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A bi-objective home care scheduling problem: Analyzing the trade-off between costs and client inconvenience

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Highlights

- First bi/multi-objective model for the home care routing and scheduling problem
- Insight in and analysis of the trade-off between costs and client inconvenience
- A metaheuristic algorithm based on Multi-Directional Local Search
- Numerical experiments on new benchmark instances based on real-life data
- The trade-off is substantial, indicating the need for well-considered decisions

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