

## An Integrated MCDM for a Medical Company Selection in Health Sector

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### Abstract

The correct choice of the devices used in the health sector is great importance for reduction of the workforce, improving quality and saving time. Therefore, selection of medical company that devices will be provided is an important decision problem. In this study, AHP and fuzzy VIKOR methods were utilized for selection of DNA-RNA-protein isolation device which will be used in a laboratory that conducts scientific research in the Atatürk University Faculty of Medicine. As a result of surveys conducted by responsible experts for the medical selection, 7 criteria were determined and pairwise comparison matrix has been established. Then, weights of criteria determined by AHP and 4 different alternatives were listed by fuzzy VIKOR. To the best of the authors' knowledge, there is no study on the selection of suppliers in the field of health in the literature. It is aimed to contribute to the literature in this respect.

**Keywords:** Medical Company Selection, AHP, Fuzzy VIKOR

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### 1. Introduction

Medical device sector is an essential part of health industry along with pharmaceutical industry. Due to improving medicine technology, medical device industry –just as pharmaceutical industry- had an ever increasing use, and this had showed up as health expenses increasing in the whole world. The whole world is taking measures in order to decrease health expenses. Thus, in this study it was intended to select the medical company which is the most qualified one and which is the most appropriate in respect of cost for the procurement of medical devices.

Ataturk University, Medical Faculty, Department of Pharmacology was established in 1966 by the Internal Diseases Specialist Dr. Hasan GACAR. At the Department of Medical Pharmacology, they carry out the scientific studies along with 16 doctoral students and 14 postgraduate students. In the studies performed at the department, it was intended to make medication researches for diseases whose treatment is not available, to perform experiments searching the mechanism of action of available medications, to make researches on the basic pharmacology and clinical pharmacology of recent medications, and to announce these studies to world through scientific magazines.

One of the significant operations performed at the laboratories of department of pharmacology is the isolation of DNA-RNA-Protein. This operation is normally being performed manually, and an operation on 12 samples is taking about 2.5-3 hours. Despite that, complete pure result cannot be obtained. There are devices in the market which perform this operation in a much shorter time. The employees of the laboratory are considering to procure these devices for the operation in subject. They had encountered the selection of medical company from which the device will be procured as a decision problem, and we suggested an integrated AHP (Analytical Hierarchy Process) and Fuzzy VIKOR (VIsekriterijumska optimizacija i KOMPromisno Resenje) method for the solution of that problem.

1.1 Literature Survey

Multi-criteria decision making (MCDM) methods deal with problems of compromise selection of the best solutions from the set of available alternatives according to objectives. Usually neither of the alternatives satisfies all the objectives, therefore satisfactory decision is made instead of optimal one. The literature search is shown in three parts: Studies on sustainable supplier selection (Table 1), on green supplier selection (Table 2) and on supplier selection (Table 3) and studies using MCDM methods.

Table 1. Studies on sustainable supplier selection

Author/s and Year of Publication	Application Areas	Application Location	MCDM Methods
Liu et al.,2019	A watch manufacturing company	-	Combining the IVIUL (interval-valued intuitionistic uncertain linguistic)-BWM (Best-Worst Method) with the IVIUL-AQM (alternative queuing method)
Yu et al., 2019	a home appliances manufacturer	China	TOPSIS (Technique For Order Preference By Similarity To An Ideal Solution) and IVPFS (interval-valued Pythagorean fuzzy set)
Xu et al.2019	A long-term partner for company	-	IT2FSs (interval type-2 fuzzysets) AHP Sort II Model
Rashidi and Cullinane 2019	set of logistics service providers	Sweden	Fuzzy DEA (Data Envelopment Analysis ) and Fuzzy TOPSIS
Pishchulov et al.2019	medium-sized company in the wood construction industry	Switzerland	Voting AHP
Abdel-Baset et al. 2019	A large importing company	Egypt	Neutrosophic ANP (Analytic Network Process) And VIKOR
Costa et al. 2018	a manufacturing industry	India	ELECTRE (elimination and et choice translating reality) TRI- nC method
KhanMohammadi et al. 2018	in the petrochemical industry	-	Graph theory and matrix approach (GTMA)
Ghouschi et al. 2018	A chemical industry company	Qazvin	on goal programming (GP) - DEA
Azimifard et al. 2018	A steel industry	Iran	AHP and TOPSIS

