

**Prof. Dr. Selim ZAİM**  
Ibn Haldun University, Faculty of Business Administration  
Basaksehir Mah. Ordu Cad. No.3 P.K.  
34480 Basaksehir, Istanbul  
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### **ACADEMIC APPOINTMENTS**

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2023 - present	Professor, Ibn Haldun University
2020 - 2023	Professor, Sabahattin Zaim University
2018 - 2020	Professor, Istanbul Şehir University
2013 - 2018	Professor, Istanbul Technical University
2010 - 2013	Professor, Marmara University
2007 - 2010	Professor, Fatih University
2003 - 2007	Associate Professor, Fatih University
1997 - 2002	Assistant Professor, Fatih University
1995 - 1996	Visiting Professor, Cornell University, USA
1994 - 1995	Research Assistant, Ph.D. Istanbul University
1992 - 1992	Guest Lecturer, Azerbaijan Institute of Business Administration, Baku, Azerbeycan (2 ay).
1987 - 1994	Research Assistant, Istanbul University

### **EDUCATION**

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1988 - 1994	Ph.D., Production & Operations Management, Istanbul University
1987 - 1988	Master of Business Administration in Production & Operations Management, Istanbul University
1986 - 1987	MBA, Istanbul University
1980 - 1986	Mechanical Engineering, Istanbul Technical University

### **ADMINISTRATIVE APPOINTMENTS**

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2023 – present	Head of Big Data and Business Analytics Program, Ibn Haldun University
2022 – 2023	Head of Industrial Engineering Department, İstanbul Sabahattin Zaim University
2022 – 2023	Head of Big Data and Business Analytics Program, İstanbul Sabahattin Zaim University
2017 – 2018	Quality Coordinator, Istanbul Technical University
2013 – 2018	Head of Industrial Engineering Department, Istanbul Technical University
2012 – 2013	Quality Coordinator, Marmara University
2011 – 2013	Senate Member, Marmara University
2007 – 2010	Head of Management Department, Fatih University
1992 – 1994	Assistant of Construction Management Coordinator, Istanbul University

### **PUBLICATIONS**

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#### **Books**

- Selim Zaim, Halil Zaim, Salih Keskin, “Kobiler için Şirket Anayasasının Önemi ve Oluşturulması”, NadirKitap, 2012.
- Selim Zaim, Mehveş Tarm, Halil Zaim, “Sağlık Sektöründe Kalite ve Maliyet Analizi”, İstanbul Ticaret Odası, 2011.
- Ömer Çaha, Mustafa Köksal, Selim Zaim, Havva Çaha, “Ostim İşgücü Araştırması”, NadirKitap, 2007.

