The Decision Aid for Goods and Services’ Systems Team (DA) is composed of 22 members among which 8 faculty members, 2 post-docs and 12 PhD students. The permanent members of the team come under the two “CNU sections”: Computer science (27) and Computer engineering, automation and signal processing (61).

Research conducted refers to the scientific fields of Operational Research and Decision Analysis. The focus is related to decision support in operations management, and concerns both systems of goods and systems of services. Scientific issues are positioned at two levels. (i) At an application domain level, research issues are related to performance evaluation and optimization of systems of production and distribution of goods and services. (ii) Conceptual, methodological, procedural and algorithmic issues are tackled to meet application challenges.

The development of methods to optimize various aspects of organizational systems, leading to mobilize, adapt, reformulate or even develop formal tools so to effectively answer to the questions to which decision makers are confronted. These works often lead to developing new concepts, tools and decision support methodologies decision whose validity extends way beyond the application for which they were initially designed.

Our research is structured into three main research projects:
- Service Operations Management (Healthcare systems, Call centers, ...)
- Supply Chain Management (supply chain design and planning, cooperation and competition, flow and inventory management, green supply chain)
- Multiple Criteria Decision Aid (preference modeling and elicitation, multiobjective optimization)

The models and resolution methods considered in our research refers to Decision Aid/Operational Research: discrete event simulation methods, combinatorial optimization and mathematical programming, game theory, value based and outranking based preference models, argumentation models, preference learning, stochastic models, dynamic programming,…

4 PhD doctorates achieved

| Lina Aboueljinane | «Evaluation et Amélioration des Performances des Systèmes d’Aide Médicale Urgente: Application au SAMU du Département du Val-de-Marne» |
| Sena Eruguz | «Pilotage de flux et gestion de stock pour des chaînes logistiques multi-étages» |
| Oualid Jouini | “Modèles Stochastiques pour la Gestion des Opérations de Service”, HDR (Habilitation à Diriger des Recherches) |

Key figures in 2014

- 22 members
- 2 Industrial chairs
- 4 PhD doctorates achieved
- 24 journals papers
- 14 conference papers
- h-index : 36 (WoS)
- 642 citations (WoS)

8 faculties: Chengbin Chu, Yves Dallery, Asma Ghaffari, Zied Jemaï, Oualid Jouini, Vincent Mousseau, Wassila Ouerdane, Evren Sahin

12 doctorates: Yu Cao, Maxime Claisse, Karim Ghanes, Oumeima Khaled, Siham Lakri, Jinyan Liu, Shouyu Ma, Tengfei Nei, Jing Peng, Manel Maamar, Olivier Sobrie, Yueru Zhong

2 post-doctorates: Benjamin Legros, Bahman Rostami-Tabar
Publications (selection out of 24 journal papers)


W. Lei, A. Che and C. Chu, "Optimal cyclic scheduling of a robotic flowshop with multiple part types and flexible processing times", *European J. of Industrial Engineering*, 2014, Vol.8, No.2, pp.143 - 167

Collaborations

**Academic collaborations**
- France : Université Paris Dauphine, Telecom Bretagne.
- USA : University of Minnesota,
- Europe : Université de Mons (Belgique), Poznan University of Technology, (Pologne), Politecnico di Milano (Italy), University of Catane (Italy), VU University Amsterdam (The Netherlands), University of Coimbra (Portugal), Université du Luxembourg (Luxembourg), Koç University (Turkey)
- Rest of the world : ENIT Tunis (Tunisia), SUTD (Singapore).

**Invited Professors**
- Ozgur Ozpeynirci, Department of logistics Management, Izmir University of Economics, Turkey
- Selin Ozpeynirci Industrial Engineering Department, Turkey

**Associated industrial chairs**
- Supply Chain Carrefour, LVMH, Safran, Sanofi
- Manufacturing and Logistic Chair, Faurécia

**Associate editors**

**Editorial boards**
- 4OR, International Journal of Information Systems in the Service Sector

**Organization of...**

**DA2PL’2014**

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Ecole Centrale Paris