Table 2. Studies on green supplier selection

Author/s and Year of Publication	Application Areas	Application Location	MCDM Methods
Chen et al. 2019	The panel manufacture	-	Fuzzy six sigma quality indices
Haghighi et al. 2019	The food sector.	Iranian	IT2FSs
Yucesan et al. 2019	An injection molding facility	Turkey	IT2F TOPSIS
Liu et al. 2019	A manufacturing enterprises	-	The hesitant fuzzy prioritized weighted average (HFPWA)
Darminto et al. 2018	One of the industries in the diesel engine exporting company	Indonesia	Fuzzy Analytical Network Process (FANP)
Jiang et al. 2018	An automotive industry	Taiwan	GREY DEMATEL (Decision making trial and evaluation laboratory)-BASED ANP (GDANP)
Quan et al. 2018	A real estate company	China.	a modified MULTIMOORA (Multi-Objective Optimization by Ratio Analysis plus the Full Multiplicative From)

Table 3. Studies on supplier selection

Author/s and Year of Publication	Application Areas	Application Location	MCDM Methods
Hajek and Froelich	A supplier selection task	-	IVIFCM-TOPSIS
Huang et al. 2019	A manufacturing company	-	MS-DIFDT (A multi-scale IF decision table)
Çali and Balaman et al. 2019	In automotive sector	-	IFS ELECTRE AND VIKOR
Fu 2019	The best catering selection for ABC airline	-	AHP-ARAS (Additive Ratio Assessment)- MCGH Multi-choice goal programming
Wang and Chen 2019	The existing literature problem	-	A partial-consensus posterior-aggregation FAHP (PCPA-FAHP) approach
Suraraksa and Shin 2019	In automotive industry	Thailand	AHP
Alkahtani et al. 2019	X company produces chemicals	-	Fuzzy TOPSIS and Fuzzy AHP
Stević et al. 2019	A company for the production of plastic bags	-	Fuzzy AHP and Fuzzy EDAS ((Evaluation based on Distance from Average Solution)
Phumchusri et al. 2019	A raw material suppliers	Thailand	AHP
Kumar et. al. 2018	A heavy locomotive firm	Indian	TOPSIS and AHP
Wang et al. 2018	In the food processing industry	Vietnam.	A hybrid FAHP and GDEA model green data envelopment analysis
Wang et al. 2018	In the Gas and Oil Industry	Vietnam.	Hybrid SCOR Metrics, AHP, and TOPSIS
Chen et al. 2018	A food industry	China	A hybrid model that combines total interpretive structural modeling (TISM) and FANP
Liao et al. 2018	An aircraft manufacturer	-	A new hesitant fuzzy linguistic ORESTE (Organization, Rangement Et Synthese De Donnes Relationnelles)
Diouf and Kwak 2018	A printing industry	Korea	Fuzzy AHP, DEA, and Managerial Analysis
Abdel-Basset et al. 2018	A distribution company	Turkey	Neutrosophic DEMATEL
Wang and Tsai 2018	A solar Panel Supplier Selection	Taiwanese	FAHP and DEA
Büyüközkan, AND Göçek 2018	Digital Supply Chain	Turkey	IVIF AHP and IVIF ARAS
Joshi and Kumar 2018	An automobile manufacturer	-	An extended VIKOR method
Grandhi and Wibowo 2018	most suitable solar energy supplier	India	Fuzzy MCDM
Abdel-Basset et al. 2018	food industry	Egypt	A Hybrid Neutrosophic Group ANP-TOPSIS

