

17.04.2018. 270/4 23.04.2018. „Управљање квалитетом поштанске услуге применом геометријског моделирања“.

1. Подаци о кандидату

[illegible]

1.2.

- [3] Ćivanović, M., **Lazarević, D.**, 2013. Shipment Security Modeling Related to the Level of Postal Service Quality, Proceedings of 16th International Conference on Dependability and Quality Management, ICDQM-2013, 589-596, Belgrade, Serbia, ISBN 978-86-86355-14-0
- [4] Marković, D., **Lazarević, D.**, Popović, Ć., 2013. Biznis plan uvođenja tehnologije virtualizacije u poštanskom sistemu, Zbornik radova XIV Međunarodni simpozijum NOVI HORIZONTI SAOBRAĆAJA I KOMUNIKACIJA, 468-473, Doboj, Bosna i Hercegovina, ISBN 978-99955-36-45-9
- [5] Dobrodolac, M., **Lazarević, D.**, Ćivanović, M., 2014. Software application for postal items routing as part of postal systems – critical infrastructure, Proceedings of the Second International Scientific and Technical Conference TECHNICS, TECHNOLOGIES, EDUCATION, SAFETY, 3(152), 63-66, Veliko Tarnovo, Bulgaria, ISSN 1310-3946
- [6] **Lazarević, D.**, Ćivanović, M., Dobrodolac, M., 2014. Geometric modelling of information billboards by using computers, Proceedings of the International Conference Sinteza 2014 – The Impact of the Internet on Business Activities in Serbia and Worldwide, 914 - 917, Belgrade, Serbia, DOI: 10.15308/SINTEZA-2014-914-917, ISBN: 978-86-7912-539-2
- [7] Ćivanović, M., Trifunović, A., **Lazarević, D.**, 2014. Geometrijsko modeliranje situacija u saobraćaju primenom računara, Proceedings of the International Conference Sinteza 2014 – The Impact of the Internet on Business Activities in Serbia and Worldwide, 918 - 921, Belgrade, Serbia, DOI: 10.15308/SINTEZA-2014-918-921, ISBN: 978-86-7912-539-2
- [8] Ćivanović, M., **Lazarević, D.**, Trifunović, A., 2014. Geometrijsko 3D modeliranje saobraćajnih nezgoda. Proceedings of 17th International Conference on Dependability and Quality Management, ICDQM-2014, 345-352, Belgrade, Serbia, ISBN: 978-86-86355-16-4
- [9] **Lazarević, D.**, Ćivanović, M., 2014. Unapređenje kvaliteta usluge prenoša pošiljaka, Zbornik radova XV Međunarodni Simpozijum-Istraživanja i projektovanja za privredu, 46-58, Izdavač: Institut za istraživanja i projektovanja u privredi, Beograd, Srbija, ISBN: 978-86-84231-35-4
- [10] Ćivanović, M., **Lazarević, D.**, Trifunović, A., 2015. Geometrijsko modeliranje uticaja energetske efikasnosti na nivo kvaliteta poštanske usluge, Zbornik radova XVI Međunarodna naučna konferencija iz oblasti informacionih tehnologija i savremenog poslovanja - Synthesis, 203-205, Beograd, Srbija, ISBN: 978-86-7912-595-8
- [11] Ćivanović, M., **Lazarević, D.**, Trifunović, A., 2015. Geometrijsko modeliranje u preventivi bezbednosti dece u saobraćaju, Zbornik radova "18. Međunarodna DQM konferencija Upravljanje kvalitetom i pouzdanost", ICDQM-2015, 582-588, Lańak, Srbija, ISBN: 978-86-86355-18-8
- [12] **Lazarević, D.**, Dobrodolac, M., Ćvadlenka, L., 2015. Basic Principles and Proposals for the Improvement of Sustainable Development Capabilities in the Postal Systems, Proceedings of the 6th International Scientific Conference Conference Proceedings, 263-283, Pardubice, Czech Republic, ISBN: 978-80-7395-924-1
- [13] Ćvadlenka, L., **Lazarević, D.**, Dobrodolac, M., 2015. Two models for improvement of business process in the express courier company; A case of the Post of Serbia, 5th International Conference on Applied Social Science (ICASS 2015), 333-338, Limasol, Cyprus, ISSN: 2160-1070

- [14] Trifunović, A., **Lazarević, D.**, Lišević, S., Lubranić-Dobrodolac, M., Dobrodolac, M., 2016. Assessment Of Spatial Visualization Capability And Precision In Geometrical Shapes Drawing, The 5th International Scientific Conference on Geometry and Graphics MoNGeometrija 2016, 75-81, Publisher: Serbian Society for Geometry and Graphics, Belgrade, Serbia.
- [15] Dobrodolac, M., **Lazarević, D.**, Marković, D., 2016. AðWOT Analysis of Virtual Shopping Centre Introduction in the Post of Serbia, In International Postal and e-Communications Conference, 55-71, Pardubice, Czech Republic, ISBN 978-80-7560-003-5
- [16] Trifunović, A., Lišević, S., **Lazarević, D.**, Vidović, N., Kajkut, N., 2017. Poznavanje znanja saobraćajnih znakova dece mlađeg školskog uzrasta, VI Međunarodna konferencija „Bezbednost saobraćaja u lokalnoj zajednici“, 203-209, Banja Luka, Republika Srpska.