## Edited Books

### Articles & Book Chapters

- Ardita Malaj, Selim Zaim, Nizamettin Bayyur, Merve Tarim (2023) “ESIB’s Antecedents: An Analytic Hierarchy Process Application in the Manufacturing Industry in Albania” *Sustainability Journal*. 15, 13838. <https://doi.org/10.3390/su151813838>
- Didem Yildiz, F. Tunc Bozbura, Ekrem Taoglu, Selim Zaim (2023) “How do organizational career management activities influence employees’ career outcomes? The mediating role of career capital” *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-06-2023-3817>
- Wael Zayat, Huseyin Selcuk Kilic, Ahmet Selcuk Yalcin, Selim Zaim, Dursun Delen (2023) “Application of MADM methods in Industry 4.0: A literature review” *Computers & Industrial Engineering*. <https://doi.org/10.1016/j.cie.2023.109075>
- Enes Eryarsoy, Hakki Nalcioglu, Huseyin Selcuk Kilic, Ahmet Selcuk Yalcin, Selim Zaim, Dursun Delen (2022). “A Framework for Mitigating Excessive Transportation in the Context of Manufacturing Localization” *IEEE TRANSACTIONS ON FUZZY SYSTEMS*, VOL. 31, NO. 2, FEBRUARY 2023
- Enes Eryarsoy, Alev Özer Torgalöz, Mehmet Fatih Acar, Selim Zaim (2022) " A resource-based perspective of the interplay between organizational learning and supply chain resilience" *International Journal of Physical Distribution & Logistics Management*. <https://www.emerald.com/insight/0960-0035.htm>
- Mehmet Fatih Acar, Alev Özer Torgalöz, Enes Eryarsoy, Selim Zaim (2022) " Did COVID-19 change the rules of the game for supply chain resilience? The effects of learning culture and supplier trust" *International Journal of Physical Distribution & Logistics Management*. <https://www.emerald.com/insight/0960-0035.htm>
- Enes Eryarsoy, Huseyin Selcuk Kilic, Selim Zaim, Marzhan Doszhanova (2022) " Assessing IoT challenges in supply chain: A comparative study before and during- COVID-19 using interval valued neutrosophic analytical hierarchy process" *Journal of Business Research*. Vol. 147, pp. 108 –123. <https://doi.org/10.1016/j.jbusres.2022.03.036>
- Gulin Idil Sonmezturk Bolatan, Ismail Golgeci, Ahmad Arslan, Ekrem Tatoglu, Selim Zaim and Sitki Gozlu (2022) " Unlocking the relationships between strategic planning, leadership and technology transfer competence: the mediating role of strategic quality management" *Journal of Knowledge Management*. Vol. 26, Issue 11, pp. 89 –113.
- Ayse H. Ozgun, Mehves Tarim, Dursun Delen, Selim Zaim (2022) " Social capital and organizational performance: The mediating role of innovation activities and intellectual capital " *Healthcare Analytics*. <https://doi.org/10.1016/j.health.2022.100046>
- Zehra Binnur Avunduk, Halim Kazan, Ekrem Tatoglu, and Selim Zaim (2021) “How Does External Knowledge Sourcing Affect Business Performance in Large-Scale Firms? The Mediating Role of Open Technology Strategies” *IEEE Transactions on Engineering Management*, Issue .1, pp. 1 – 17.
- Sinem Büyüksaatçi Kiriş, Enes Eryarsoy, Selim Zaim, Dursun Delen (2021) " An integrated approach for lean production using simulation and data envelopment analysis " *Annals of Operations Research*. <https://doi.org/10.1007/s10479-021-04265-z>
- Özlem Ayaz Arda, Frank Montabon, Ekrem Tatoglu, İsmail Golgeci and Selim Zaim (2021) “Toward a holistic understanding of sustainability in corporations: Resource-based view of sustainable supply chain management” *Supply Chain Management: An International Journal*, <https://doi.org/10.1108/SCM-08-2021-0385>
- Ibrahim Yazici, Omer Faruk Beyca, Omer Faruk Gurcan, Halil Zaim, Dursun Delen, Selim Zaim (2020) " A comparative analysis of machine learning techniques and fuzzy analytic hierarchy process to determine the tacit knowledge criteria" *Annals of Operations Research*. <https://doi.org/10.1007/s10479-020-03697-3>
- Erkan Bayraktar, Kazim Sari, Ekrem Tatoglu, Selim Zaim, Dursun Delen (2020) " Assessing the supply chain performance: a causal analysis" *Annals of Operations Research*. Vol.287, Issue .1, pp. 37 – 60.
- Mariam Yasmina, Ekrem Tatoglu, Huseyin Selcuk Kilic, Selim Zaim, Dursun Delen (2020) " Big Data Analytics Capabilities and Firm Performance: An Integrated MCDM Approach" *Journal of Business Research*. Vol. 114, pp. 1 –15.
- Öf Yilmaz, Öf Demirel, S Zaim, S Sevim (2020) “Assembly line balancing by using axiomatic design principles: An application from cooler manufacturing industry” *International Journal of Production Management and Engineering*. Vol.8 (1), pp. 31-43.

