

# Yannis Politis

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11042306/publications.pdf>

Version: 2024-02-01

5  
papers

160  
citations

2258059

3  
h-index

2053705

5  
g-index

5  
all docs

5  
docs citations

5  
times ranked

130  
citing authors

#	ARTICLE	IF	CITATIONS
1	The assessment of user-perceived web quality: Application of a satisfaction benchmarking approach. European Journal of Operational Research, 2008, 187, 1346-1357.	5.7	107
2	Logistics service quality and its effects on customer satisfaction in the manufacturing companies'™ supply chains. Journal of Modelling in Management, 2014, 9, 215-237.	1.9	44
3	Robust extensions of the MUSA method based on additional properties and preferences. International Journal of Decision Support Systems, 2015, 1, 438.	0.1	4
4	Multiple Criteria Approaches for Customer Satisfaction Measurement. Multiple Criteria Decision Making, 2018, , 95-123.	0.8	3
5	Using Kano's model to incorporate Six Sigma analysis in customer satisfaction measurement. International Journal of Decision Support Systems, 2018, 3, 146.	0.1	2