Саопштења са међународних скупова штампана у изводу (M34)

- [17] Trifunović, A., Lišević, S., Dragović, M., Dobrodolac, M., **Lazarević, D.**, 2017. Do New Technologies Lead to Culture-Fairness in Testing and Education of Children, Multidisciplinary approach to cultural heritage, modern materials and technologies, Central Institute for Conservation, Belgrade, Serbia.

Рад у водећем часопису националног значаја (M51)

- [18] Dobrodolac, M., **Lazarević, D.**, Ćvadenka, L., Blagojević, M., 2015. The Impact Of Entropy On The Efficiency Of Express Courier Systems, Journal of Applied Engineering Science, 13(3), 147-154
- [19] **Lazarević, D.**, Dobrodolac, M., Gopić, N., 2015. Reinženjering poslovnog procesa u obavljanju ekspres prenosa pošiljaka Pošte Srbije, Tehnika, 1047-1055. doi:10.5937/tehnika1506047L

Рад у научном часопису (M53)

- [20] Dobrodolac, M., **Lazarević, D.**, Ćivanović, M., 2014. Software application for postal items routing as part of postal systemsö critical infrastructure, International virtual journal for science, technics and innovations for the industry MACHINES, TECHNOLOGIES, MATERIALS 3/2014, 9-12, ISSN 1313-0226, Publisher: Scientific Technical Union of Mechanical Engineering, Bulgaria.
- [21] Lišević, S., Dobrodolac, M., Trifunović, A., **Lazarević, D.**, 2017. Difference in Psychomotor Skills while Working on Tablets PC and Smartphones, IETI Transactions on Ergonomics and Safety, International Engineering and Technology Institute, 1(2), 29-37, Hong Kong, China.

Предавање по позиву са скупа националног значаја штампано у целини (M61)

- [22] Dobrodolac, M., **Lazarević, D.**, 2015. Predlog tehnološkog rešenja i softvera za unapređenje manuelne prerade pošiljaka, Zbornik radova XXXIII Simpozijum o novim tehnologijama u poštanskom i telekomunikacionom saobraćaju ñ PosTel 2015ö, 39-49, Izdavač: Saobraćajni fakultet Univerziteta u Beogradu, Beograd, Srbija, ISBN: 978-86-7395-342-7

13:00, 24.05.2018. 270/5, 24.05.2018.

1.4.

90 ≈ ∞

4.

„Управљање квалитетом поштанске услуге применом геометријског моделирања“.

„Управљање квалитетом поштанске услуге применом геометријског моделирања“.

2. Предмет и циљ истраживања

A

-

(Dobrodolac, 2011).

(Dobrodolac et al., 2016).

3D (3D packing problem).

A

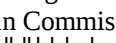
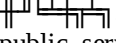
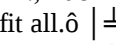
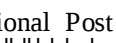
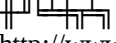
Abran, A., Buglione, L., 2003. A multidimensional performance model for consolidating balanced scorecards, *Advances in Engineering Software*, 34(6), 339-349.

Adels, H., Beelaard, R., Symons, A., 1997. Delivering quality in global IT services, *Software Quality Journal* 6, 247-257.

Akin, O., Esin, N., Uluoglu, E., 1996. Quality of architectural service in the project management process, *Journal Of Architectural And Planning Research*, 13(1), 63-90.

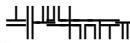
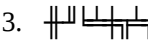
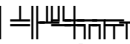
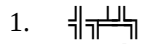
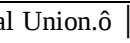
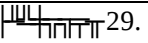
Albayrak, E., Erensal, Y. C., 2004. Using analytic hierarchy process (AHP) to improve human performance: An application of multiple criteria decision making problem, *Journal of Intelligent Manufacturing*, 15(4), 491-503.

