

## Accepted Manuscript

A Customer Based Supplier Selection Process that Combines Quality Function Deployment, the Analytic Network Process and a Markov Chain

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PII: S0377-2217(17)30524-6  
DOI: [10.1016/j.ejor.2017.06.006](https://doi.org/10.1016/j.ejor.2017.06.006)  
Reference: EOR 14488



To appear in: *European Journal of Operational Research*

Received date: 23 August 2016  
Revised date: 31 May 2017  
Accepted date: 2 June 2017

Please cite this article as: Mehdi Rajabi Asadabadi , A Customer Based Supplier Selection Process that Combines Quality Function Deployment, the Analytic Network Process and a Markov Chain, *European Journal of Operational Research* (2017), doi: [10.1016/j.ejor.2017.06.006](https://doi.org/10.1016/j.ejor.2017.06.006)

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**Highlights**

- A customer oriented solution to the supplier selection problem is structured.
- The previous Saaty's supermatrix is extended using Markov chain.
- The method is designed independent of the initial customer needs.

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