- Omer Faruk Beyca, Beyzanur Cayir Ervural, Ekrem Tatoglu, Pinar Gokcin Ozuyar, Selim Zaim (2019) " Using machine learning tools for forecasting natural gas consumption in the province of Istanbul " *Energy Economics*. Vol. 80, pp. 937 – 949.
- Arafat Salih Aydiner, Ekrem Tatoglu, Erkan Bayraktar, Selim Zaim (2019) " Information system capabilities and firm performance: Opening the black box through decision-making performance and business-process performance" *International Journal of Information Management*. Vol. 47, pp. 168 – 182.
- Arafat Salih Aydiner, Ekrem Tatoglu, Erkan Bayraktar, Selim Zaim, Dursun Delen (2019) " Business Analytics and Firm Performance: The mediating role of business process performance" *Journal of Business Research*. Vol. 96, pp. 228 – 237.
- Ilhan Ciftci, Ekrem Tatoglu, Geoffrey Wood, Mehmet Demirbag, Selim Zaim, (2019) " Corporate governance and firm performance in emerging markets: Evidence from Turkey" *International Business Review*. Vol. 28, pp. 90 – 103.
- Tokgöz, Asım; Bulkan, Serol; Zaim, Selim; Delen, Dursun; Torlak, N. Gökhan, (2018) "Modeling Airline MRO Operations Using a Systems Dynamics Approach: A Case Study of Turkish Airlines" *Journal of Quality in Maintenance Engineering*. Vol. 24, Issue.3, pp. 280 – 310.
- Beyzanur Cayir Ervural, Selim Zaim, Dursun Delen, (2018) "A two-stage analytical approach to assess sustainable energy efficiency" *Energy*. Vol. 164, pp. 822 – 836.
- Beyzanur Cayir Ervural, Selim Zaim, Omer F.Demirel, Zeynep Aydin, Dursun Delen, (2018) "An ANP and Fuzzy TOPSIS-based SWOT Analysis for Turkey's Energy Planning" *Renewable & Sustainable Energy Reviews*. Vol. 82, Part.1, pp. 1538 – 1550.
- Ozlem Ayaz Arda, Dursun Delen, Ekrem Tatoglu, Selim Zaim, (2017) "An analytic approach to assessing organizational citizenship behavior", *Decision Support Systems*, Vol. 103, pp. 9 – 23.
- Mehmet Fatih Acar, Selim Zaim, Mine Isik, Fethi Calisir, (2017) "Relationships among ERP, supply chain orientation and operational performance: An analysis of structural equation modeling", *Benchmarking: An International Journal*, Volume 24, Issue: 5, <https://doi.org/10.1108/BIJ-11-2015-0116>
- M. Fatih Acar, Merve Tarim, Halil Zaim, Selim Zaim, Dursun Delen (2017). "Knowledge management and ERP: Complementary or contradictory?" *Volume 37, Issue 6, December 2017, Pages 703-712*.
- Yalcin, Kadir; Tatoglu, Ekrem; Zaim, Selim (2016). "Developing an Instrument for Measuring the Effects of Heuristics on Investment Decisions", *Kybernetes*, Volume 45, No 2 , pp. 1052 – 1071
- Ekrem Tatoglu, Erkan Bayraktar, Ismail Golgeci, S.C. Lenny Koh, Mehmet Demirbag & Selim Zaim, (2016). "How do supply chain management and information systems practices influence operational performance? Evidence from emerging country SMEs", *International Journal of Logistics Research and Applications*, Volume 19, No 3, pp.181 – 199.
- Asil Oztekin, Dursun Delen, Halil Zaim, Ali Turkyilmaz, Selim Zaim, (2015). "The Influence of Knowledge Management on Financial and Non-Financial Performance", *Journal of Information & Knowledge Management*, Volume 14, No 2, pp.1 – 14.
- H.S. Kilic, S. Zaim, D. Delen, (2015). "Selecting "The Best" ERP system for SMEs using a combination of ANP and PROMETHEE methods", *Expert Systems with Applications* Volume 42, issue 5, pp.2343 – 2355.
- H.S. Kilic, S. Zaim, D. Delen, (2014). "Development of a hybrid methodology for ERP system selection: The case of Turkish Airlines", *Decision Support Systems*, Volume 66, pp.82 – 92.
- Zaim, S., Sevkli, M., Akdag, H., Demirel, O. F., Yayla, Y., Delen, D., (2014). Use of ANP weighted crisp and fuzzy QFD for product development. *Expert Systems with Applications*, Volume 41. pp. 4464-4474.
- Delen, D., Zaim, H. Kuzey, C. & Zaim, S. (2013). A Comparative Analysis of Machine Learning Systems for Measuring the Impact of Knowledge Management Practices. *Decision Support Systems*, Volume 1. No: 54 pp. 1150-1160
- Asil Oztekin, Dursun Delen, Ali Turkyilmaz, Selim Zaim (2013). A machine learning-based usability evaluation method for eLearning systems. *Decision Support Systems*, Volume 56 pp. 63-73.
- Bayraktar, E., Tatoglu, E. & Zaim, S. (2013). Measuring the Relative Efficiency of Quality Management Practices in Turkish Public and Private Universities. *Journal of the Operational Research Society*, pp.1-21.
- Ahmet Akın, Nizamettin Bayyurt and Selim Zaim, (2013). Managerial and Technical Inefficiencies of Foreign and Domestic Banks in Turkey during 2008 Global Crisis, *Emerging Markets Finance and*

Trade, May–Haz, Cilt. 49, Sayı 3, s. 48–63.

