

Faculty Profile

Name: Dr. Santosh Kumar
Designation: Assistant Professor
Teaching Areas: Operations Management
Quality & Productivity Management
Business Process Integration (SAP ERP)
Supply Chain Management
Research Interests: Multi-Criteria Decision Making
Service Quality Operations Research
Education: Ph.D. (Management), Devi Ahilya Vishwavidyalaya,
Indore (M.P.), 2017
PG Diploma in Applied Operations Research,
Annamalai University, Chidambaram, Tamil Nadu,
2017
M.B.A.(Business Administration), Devi Ahilya
Vishwavidyalaya, Indore (M.P.), 2008
B. Sc. (Computer Science), Devi Ahilya
Vishwavidyalaya, Indore (M.P.), 2005



Research/Selected Publication:

1. Yadav, S. K., & Dharani, M. (2019). Prioritising of banking firms in India using entropy-TOPSIS method. International Journal of Business Innovation and Research, Vol. 20, No. 4, pp.554-570. (SCOPUS INDEXED)
2. Yadav, S. K. (2019). Prioritising post sales service quality items in light commercial vehicles using TOPSIS method. International Journal of Productivity and Quality Management, Vol. 26, No. 2, pp. 119-138. (SCOPUS INDEXED)
3. Yadav, S. K., & Kapoor, R. (2018). Financial performance ranking of automotive companies in India using TOPSIS method. International Journal of Business Excellence, Vol. 16, No. 2, pp. 149-161. (SCOPUS INDEXED)
4. Yadav, S.K., Joseph, D., & Jigeesh, N. (2018). A review on industrial applications of TOP SIS approach. International Journal of Services and Operations Management, Vol. 30, No. 1, pp.23-28. (SCOPUS INDEXED)
5. Yadav, S. K. and Joseph, D. (2017). After-Sales Service Quality Satisfaction in Indian Automobile Industry. International Journal of Business Information System, Vol.26, No. 3, pp. 362-377. (SCOPUS INDEXED)