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## 2. Methodology

### 2.1 Analytical Hierarchy Process (AHP)

AHP was first developed by Saaty in 1971 and is available in many studies in the literature. Saaty proposed the scale of significance given by Table 4, which includes decision numbers from 1 to 9 (Subramanian ve Ramanathan, 2012). When determining factor weights with AHP method, the steps to be followed are as follows: (Emeç and Akkaya, 2018; Akkaya *et al.* 2015):

Table 4. Linguistic and Corresponding Numeric AHP

AHP linguistic scale	AHP numeric scale
1	Equally important
3	Moderately more important
5	Strongly more important
7	Demonstrated more important
9	Extremely more important
2,4,6,8	Compromises or between scales

Step1: Using the scale values given in Table 1, a pairwise comparison of the factors is made and pairwise comparison matrices as in Equation 1 are generated.

$$D = \begin{bmatrix} 1 & \cdots & a_{1n} \\ \vdots & \ddots & \vdots \\ a_{m1} & \cdots & 1 \end{bmatrix} \quad (1)$$

where  $a_{ij} = \frac{1}{a_{ji}}$ ,  $a_{ij} > 0$

Step 2: The generated comparison matrix is normalized. For this, column totals are taken, and each value is divided by its column sum. In this way, normalized decision matrix is obtained.

$$a_{i1} = \frac{a_{i1}}{\sum_{i=1}^m a_{i1}} \quad i = 1; 2, \dots, m \quad (2)$$

Step 3: Line averages are taken to calculate factor weights.

$$w_i = \frac{\sum_{j=1}^n a_{ij}}{n} \quad i = 1, 2, \dots, m \quad j = 1, 2, \dots, n \quad (3)$$

### 2.2 Fuzzy VIKOR Technique

Fuzzy VIKOR technique is applying fuzzy logic to VIKOR technique. Method offers rational and systematic process for the best and compromise solution by handling linguistic expressions. In this process, implemented steps are as follows (Emeç and Akkaya, 2018):

Stage 1: Firstly, n decision makers, m alternatives and k criteria are determined to solve the problems.

Stage 2: Alternatives and criteria are evaluated by experts using the linguistic variables given in Table 5. Linguistic variables are used to determine the weight of criteria and evaluate the alternatives. However, stochastic AHP are used when determining criteria weight in the study.

Table 5. Linguistic Variables Used in Fuzzy VIKOR

Linguistic Variables	Triangular Fuzzy Numbers
Very poor	(0, 0, 1)
Poor	(0, 1, 3)
Moderately poor	(1, 3, 5)
Moderate	(3, 5, 7)
Moderately good	(5, 7, 9)
Good	(7, 9, 10)
Very good	(9, 10, 10)

Stage 3: Evaluation of decision makers are combined and integrated fuzzy weight of each criterion is calculated with the aid of Eq. (4).

$$\tilde{w}_j = \frac{1}{n} [\sum_{e=1}^n \tilde{w}_j^e] \quad j = 1, 2, \dots, k \quad (4)$$

Importance weight of ith alternative according to jth criteria is calculated with the aid of Eq. (5).

$$\tilde{x}_{ij} = \frac{1}{n} [\sum_{e=1}^n \tilde{x}_{ij}^e] \quad i = 1, 2, \dots, m \quad (5)$$

Stage 4: Fuzzy decision matrix is created.

$$\tilde{D} = \begin{bmatrix} \tilde{x}_{11} & \dots & \tilde{x}_{1k} \\ \vdots & \ddots & \vdots \\ \tilde{x}_{m1} & \dots & \tilde{x}_{mk} \end{bmatrix} \quad i = 1, 2, \dots, m \quad j = 1, 2, \dots, k \quad (6)$$

$$\tilde{W} = [\tilde{w}_1; \tilde{w}_2; \dots; \tilde{w}_k], \quad j = 1, 2, \dots, k \quad (7)$$

