **Prioritization of Medical Errors in Patient Safety Management: Framework Using Interval-Valued Intuitionistic Fuzzy Sets**
KALENDER Z. T., TOZAN H., VAYVAY Ö.
HEALTHCARE, vol.8, no.3, pp.265, 2020 (SCI-Expanded)
- VI. **AN INTEGRATED DEMATEL-IF-TOPSIS METHODOLOGY FOR LOGISTICS CENTERS' LOCATION SELECTION PROBLEM: AN APPLICATION FOR ISTANBUL METROPOLITAN AREA**
Uyanik C., TUZKAYA G., KALENDER Z. T., OĞUZTİMUR S.
TRANSPORT, vol.35, no.6, pp.548-556, 2020 (SCI-Expanded)
- VII. **Hesitant fuzzy linguistic TOPSIS method for the electric vehicles' charging stations location selection problem and an application for Istanbul**
KALENDER Z. T., KILIÇ H. S., TUZKAYA G., Dascioglu B. G.
JOURNAL OF INTELLIGENT & FUZZY SYSTEMS, vol.39, no.5, pp.6391-6406, 2020 (SCI-Expanded)
- VIII. **Hospital service quality evaluation with IVIF-PROMETHEE and a case study**
TUZKAYA G., SENNAROĞLU B., KALENDER Z. T., Mutlu M.
Socio-Economic Planning Sciences, vol.68, 2019 (SCI-Expanded)
- IX. **Solid waste disposal methodology selection using multi-criteria decision making methods and an application in Turkey**
Arikan E., Simsit-Kalender Z. T., VAYVAY Ö.
JOURNAL OF CLEANER PRODUCTION, vol.142, pp.403-412, 2017 (SCI-Expanded)

Articles Published in Other Journals

- I. **Achieving strategic excellence: Integrating balanced scorecard and IVHF-DEMATEL for strategic management of a medical device SME**
Kalender Z. T., Vayvay Ö., Çırpan B.
DECISION SCIENCE LETTERS, vol.13, no.2, pp.441-460, 2024 (ESCI)
- II. **An Excellence Model Case Study Assessing the Gap in Managers' Views by Hierarchical Clustering**
Štřeleček J., Stieberová B., KALENDER Z. T., Žilka M.
QUALITY INNOVATION PROSPERITY, 2024 (ESCI)
- III. **Integrated Supply Chain Risk Assessment Methodology Based on Modified FMEA**
Kılıç H. S., Canbakış S. K., Karabaş M., Koseoğlu S., Ünal E., Kalender Z. T.
JOURNAL OF RISK ANALYSIS AND CRISIS RESPONSE, vol.13, no.2, pp.93-116, 2023 (Scopus)
- IV. **AN INTEGRATED METHODOLOGY FOR THE ASSESSMENT OF INDUSTRY 4.0 MATURITY LEVEL**
Kılıç H. S., Kalender Z. T., Korkmaz C., Kaya B.
International Journal of the Analytic Hierachy Process, vol.15, no.2, pp.1-26, 2023 (Scopus)
- V. **Literature Review of the RD Teams' Leadership to Manage Innovation**
Parlak F., VAYVAY Ö., KUNTER F., KALENDER Z. T.
Review of Integrative Business and Economics, vol.6, pp.327-340, 2017 (Peer-Reviewed Journal)
- VI. **Today s and Tomorrow s Mobile Technologies in Supply Chains**
KURT O., KALEM G., VAYVAY Ö., KALENDER Z. T.
The WSEAS Transactions on Business and Economics, vol.1, pp.393-407, 2016 (Peer-Reviewed Journal)