- Ali Turkyilmaz, Asil Oztekin, Selim Zaim, Omer Fahrettin Demirel (2013). Universal structure modeling approach to customer satisfaction index. *Industrial Management & Data Systems*, Cilt 113, Sayı 7 s. 932 – 949.
- Zaim, S., Akdağ, H. C., Acar, M. F., Demirel, O. F. & Ataman, A. (2012). "Product Improvement with Quality Function Deployment (QFD) Technique". *Advanced Materials Research*. Vol. 445, pp. 1058 – 1063
- Zaim, S., Turkyilmaz, A., Acar, M. F., Al–Turki, U. & Demirel, O. F. (2012). "Maintenance Strategy Selection: A case Study". *Journal of Quality in Maintenance Engineering*, Volume 18. Issue 1, pp. 16–29.
- Oztekin, A., Iseri, A., Zaim, S. & Nikov, A. (2012). "A Taguchi based Kansei engineering study of mobile phones at product design stage". *Production Planning & Control*, pp. 1-10
- Demirel, O. F., Zaim, S., Caliskan, A. & Ozuyar, P. (2012). "Forecasting Natural Gas Consumption in Istanbul Using Neural Networks and Multivariate Time Series Methods ". *The Turkish Journal of Electrical Engineering & Computer Sciences*, Vol. 5. No: 20 pp. 695-711.
- Bayraktar, E., Tatoglu, E., Turkyilmaz, A., Delen, D. & Zaim, S. (2012). "Measuring the Efficiency of Customer Satisfaction and Loyalty for Mobile Phone Brands with DEA". *Expert Systems with Applications*. Vol. 39. pp. 99 – 106.
- Zaim, S., Demirel, O. F. & Oğcu, G. (2012). Forecasting Electricity Consumption with Neural Networks and Support Vector Regression. *Procedia - Social and Behavioral Sciences*. Vol. 12. No: 58 pp. 1576-1585.
- Kara, A. & Zaim, S. (2012). Technology and Job Competence in the Turkish Labor Markets: A Model and Simulations. *Procedia - Social and Behavioral Sciences*. Vol. 12. No: 58 pp. 820-829.
- Zaim, S. & Akdag, H. C. (2012). Education: A Comparative Structural Equation Modeling Study. *Procedia - Social and Behavioral Sciences*. Vol. 10 No: 47 pp. 874-880
- Torlak, G, Şevkli, M, Şanal, M, Zaim, S., "Analysing Business Competition By Using Fuzzy TOPSIS Method: An Example of Turkish Domestic Airline Industry", *Expert Systems with Application*, Jan, 2011, Vol. 38, pp. 3386 – 3406.
- Subhash Lonial, Dennis Meneses, Mehves Tarim, Ektem Tatoglu, Selim Zaim, "An Evaluation of Servqual and Patient Loyalty in an Emerging Country Context", *Total Quality Management & Business Excellence*, , Vol. 21, No. 8, Aug. 2010, pp. 813-827.
- Mehmet Demirbag, Ekrem Tatoglu, Keith W. Glaister, Selim Zaim, "Measuring Strategic Decision Making Efficiency in Different Country Contexts: A Comparison of British and Turkish Firms", *Omega*, *The International Journal of Management Science*, Vol. 38, No. 1-2, Jan. 2010, pp. 95-104.
- Subhash Lonial, Dennis Meneses, Mehves Tarim, Ektem Tatoglu, Selim Zaim (2010). "An Evaluation of Servqual and Patient Loyalty in an Emerging Country Context", *Total Quality Management & Business Excellence*, Vol. 21, No. 8, pp. 813 – 827.
- Erkan Bayraktar, Angappa Gunasekaran, S.C. Lenny Koh, Ekrem Tatoglu, Mehmet Demirbag, Selim Zaim , "An Efficiency Comparison of Supply Chain Management and Information Systems Practices: A Study of Turkish and Bulgarian SMEs in Food Products and Beverages", *International Journal of Production Research*, , Vol. 48, No. 2, Dec. 2009, pp. 425-451.
- Asil Oztekin, Alexander Nikov, Selim Zaim, "UWIS: An Assessment methodology for usability of web based information systems", *Journal of Systems and Software*, Vol. 82, No. 12, Dec. 2009, pp. 2038-2050.
- Keith W. Glaister, Omer Dincer, Ekrem Tatoglu, Mehmet Demirbag and Selim Zaim. (2008). "A causal analysis of formal strategic planning and company performance: Evidence from an emerging country". *Management Decision*. Vol. 46, Issue 3, pp. 365 – 391.
- Erkan Bayraktar, Ekrem Tatoglu, Selim Zaim. (2008). "An Instrument Measuring the Critical Factors of TQM in Turkish Higher Education". *Total Quality Management and Business Excellence*. Vol. 19, No. 6
- Sevkli, Mehmet; Koh, S C Lenny; Zaim, Selim; Demirbag, Mehmet; Tatoglu, Ekrem. (2008). "Using Analytical Hierarchy Process Weighted Fuzzy Linear Model For Supplier Selection". *Industrial Management & Data Systems*, Vol. 108, No.1, pp. 122 – 142.
- Subhash Lonial, Mehves Tarim, Ekrem Tatoglu, Selim Zaim, Halil Zaim, "The impact of Market Orientation on NSD and Financial Performance Hospital Industry in Turkey", *Industrial Management & Data Systems*, Vol. 108, No. 6, Jul. 2008, pp. 794 – 811.