Where  $\tilde{x}_{ij}$  is the degree of  $A_i$  alternative according to  $C_j$  criteria,  $\tilde{w}_j$  is importance weight of jth criteria

Stage 5: Fuzzy best ( $\tilde{f}_j^*$ ) and worst ( $\tilde{f}_j^-$ ) values are determined.

$$(\tilde{f}_j^*) = \max_i \tilde{x}_{ij}, \quad (\tilde{f}_j^-) = \min_i \tilde{x}_{ij} \quad (8)$$

Stage 6:  $\tilde{S}_i$  and  $\tilde{R}_i$  values are calculated.

$$\tilde{S}_i = \sum_{j=1}^k \tilde{w}_j (\tilde{f}_j^* - \tilde{x}_{ij}) / (\tilde{f}_j^* - \tilde{f}_j^-) \quad (9)$$

$$\tilde{R}_1 = \max_j [\sum_{j=1}^k \tilde{w}_j (\tilde{f}_j^* - \tilde{x}_{1j}) / (\tilde{f}_j^* - \tilde{f}_j^-)] \quad (10)$$

$\tilde{S}_1$  is total of criteria value distance to fuzzy best value.  $\tilde{R}_1$  is the maximum distance of alternatives  $A_i$  to the fuzzy worst value according to  $j$ th criteria. In other words,  $\tilde{S}_1$  and  $\tilde{R}_1$  values represent moderate and the worst scores of  $A_i$  alternatives.

Stage 7:  $\tilde{S}^*$ ,  $\tilde{S}^-$ ,  $\tilde{R}^*$ ,  $\tilde{R}^-$  and  $\tilde{Q}_1$  values are calculated.

$$\tilde{S}^* = \min_i \tilde{S}_i, \tilde{S}^- = \max_i \tilde{S}_i \quad (11)$$

$$\tilde{R}^* = \min_i \tilde{R}_i, \tilde{R}^- = \max_i \tilde{R}_i \quad (12)$$

$$\tilde{Q}_1 = \frac{v(\tilde{S}_1 - \tilde{S}^*)}{(\tilde{S}^- - \tilde{S}^*)} + \frac{(1-v)(\tilde{R}_1 - \tilde{R}^*)}{(\tilde{R}^- - \tilde{R}^*)} \quad (13)$$

where  $\tilde{S}^*$  represents maximum benefit of the group and  $\tilde{R}^-$  represents minimum regret of opposite view.  $\tilde{Q}_1$  index is calculated together with the assesment group of benefits and minimum regret.  $v$  value represents weight of strategy which ensures maximum group benefit. Compromise can be provided with “majority vote” ( $v > 0.5$ ), “compromise” ( $v = 0.5$ ) or “rejection” ( $v < 0.5$ ).

Stage 8:  $Q_i$  index is obtained by defuzzification using Eq. 14. There are different defuzzification methods in literature. BNP (Best Non Fuzzy Performance Value) proposed by Hsiesh et al., 2004 is used for defuzzification in this study. In the equation;  $u_i$  is the upper value of triangular fuzzy number,  $m_i$  is the median value of triangular fuzzy number and  $l_i$  is the lower value of triangular fuzzy number.

$$BNP = [(u_i - l_i) + (m_i - l_i)] / 3 + l_i \quad V_i \quad (14)$$

$Q_i$  indexes are arranged in increasing order. Alternative which have lowest  $Q_i$  value is the best alternative.