Books & Book Chapters

- I. **The New Wave in Business Management: Evolution of Business Excellence Models and Determination of Future Directions**
KALENDER Z. T., ZILKA M.
in: Trends, Challenges, and Practices in Contemporary Strategic Management, Mızrak, Filiz, Editor, IGI Global, pp.1-32, 2024
- II. **The Way to Smart Healthcare: A Comprehensive Research on Technology Assessment Methodologies for Digital Health Systems**
KALENDER Z. T., VAYVAY Ö.
in: Integrating Digital Health Strategies for Effective Administration, Bouarar, Ahmed Chemseddine; Mouloudj, Kamel; Asanza, Dachel Martínez, Editor, IGI Global, pp.193-215, 2023
- III. **Digital Transformation Approaches for Aircraft Maintenance Operations**
Kıvanç E., Vayvay Ö., Kalender Z. T.
in: Managerial Issues in Digital Transformation of Global Modern Corporations, Thangasamy Esakki, Editor, IGI Global, Pennsylvania, pp.145-164, 2021
- IV. **İnovasyon Yönetimi ve Yeni Ürün Geliştirme**
Vayvay Ö., Kalender Z. T.
in: Çağdaş Endüstri Mühendisliği, Prof.Dr.Ercan Öztemel, Editor, Papatya Yayıncılık, İstanbul, pp.250-260, 2019
- V. **The Role of Universities in Industry 4.0 Era: Entrepreneurship and Innovation Perspectives**
Yavuztürk H., Kalender Z. T., Vayvay Ö.
in: Technological Developments in Industry 4.0 for Business Applications, Luis Ferreira, Nuno Lopes, Joaquim Silva, Goran D. Putnik, Maria Manuela Cruz-Cunha, Paulo Silva Ávila, Editor, IGI GLOBAL, Pennsylvania, pp.50-70, 2019
- VI. **Humanitarian Supply Chain Management: Extended Literature Review**
DAŞCIOĞLU B. G., VAYVAY Ö., KALENDER Z. T.
in: Lecture Notes in Management and Industrial Engineering: Industrial Engineering in the Big Data Era, Calisir, Fethi Cevikcan, Emre Camgoz-Akdağ, Hatice, Editor, Springer, Cham, pp.443-459, 2019
- VII. **Lean Thinking via Business Intelligence Technologies and Innovation Process**
FIRAT S. Ü., AĞLAN C., KALENDER Z. T., ÜLKÜ İ., BAYRAM G., ERDEM M.
in: Handbook of Research on Driving Competitive Advantage through Sustainable Lean and Disruptive Innovation, Latif Al-Hakim, Xiaobu Wu, Andy Koronios, Yongyi Shou, Editor, IGI Global, pp.59-85, 2016
- VIII. **Organizational Learning to Managing Change: Key Player of Continuous Improvement in the 21st Century**
ŞİMŞİT Z. T., GÜNAY N. S., VAYVAY Ö.
in: Organizational Change Management Strategies in Modern Business, Göksoy, Ashi, Editor, IGI Global, pp.95-109, 2015

Refereed Congress / Symposium Publications in Proceedings

- I. **Tools to support managerial decision-building competencies in data-driven decision making in manufacturing SMEs**
ZILKA M., KALENDER Z. T., LHOTA J., KALINA V., PINTO R.
5th International Conference on Industry 4.0 and Smart Manufacturing, Portugal, 22 November 2023
- II. **A Comparative Analysis of Digital Maturity Models to Determine Future Steps in the Way of Digital Transformation**
KALENDER Z. T., ZILKA M.
5th International Conference on Industry 4.0 and Smart Manufacturing, Portugal, 22 November 2023
- III. **Selection of the Best Software Project Management Model via Interval-Valued Neutrosophic AHP**
Cizmecioglu N., KILIÇ H. S., KALENDER Z. T., TUZKAYA G.

