

## Faculty Profile

Name: **Santosh Kumar**

Designation: Faculty Associate

Teaching Areas: Operations Management,  
Quality & Productivity Management,  
Business Process Integration, Supply Chain Management

Research Interest: Multi-Criteria Decision Making, Service Quality  
Operations Research

Education: Ph.D. (Management), Devi Ahilya Vishwavidyalaya, Indore  
(M.P.), Thesis Submitted-2017

PG Diploma in Applied Operations Research, Annamalai  
University, Chidambaram, Tamil Nadu, 2017

M.B.A.(Marketing), Devi Ahilya Vishwavidyalaya, Indore  
(M.P.), 2008

B. Sc. (Computer Science), Devi Ahilya Vishwavidyalaya,  
Indore (M.P.), 2005



### Professional Experience (8.4 Years)

1. Since 2014: IFHE, IBS Hyderabad
2. 2012-2014: Indian Institute of Management (IIM), Indore (M.P.)
3. 2008-2012: Department of Management, Patel Group of Institutions, Indore (M.P.)

### Research/Selected Publications

1. Yadav, S. K. and Kapoor, R., "Financial Performance Ranking of Automotive Companies in India using TOPSIS Method," *International Journal of Business Excellence*. (Forthcoming)
2. Yadav, S. K., Joseph, D., and Jigeesh, N., "A Review on Industrial Applications of TOPSIS Approach," *International Journal of Service and Operations Management*. (Forthcoming)
3. Yadav, S. K. and Joseph, D., "After-Sales Service Quality Satisfaction in Indian Automobile Industry," *International Journal of Business Information System*. (26:3), 2017, pp 362-377.
4. Yadav, S. K. and Manwani, D. T., "A Review on Post-Sales Service Satisfaction in Automobile Industry," *International Journal of Social Science & Development Policy*, (2:1), 2016, pp 79-88.
5. Yadav, S. K., Kapoor, R., and Dhaigude, S. A., "Financial Performance Ranking of Oil and Gas Companies in India using TOPSIS Method," *International Journal of Applied Business & Economic Research*, (14:6), 2016, pp 4463-4473.