Stage 9: In this stage, compromise solution is determined. If following two conditions are satisfied, obtained solution by using  $Q_i$  index is compromise solution ( $a'$ )

Condition 1: acceptable advantage: with condition 1, it is established that there is a clear difference between the best and closest options.

$$Q(a'') - Q(a') \geq DQ \quad (15)$$

In the equation a value is an alternative in the second when ordered  $Q_i$  values.

$$DQ = 1 / (m - 1) \quad (\text{eğer } m \leq 4 \text{ ise } DQ = 0.25) \quad (16)$$

Condition 2: acceptable stability: a alternative must also be the best alternative when ordered based on S and/or R values. If  $Q(a^{(m)}) - Q(a') < DQ$ , condition 1 is not satisfied,  $a^{(m)}$  and  $a'$  are the same compromise solutions. Because of similar compromise solution ( $a', a'', \dots, a^{(m)}$ ),  $a'$  does not have comparative advantage. If condition 2 is not satisfied, decision making is not stable although a has a comparative advantage. Therefore compromise solution of  $a'$  and  $a''$  is similar.

Stage 10: Finally, the best alternative is selected. Alternative which has minimum Q value is the best solution.

### 3. Application

This study benefited from the AHP and Fuzzy VIKOR methods for the selection of DNA-RNA-Protein isolation device to be used at laboratories where scientific researches of Ataturk University Medical Faculty are being carried out. As the result of questionnaires applied on specialists being responsible for the selection of medicals, 7 criteria (brand, cost, quality, time, technical service, customer representative, diversity) were determined and brief description of criteria of the implementation is shown Figure 1 and 4 alternative (A, B, C, D) medical companies were selected for evaluation by the fuzzy VIKOR method.

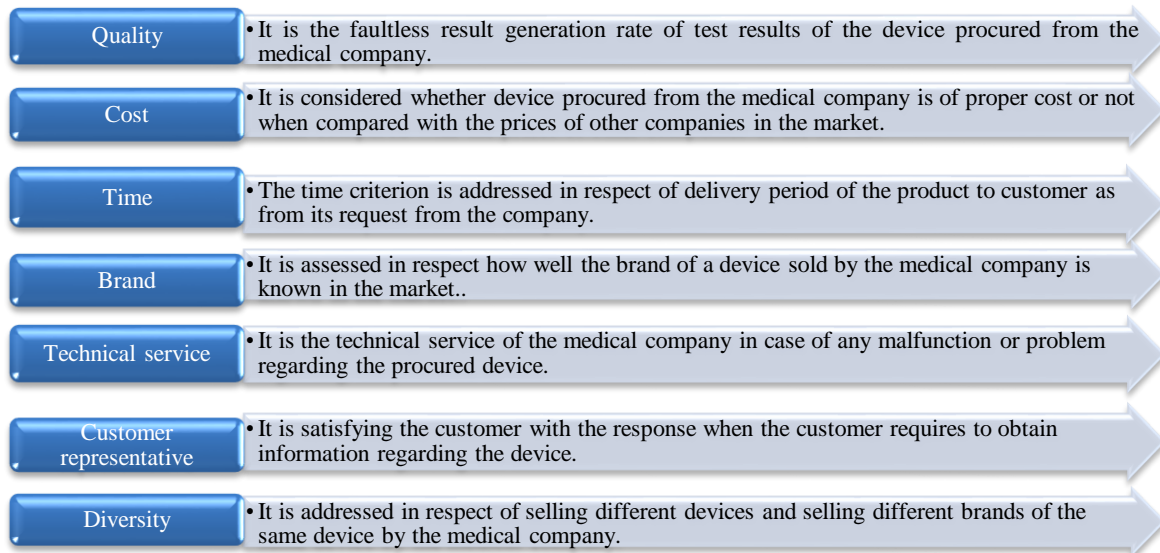


Figure 1. The Description of Criteria of the Implementation

The decision hierarchy of the selection of medical company is shown in Figure 2. Then these criteria and alternatives were evaluated by the purchasing officer and the PCM was formed. By using the data in the formed matrix, the importance degrees of criteria were calculated by the AHP method. And then, the assessment of the alternatives was performed by an individual who is specialized in the field and who is responsible for the selection of medical company, and linguistic variables were used in the assessment.