International Conference on Intelligent and Fuzzy Systems, INFUS 2021, İstanbul, Turkey, 24 - 26 August 2021, vol.308, pp.388-396

- IV. **Analysis of Supply Chain Disruption Factors Under the Effect of COVID-19 Pandemic via Neutrosophic Fuzzy DEMATEL**
Cayvaz F., TUZKAYA G., KALENDER Z. T., KILIÇ H. S.
International Conference on Intelligent and Fuzzy Systems, INFUS 2021, İstanbul, Turkey, 24 - 26 August 2021, vol.308, pp.347-354
- V. **An Integrated IVIF-DEMATEL and IVIF-TOPSIS Methodology for Hotel Information System Selection**
ERKAL G., KILIÇ H. S., KALENDER Z. T., YALÇIN A. S., TUZKAYA G.
INFUS: International Conference on Intelligent and Fuzzy Systems, 21 - 23 July 2020
- VI. **Evaluation of electric vehicles station locations with an extended TOPSIS methodology using probabilistic linguistic term sets**
Dascioglu B. G., KALENDER Z. T., TUZKAYA G., KILIÇ H. S.
International Conference on Intelligent and Fuzzy Systems, INFUS 2019, İstanbul, Turkey, 23 - 25 July 2019, vol.1029, pp.820-828
- VII. **The impact of successful management of the idea-to-product process on the success of new product development in the pharmaceutical industry**
MEŞEPINAR E., VAYVAY Ö., KALENDER Z. T.
9th INTERNATIONAL CONFERENCE ON LEADERSHIP, TECHNOLOGY, INNOVATION AND BUSINESS MANAGEMENT, 12 - 13 November 2019
- VIII. **Innovative Strategies For White Goods Warehouse Process**
Akdağ T., VAYVAY Ö., KALENDER Z. T.
16th International Logistics and Supply Chain Congress, 18 - 20 October 2018
- IX. **Humanitarian supply chain management: Extended literature review**
DAŞCIOĞLU B. G., VAYVAY Ö., KALENDER Z. T.
Global Joint Conference on Industrial Engineering and Its Application Areas, 21 - 22 June 2018
- X. **A General Overview of the Effects of Social Media to Healthcare Management**
KALENDER Z. T.
6. International Congress on Current Debates in Social Sciences, 14 - 16 December 2017
- XI. **A LOGISTICS ALLOCATION MODEL FOR FREIGHT VILLAGES: A CASE STUDY FOR TURKEY**
TUZKAYA U. R., TUZKAYA G., YILMAZER K. B., KALENDER Z. T.
The 15th International Logistics and Supply Chain Congress, 19 - 20 October 2017
- XII. **Literature Review of the RD Teams' Leadership to Manage Innovation**
Parlak F., VAYVAY Ö., KUNTER F., KALENDER Z. T.
SIBR Thammasat University, Bangkok, Thailand, 25 - 26 May 2017
- XIII. **The Fifth Pillar of the Balanced Scorecard: Sustainability**
KALENDER Z. T., VAYVAY Ö.
12th International Strategic Management Conference (ISMC), Antalya, Turkey, 28 - 30 October 2016, vol.235, pp.76-83
- XIV. **ADAPTATION OF LEAN PRINCIPLES TO OFFICES LITERATURE REVIEW OF LEAN OFFICE**
KALENDER Z. T.
16. Üretim Araştırmaları Sempozyumu, İstanbul, Turkey, 12 - 14 October 2016
- XV. **The role of Mobile Devices and Applications in Supply Chains**
KALEM G., KURT O. E., VAYVAY Ö., KALENDER Z. T.
17th International Conference on MATHEMATICS and COMPUTERS in BUSINESS and ECONOMICS, İstanbul, Turkey, 15 - 17 April 2016
- XVI. **THE IMPACT OF INFORMATION TECHNOLOGY APPLICATIONS ON THE SUPPLY CHAIN PERFORMANCE AND A CASE STUDY**
AÇIKGÖZ İ., VAYVAY Ö., TUZKAYA G., ŞİMŞİT Z. T.
XIII. International Logistics and Supply Chain Congress, İzmir, Turkey, 22 - 23 October 2015
- XVII. **PERFORMANCE APPRAISALS AS A QUALITY MANAEMENT TOOL LITERATURE REVIEW**

ŞİMŞİT Z. T., VAYVAY Ö.