- S.C. Lenny Koh, Mehmet Demirbag, Erkan Bayraktar, Ekrem Tatoglu, Selim Zaim (2007). “The Impact of Supply Chain Management Practices on Performance of SMEs”. *Industrial Management & Data Systems*, Vol. 107, No.1, pp. 103 – 124.
- Sevkli, Mehmet; Koh, S C Lenny; Zaim, Selim; Demirbag, Mehmet; Tatoglu, Ekrem. (2007). "An application of data envelopment analytic hierarchy process for supplier selection: A case study of Beko in Turkey". *International Journal of Production Research* Vol. 45, No.9, pp. 1973 – 2003.
- Kara Ahmet, Zaim Selim. (2007) “Performance – satisfaction equilibria in the public health care sector in Turkey. A model and a case study”. *Journal of International Research Publications*. Vol. 2, No.1
- Halil Zaim, Ekrem Tatoglu, Selim Zaim. (2007) "A causal analysis of infrastructure processes and performance of knowledge management practices: A case study on a GSM operator in Turkey". *Journal of Knowledge Management* 11(6), pp. 54 – 67
- Zaim S, Bayyurt N, Turkyilmaz A, Solakoglu N, Zaim H. (2007). "Measuring and evaluating efficiency of hospitals through total quality management: A multi-criteria data envelopment analysis model". *International Journal of Transnational Management*. Vol. 12, No. 4, pp. 77 – 97.
- Demirbag, M., Tatoglu, E., Tekinkus, M., Zaim, S. (2006) “An Analysis of the Relationship between TQM Implementation and Organizational Performance: Evidence from Turkish SMEs”, *Journal of Manufacturing Technology Management*, Vol.17, No.6, pp. 829 – 847.
- Koh, L., Demirbag, M., Tatoglu, E., Zaim, S. (2006). "TQM and market orientation’s impact on SMEs’ performance”. *Industrial Management & Data Systems*, Vol. 106, No.8, pp. 1206 – 1228.
- Talha Harcar, Selim Zaim. (2006) “Benefit Segmentation by Factor Analysis: An Empirical Study of Targeting Customers for Shampoo Market in Turkey.” In *Business Research Yearbook* Edited by Marjorie G. Adams, April.
- Nihat Solakoglu, Ali Turkyilmaz, Selim Zaim. (2005) ” The Relationship between Total Quality Management and Performance in Health Care Sector” *International Journal of Business, Management and Economics*. Vol. 1, No.4,
- Kara Ahmet, Lonial Subhash, Tarim Mehveş, Zaim Selim. (2005) “A Paradox of Service Quality in Turkey: The Seemingly Contradictory Relative Importance of Tangible and Intangible Determinants of Service Quality”. *European Business Review*. Vol. 17, No.1, page 5 – 20.
- Ekrem Tatoglu, Mehmet Tekinkus, Selim Zaim. (2005) ” Implementation of Total Quality Management and Its Effect on Firm Performance: A Case Study of Turkish SMEs ”. *International Journal of Business, Management and Economics*. Vol. 1, No.3,
- Mustafa Dilber, Nizamettin Bayyurt, Mehves Tarım, Selim Zaim. (2005) “Critical factors of total quality management and its effect in health care industry: A Turkish experience”. *Problems & Perspectives in Management*. Issue 4, page 220-234.
- Kara Ahmet, Zaim Selim. (2005) “Trapping equilibria in the public health care sector in Turkey. A model and a case study”. *Economy and Business, Scientific Articles*. Vol. 2, pp. 111 – 125.
- Kara Ahmet, Zaim Selim. (2005) “Performance – satisfaction equilibria in the public health care sector in Turkey”. In *Economics and of Health Reform*. John N. Yfantopoulos (Ed.) ATINER Publ. Oct.
- Nikov A., Zaim S., Turkyilmaz A., Zaim H. (2004) "EQUALHI: A neural network-based evaluation of service quality in the hospital industry”. *Enformatika, International Journal of Electrical, Computer and Systems Engineering*, Vol1, (1) December, page 278 – 282.
- Kara Ahmet, Tarim Mehveş, Zaim Selim. (2003) “A Low Performance – Low Quality Trap in the Nonprofit Health Care Sector in Turkey and A Solution”. *Total Quality Management and Business Excellence*. Vol. 14, No.10, December, page 1131 – 1141.
- Zaim Selim, Şevkli Mehmet, Tarim Mehveş. (2003) “Fuzzy Analytic Hierarchy Based Approach for Supplier Selection,” *Journal of Euromarketing*. Vol. 12, No. ¾, page 147 - 176.
- Zaim Selim, Şevkli Mehmet, (2002) “The Methodology of Quality Function Deployment with Crisp and Fuzzy Approaches and an Application in the Turkish Shampoo Industry,” *Journal of Economic and Social Research*, 27-32.
- Zaim Selim, (2002) “Hedeflerle Yönetim, Balanced Scorecard ve Stratejik kalite Yönetimi,” *Akademik Araştırmalar Dergisi (Journal of Academic Studies)*, Şubat-Nisan.
- Lonial Subhash, Menezes Dennis, Zaim Selim, (2000) “Identifying Purchase Driving Attributes and Market Segments for PCs Using Conjoint and Cluster Analysis,” *Journal of Economic and Social Research*, Vol.2 No.2, Page:19-38.