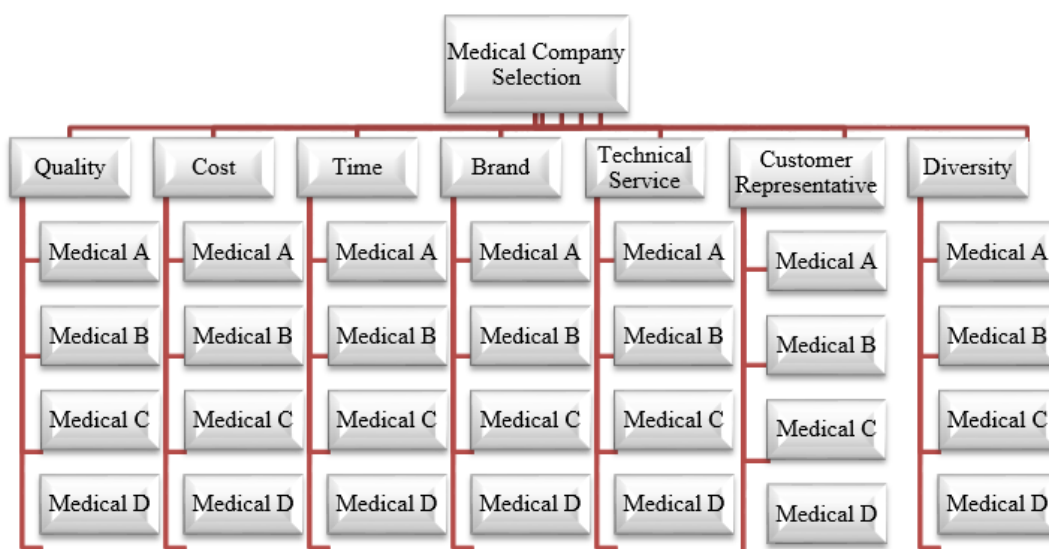


Figure 2. Decision Hierarchy for Medical Company Selection

The pairwise comparison matrix was created by using Table 4. The criteria weights were found by AHP method as 0.09 (brand), 0.08 (cost), 0.17 (quality), 0.09 (time), 0.29 (technical service), 0.16 (customer representative) and 0.10 (diversity). Subsequently, alternatives were evaluated by using Table 5 and fuzzy decision matrix was formed as in Table 6.



Table 6. The Fuzzy Decision Matrix

Criteria Alternatives	Brand	Cost	Quality	Time	Technical Service	Customer Representative	Diversity
Medical A	(5,7,9)	(7,9,10)	(9,10,10)	(7,9,10)	(5,7,9)	(5,7,9)	(5,7,9)
Medical B	(7,9,10)	(5,7,9)	(7,9,10)	(5,7,9)	(5,7,9)	(5,7,9)	(5,7,9)
Medical C	(3,5,7)	(7,9,10)	(5,7,9)	(5,7,9)	(5,7,9)	(5,7,9)	(3,5,7)
Medical D	(5,7,9)	(5,7,9)	(5,7,9)	(5,7,9)	(3,5,7)	(3,5,7)	(3,5,7)

The best and worst fuzzy values were determined using equality 8. Fuzzy best and fuzzy worst values for the criteria are shown in Table 7. Then, the fuzzy  $\check{S}_1$  and  $\check{R}_1$  values were determined using equalities 9 and 10 in Table 8.

Table 7. The Fuzzy Best Value and The Fuzzy Worst Values

Criteria	$(\check{f}_j^+)$	$(\check{f}_j^-)$
Brand	(7,9,10)	(3,5,7)
Cost	(7,9,10)	(5,7,9)
Quality	(9,10,10)	(5,7,9)
Time	(7,9,10)	(5,7,9)
Technical Service	(5,7,9)	(3,5,7)
Customer Representative	(5,7,9)	(3,5,7)
Diversity	(5,7,9)	(3,5,7)

