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A framework for evaluating the performance of sustainable service supply chain management under uncertainty

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Abstract

Developing and accessing a measure of sustainable service supply chain management (SSSCM) performance is currently a key challenge. The main contributions of this study are two-fold. First, this paper provides valuable support for SSSCM regarding the nature of network hierarchical relations with qualitative and quantitative scales. Second, this study indicates the practical implementation and enhances management effectiveness for SSSCM. The literature on SSSCM is very limited and performance measures need to have a systematic framework. The purpose of this study is to develop and evaluate the SSSCM importance based on aspects i.e., environmentally conscious design, environmental service operations design and environmentally sustainable design. This paper developed a hierarchical network for SSSCM in a closed-loop hierarchical structure. A generalized quantitative evaluation model based on the Fuzzy Delphi Method and Analytical Network Process were then used to

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