## Various (Online Database Publications, Reports, Blog Posts, etc.)

### SELECTED PRESENTATIONS / EVENTS ORGANISED

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2023	The International Symposium for Production Research, Antalya, Türkiye
2022	The International Symposium for Production Research, Antalya, Türkiye
2021	The International Symposium for Production Research, Online
2018	The International Symposium for Production Research, Vienne, Austria

### PROJECTS

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2014- 2015	İşletmeler ve Bürokrasi: 25 Yılda bürokraside neler değişti? Prof. Ömer Dinçer, Prof. Ekrem Tatoglu, Prof. Selim Zaim, Prof. Halil Zaim, MÜSİAD Yayını.
2009- 2010	Project leader (Impact Assessment for "Support to Basic Education System in Turkey (SBE) Programme")
2006- 2007	Key expert (Provision of practitioners for revision of 36 occupational standards)
2006- 2007	Short term expert (Work plan for the inventory of social partner cooperation in the regions)
2004- 2005	Başbakanlık İdareyi Geliştirme Başkanlığı tarafından gerçekleştirilmiş olan Poliklinik hizmetlerinde etkinlik çalışma gurubu üyeliği.

### NON-UNIVERSITY EXPERIENCE

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2019 – present	Progroup Danışmanlık
2007 – 2008	Advisor, Özmak
2009 – 2010	Advisor, Kılıçoğlu Makine

### GRANTS / AWARDS

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2005	IMDA 2005 Best Paper Award. Bayyurt N., Zaim S., Turkyilmaz A, Solakoglu N. "Measuring and evaluating efficiency of hospitals through total quality management: A multi-criteria data envelopment analysis model." 14th World Business Congress, IMDA (International Management Development Association), Granada, Spain, 10-14 July 2005.
2009	EABR 2009 Best Paper Award. Halil Zaim, Nizamettin Bayyurt, Selim Zaim, "Service quality and determinants of customer satisfaction in hospitals: Turkish experience", European Applied Business Research Conference (EABR), Prague, Czech Republic , Jul. 2009.

### MEMBERSHIPS

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2000 – present	Society for Production Research
2010 – 2013	KALDER

### LANGUAGES

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**Turkish:** Native  
**English:** Fluent