Table 8.  $\check{S}_1$  and  $\check{R}_1$  Values

Alternatives	$\check{S}_1$	$\check{R}_1$
Medical A	(0.045,0.045,0.030)	(0.045,0.045,0.030)
Medical B	(0.255,0.227,0.170)	(0.090, 0.090,0.090)
Medical C	(0.450,0.450,0.450)	(0.170,0.170,0.170)
Medical D	(0.935,0.935,0.935)	(0.290,0.290,0.290)

Fuzzy maximum and minimum  $\check{S}_1$  and  $\check{R}_1$  values ( $\check{S}^*$ ,  $\check{S}^-$ ,  $\check{R}^*$ ,  $\check{R}^-$  values) were calculated with the help of the equalities 11 and 12 and these values are shown in Table 9.

Table 9.  $\check{S}^*$ ,  $\check{S}^-$ ,  $\check{R}^*$ ,  $\check{R}^-$  values

	l	m	u
$\check{S}^*$	0.045	0.045	0.030
$\check{S}^-$	0.935	0.935	0.935
$\check{R}^*$	0.045	0.045	0.030
$\check{R}^-$	0.290	0.290	0.290

Finally, the fuzzy  $\check{Q}_1$  index were found using equality 13 and fuzzy values are converted to crisp values

using equation 14. Alternatives are ranked according to the crisp values of  $S_i$ ,  $R_i$  and  $Q_i$ . Alternative Ranking is shown in Table 10. The results of the calculation showed that Medical A which is in the first rank in the alternative ranking was the best alternative.

Table 10. Alternative Ranking

	$\bar{Q}_i$	$Q_i$		$S_i$		$R_i$	
		index	ranking	index	ranking	index	ranking
<b>Medical A</b>	(0,0,0)	0	1	0,04	1	0,04	1
<b>Medical B</b>	(0.210,0,222, 0.308)	0,247	2	0,22	2	0,09	2
<b>Medical C</b>	(0.483,0.483,0.501)	0,489	3	0,45	3	0,17	3
<b>Medical D</b>	(1,1,1)	1	4	0,94	4	0,29	4

Condition 1: Acceptable advantage: According to equalities 15 and 16, because of  $Q(a^{(ii)})-Q(a^i)=0,247-0=0,25 \geq 0,25$ ,  $Q(a^{(iii)})-Q(a^i)=0,489-0 \geq 0,25$  and  $Q(a^{(iv)})-Q(a^i)=1-0 \geq 0,25$ , condition 1 is satisfied.

Condition 2: Acceptable stability: An alternative must also be the best alternative when ordered based on S and/or R values. If  $Q(a^{(m)})-Q(a^i) < D Q$ , if condition 1 is not satisfied,  $a^{(m)}$  and  $a^i$  are the same compromise solutions. Because of similar compromise solution  $(a^i, a^i, \dots, a^i)$ ,  $a^i$  does not have a comparative advantage. If condition 2 is not satisfied, decision making is not stable although has a comparative advantage. Therefore compromise solution of  $a^i$  and  $a^i$  is similar. Looking at table 10, Medical A has been the best alternative all ranked according to index. Hence condition 2 is satisfied.

#### 4. Conclusion

In this study, it was benefited from the AHP and Fuzzy VIKOR methods for the selection of DNA-RNA-Protein isolation device to be used at laboratories where scientific researches of Ataturk University Medical Faculty are being carried out. For the problem of selection being addressed in this study, AHP and fuzzy VIKOR approaches among multi criteria decision making techniques- were used together and an assessment was made. The criteria affecting the selection of medical company were determined as quality, cost, time, brand, technical service, customer representative and diversity in the direction of the opinions of decision makers. These criteria were weighted by AHP, and the assessment of alternatives was performed by using the fuzzy VIKOR approach. When the results were examined, it was observed that Medical A was the best alternative. Medical B, Medical C and Medical D are followed, respectively. In the following studies, different multi criteria decision making methods can be used individually or together, and the results can be compared and, the proposed method can be applied to different problems. For different regions, the medical company specific problem can be addressed by increasing the number of alternatives and criteria.

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