

Faculty Profile

Name: **Santosh Kumar**
Designation: Assistant Professor
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.