

## Res. Asst. PhD ZEYNEP TUĞÇE KALENDER

### Personal Information

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### 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 Lean Management and Production, Quality Engineering, Managing Service Quality, Engineering Management, Business Process Management, Innovation and Change Management, Sustainability and Theory of Constraints.

### Education Information

Doctorate, Marmara University, Institute For Graduate Studies In Pure And Applied Sciences, Department Of Industrial Engineering (Eng), Turkey 2013 - 2020

Post Graduate, İstanbul Teknik Üniversitesi, İşletme Fakültesi, Endüstri Mühendisliği Bölümü, Turkey 2011 - 2013

Under Graduate, İstanbul Ticaret Üniversitesi, Mühendislik Ve Tasarım Fakültesi, Endüstri Mühendisliği Bölümü, 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

Post Graduate, 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 Logistics Management

### Academic Titles / Tasks

Research Assistant, Marmara University, Faculty of Engineering, Industrial Engineering, 2013 - Continues

## Articles Published in Journals That Entered SCI, SSCI and AHCI Indexes

- I. **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 (Journal Indexed in SCI Expanded)
- II. **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 (Journal Indexed in SCI)
- III. **AN INTEGRATED DEMATEL– IF-TOPSIS METHODOLOGY FOR LOGISTICS CENTERS LOCATION SELECTION PROBLEM: AN APPLICATION FOR ISTANBUL METROPOLITAN AREA**  
Uyanık C., Tuzkaya G., Şimsit Kalender Z. T. , Oğuztimur S.  
Transport, vol.1, pp.1-20, 2020 (Journal Indexed in SCI Expanded)
- IV. **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 (Journal Indexed in SCI)
- V. **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 (Journal Indexed in SCI)

## Articles Published in Other Journals

- I. **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 (Refereed Journals of Other Institutions)
- II. **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 (Refereed Journals of Other Institutions)

## Books & Book Chapters

- I. **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
- II. **Humanitarian Supply Chain Management: Extended Literature Review**  
Dascioglu B. G. , Vayvay Ö., Kalender Z. T.  
in: Industrial Engineering in the Big Data Era, Fethi Calisir Emre Cevikcan Hatice Camgoz Akdag, Editor, Springer, London/Berlin , Basel, pp.443-459, 2019
- III. **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
- IV. **İnovasyon Yönetimi ve Yeni Ürün Geliştirme**  
VAYVAY Ö., KALENDER Z. T.

in: Çağdaş Endüstri Mühendisliği, Ercan Öztemel, Editor, PapatyaYayıncılık, pp.285-302, 2019

**V. 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

**VI. 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. **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
- II. **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
- III. **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
- IV. **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
- V. **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
- VI. **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
- VII. **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
- VIII. **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
- IX. **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
- X. **ADAPTATION OF LEAN PRINCIPLES TO OFFICES LITERATURE REVIEW OF LEAN OFFICE**  
KALENDER Z. T.  
16. Üretim Araştırmaları Sempozyumu, İstanbul, Turkey, 12 - 14 October 2016
- XI. **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

**XII. 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

**XIII. PERFORMANCE APPRAISALS AS A QUALITY MANAGEMENT TOOL LITERATURE REVIEW**

ŞİMŞİT Z. T. , VAYVAY Ö.

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

**XIV. BİLGİ VE İLETİŞİM TEKNOLOJİLERİ ÇERÇEVESİNDE KÜRESEL İNOVASYON ENDEKSİNİN ANALİZİ VE VERİ MADENCİLİĞİ KULLANILARAK ÜLKELERİN KÜMELENMESİ**

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

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

**XV. 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

**XVI. 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

**XVII. 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

**XVIII. 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

**XIX. 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

## Supported Projects

Vayvay Ö., Akgün İ., Er M., Ergen F. H. , Kalender Z. T. , Project Supported by Other Private Institutions, Yaş Meyve Sebze Üretiminde Hasat Anına En Yakın Zamanda Paketlemeyi Hedefleyen Yeni Bir Süreç Tasarımı: Şeftali Örneği, 2020 - 2020  
Öztemel E., Sennaroğlu B., Şenvar Ö., Özel S., Kalender Z. T. , Company, Doğalgaz Dağıtım İşletmeleri İçin İş Süreçlerinin Optimizasyonu ve Stratejik Hizalanmış Süreçlere Dayalı İş Yönetim Modelinin Geliştirilmesi, 2019 - 2020

## Memberships / Tasks in Scientific Organizations

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

## Scientific Refereeing

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

Journal of Modelling in Management, Journal Indexed in ESCI, 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  
JOURNAL OF CLEANER PRODUCTION, SCI Journal, May 2017  
PRODUCTION PLANNING & CONTROL, 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

## **Citations**

Total Citations (WOS):101

h-index (WOS):4

## **Scholarships**

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

2210 Yurtiçi Yüksek Lisans Bursu, TUBITAK, 2011 - 2013