ICOVACS 2015, İstanbul, Turkey, 12 - 13 March 2015

XVIII. BİLGİ VE İLETİŞİM TEKNOLOJİLERİ ÇERÇEVESİNDEN KÜRESEL İNOVASYON ENDEKSİNİN ANALİZİ VE VERİ MADENCİLİĞİ KULLANILARAK ÜLKELERİN KÜMELENMESİ

Şimşit Z. T., Fırat S. Ü., Es H. A., Erdem M., Topgöl M., Günay N. S.

1. Yönetim Bilişim Sistemleri Kongresi'2014, İstanbul, Turkey, 16 - 17 October 2014

XIX. Development and Application of 3rd Party Logistics Service Provider Evaluation Model for Automotive on House of Quality

ŞİMŞİT Z. T., VAYVAY Ö., AKAGÜNDÜZ C.

20. International Symposium on Quality Function Deployment, İstanbul, Turkey, 4 - 05 September 2014

XX. Assessment of Sustainability Performance Indicators in Manufacturing

ESEOĞLU G., VAYVAY Ö., ŞİMŞİT Z. T.

Global Conference on Engineering and Technology Management, İstanbul, Turkey, 23 - 26 June 2014

XXI. An outline of innovation management process: building a framework for managers to implement innovation

Simsit Z. T., VAYVAY Ö., Ozturk O.

10th International Strategic Management Conference, Rome, Italy, 19 - 21 June 2014, vol.150, pp.690-699

XXII. Theory of Constraints: A Literature Review

Simsit Z. T., Gunay N. S., VAYVAY Ö.

10th International Strategic Management Conference, Rome, Italy, 19 - 21 June 2014, vol.150, pp.930-936

XXIII. Küresel Rekabet ve İnovasyon Çerçevesinde Türkiye'nin Lojistik Performansının Değerlendirilmesi

Şimşit Z. T., Arıoğlu Akan M. Ö., Fırat S. Ü.

3. Ulusal Lojistik ve Tedarik Zinciri Kongresi, Trabzon, Turkey, 15 - 17 May 2014

XXIV. INNOVATIVE STRATEGIES FOR THE DISTRIBUTION PROCESS ON FMCG AND A CASE STUDY

VAYVAY Ö., KALENDER Z. T., TARIM A., VERAN E. G., DEMİRÖZEN G., UZUN Ş.

5th International Scientific and Expert Conference of the International TEAM (Technique, Education, Agriculture & Management) Society, Preshov, Slovakia, 4 - 06 November 2013

XXV. Yalın Maliyet Muhasebesi ve Bir Uygulama

KALENDER Z. T., DURMUŞOĞLU M. B.

Makina Mühendisleri Odası Yalın Dönüşüm Endüstri Mühendisliği Bahar Konferansları, İzmir, Turkey, 4 - 06 October 2013

XXVI. Sürdürülebilir Turizm Literatür Araştırması Turizm Sektörü İçin Sürdürülebilirlik Göstergeleri

ER M., KALENDER Z. T., FIRAT S. Ü.

13. Üretim Araştırmaları Sempozyumu, Sakarya, Turkey, 25 - 27 September 2013

XXVII. ERP Applications in Procurement Processes and Implementing Global Requisition System to a Firm in Pharmaceutical Industry

KALENDER Z. T., VAYVAY Ö., Türker S. S.

1st International Conference on New Directions in Business, Management, Finance and Economics, Famagusta, Cyprus (Kktc), 12 - 14 September 2013

XXVIII. A Case Study of Total Productive Maintenance Implementation in an Aircraft Maintenance Company

VAYVAY Ö., KALENDER Z. T., Mucukoğlu F. M.

The 1st AARESOC International Conference on Business and Management, İzmir, Turkey, 5 - 07 June 2013

XXIX. A Methodology For Integraion Of Change Point Management and Lean Accounting

KALENDER Z. T., DURMUŞOĞLU M. B.

International IIE Conference & 33th YA/EM Congress: The Global Reach of Industrial Engineering, İstanbul, Turkey, 26 - 28 June 2013

XXX. An Integration of Overall Equipment Effectiveness and Total Productive Maintenance A Case Study In A Transformer Manufacturing Company

KALENDER Z. T., VAYVAY Ö.

International IIE Conference & 33th YA/EM Congress: The Global Reach of Industrial Engineering, İstanbul, Turkey, 26 - 28 June 2013

XXXI. Bir Çağrı Merkezinde Müşteri Şikayetlerinin Düşünce Süreçleri İle Değerlendirilmesi

KALENDER Z. T., BİRGÜN S., ÖZTEPE T.

11. Üretim Araştırmaları Sempozyumu, İstanbul, Turkey, 23 - 24 June 2011, vol.11, pp.265-275

Supported Projects

Öztemel E., Er M., Özel S., Kalender Z. T., Project Supported by Other Private Institutions, TUSAŞ İş Süreçlerinin Analizi ve Kurumsal Öz Değerlendirme Modelinin Geliştirilmesi Ar-Ge Projesi, 2021 - 2022

Vayvay Ö., Akgün İ., Er M., Kalender Z. T., Ergen Keleş F. H., Project Supported by Other Private Institutions, Yaş Meyve Sebze Üretiminde Hasat Anına En Yakın Zamanda Paketlemeyi Hedefleyen Yeni Bir Süreç Tasarımı: Şeftali Örneği (MİGROS), 2020 - 2020

Öztemel E., Sennaroğlu B., Özel S., Kalender Z. T., Project Supported by Other Private Institutions, Doğalgaz Dağıtım İşletmeleri İçin İş Süreçlerinin Optimizasyonu ve Stratejik Hizalanmış Süreçlere Dayalı İş Yönetim Modelinin Geliştirilmesi Araştırma Projesi, 2019 - 2020

Activities in Scientific Journals

IEEE TRANSACTIONS ON ENGINEERING MANAGEMENT, Special Issue Editor, 2021 - 2023

Memberships / Tasks in Scientific Organizations

Operational Research Society Of Turkey, Member, 2013 - Continues, Turkey

Scientific Refereeing

International journal of advances in engineering and pure sciences (Online), National Scientific Refreed Journal, June 2021

IEEE TRANSACTIONS ON ENGINEERING MANAGEMENT, SCI Journal, May 2020

Journal of Modelling in Management, Journal Indexed in ESCI, July 2019

EVALUATION AND PROGRAM PLANNING, Journal Indexed in SSCI, July 2019

Journal of Modelling in Management, Journal Indexed in ESCI, May 2019

KYBERNETES, SCI Journal, April 2018

JOURNAL OF RENEWABLE AND SUSTAINABLE ENERGY, Journal Indexed in SCI-E, January 2018

SCIENTIA IRANICA, Journal Indexed in SCI-E, June 2017

PRODUCTION PLANNING & CONTROL, SCI Journal, May 2017

JOURNAL OF CLEANER PRODUCTION, SCI Journal, May 2017

INTERNATIONAL JOURNAL OF INFORMATION TECHNOLOGY & DECISION MAKING, Journal Indexed in SCI-E, March 2017

JOURNAL OF CLEANER PRODUCTION, SCI Journal, July 2016

JOURNAL OF CLEANER PRODUCTION, SCI Journal, April 2016

JOURNAL OF CLEANER PRODUCTION, SCI Journal, February 2016

JOURNAL OF CLEANER PRODUCTION, SCI Journal, April 2015

Metrics

Publication: 55

Citation (WoS): 229

Citation (Scopus): 101

H-Index (WoS): 6

H-Index (Scopus): 5

Scholarships

CTU Global Postdoc Fellowship Program, University, 2022 - Continues

2211-E Doğrudan Yurtiçi Doktora Bursu, TUBITAK, 2013 - 2020

2210 Yurtiçi Yüksek Lisans Bursu, TUBITAK, 2011 - 2013

Non Academic Experience

CZECH TECHNICAL UNIVERSITY IN PRAGUE

LG Electronics

PLAST-MET şirketler Grubu