- Alger, I., Salanie, F., 2006. A theory of fraud and overtreatment in experts markets, *Journal of Economics & Management Strategy*, 15(4), 853-881.
- Altuntas, S., Derelib, T., Yilmaz, M.K., 2012. Multi-criteria decision making methods based weighted SERVQUAL scales to measure perceived service quality in hospitals: a case study from Turkey, *Total Quality Management*, 23(12), 1379-1395.
- Aronov, J., Papiš, Lj., Panteliš, M., Milovanović, Z. 2012. Menadžment kvalitetom u uslovima neodređenosti, *Drugo izmenjeno izdanje, Biblioteka DQM Monografije "Kvalitet i pouzdanost u praksi", Monografija broj 1, Istraživački centar DQM, Prijevor.*
- Babakus, E., Yavas, U., Karatepe, O.M., Avci, T., 2003. The effect of management commitment to service quality on employees' affective and performance outcomes, *Journal Of The Academy Of Marketing Science*, 31(3), 272-286.
- Baltacıoglu, E., 2001. *The Distributer's Three-Dimensional Pallet-Packing Problem: A Human Intelligence-Based Heuristic Approach*, Master Thesis, Air Force Institute Of Technology, Wright-Patterson Air Force Base, Ohio
- Bilisik, O.N., Erdogan, M., Kaya, I. Baracli, H., 2013. A hybrid fuzzy methodology to evaluate customer satisfaction in a public transportation system for Istanbul, *Total Quality Management*, 24(10), 1141-1159.
- Bischoff, E.E., Janetz, F., Ratcliff, M.S.W., 1995. Loading pallets with non-identical items, *European Journal of Operational Research*, 84(1995), 681-692.
- Borajee, M., Yakchali, S.H., 2011. Using the AHP-ELECTREIII integrated method in a competitive profile matrix, in *International Conference on Financial Management and Economics*, Hong Kong, China, 2-3 July, 2011.
- Bryslan, A., Curry, A., 2001. Service improvements in public services using SERVQUAL, *Managing Service Quality: An International Journal*, 11(6) 389-401.
- Buglione, L., Abran, A., 1999. Geometrical and statistical foundations of a three-dimensional model of software performance, *Advances in engineering software*, 30(12), 913-919.
- Canada Post, 2015. "New model for delivering the mail." |  25.  2015. <https://www.canadapost.ca/cpo/mc/aboutus/corporate/postaltransformation/news.jsf>
- Chang, H.H., Huang, W.C., 2006. Application of a quantification SWOT analytical method, *Mathematical and Computer Modelling*, 43(1-2), 158-169.
- Chen, L., May, A., Auslander, D., 1990. Freeway Ramp Control Using Fuzzy Set Theory for Inexact Reasoning, *Transportation Research A*, 24, pp. 15-25.
- Chen, C.S., Lee, S.M., Shen, Q.S., 1995. An analytical model for the container loading problem, *European Journal of Operational Research*, 80(1995), 68-76.
- Cheng, B.W., Chiu, W.H., 2007. Two-dimensional Quality Function Deployment: An Application for Deciding Quality Strategy Using Fuzzy Logic, *Total Quality Management*, 18(4), 451-470.
- Choppin, J., 1994. Total Quality Service, *Managing Service Quality: An International Journal*, 4(3), 49-52.
- Chowdhary, N., Prakash, M., 2007. Prioritizing service quality dimensions, *Managing Service Quality: An International Journal*, 17 (5), 493-509.
- Deutsche Post, 2015a. "DHL parcelcopter launches initial operations for research purposes." |  27.  2015. http://www.dhl.com/en/press/releases/releases_2014/group/dhl_parcelcopter_launches_initial_operations_for_research_purposes.html
- Deutsche Post, 2015b. "Stampit Software included." |  21.  2015. http://www.dpdhl.com/en/media_relations/press_releases/2006/stampit_software_included.html.
- Dinh, T.H., Igel, B., Laosirihongthong, T., 2010. Total quality management (TQM) strategy and organisational characteristics: Evidence from a recent WTO member, *Total Quality Management & Business Excellence*, 21(9), 931-951.
- Dobrodolac, M., 2011. *Elektronske komunikacije u funkciji unapređenja kvaliteta usluge ekspres prenosa pošiljaka*, Doktorska disertacija, Saobraćajni fakultet, Beograd.
- Dobrodolac, M., Marković, D., Lubraniš-Dobrodolac, M., Denda, N., 2014. Using work stress measurement to develop and implement a TQM programme: a case of counter clerks in Serbian Post, *Total Quality Management & Business Excellence*, 25(11-12), 1262-1279.
- Dobrodolac, M., Lazarević, D., Ćvadenka, L., Ćivanović, M., 2016. A Study on the Competitive Strategy of Universal Postal Service Provider, *Technology Analysis & Strategic Management*, 28(8), 935-949.
- Dobrodolac, M., Marković, D., Blagojević, M., 2016. *Eksploatacija poštanskog saobraćaja*, Saobraćajni fakultet, Beograd.
- Douglas, T.J., Fredendall, L.D., 2004. Evaluating the deming management model of total quality in services, *63rd Annual Meeting of the Academy-of-Management*, Seattle, Washington.

- Dror, S., Sukenik, Y., 2011. A strategic service quality framework using QFD, *Total Quality Management*, 22(10), 1057-1070.
- Edvardsson, B., 1996. Making service-quality improvement work, *Managing Service Quality: An International Journal*, 6(1), 49-52.
- Edvardsson, B., 1998. Service quality improvement, *Managing Service Quality: An International Journal*, 8(2), 142-149.
- Egeblad, J., Pisinger, D., 2009. Heuristic approaches for the two-and three-dimensional knapsack packing problem, *Computers & Operations Research*, 36(2009), 1026-1049.
- Elefalk, K., 2001. The Balanced Scorecard of the Swedish Police Service: 7000 officers in total quality management project, *Total Quality Management*, 12(7-8), 958-966.
- Elliott, M., Dawson, R., Edwards, J., 2007. An analysis of software quality management at AWE plc., *Software Quality Journal*, 15, 347-363.
- Eslamipoor, R., Sepehriar, A., 2014. Firm relocation as a potential solution for environment improvement using a SWOT-AHP hybrid method, *Process Safety And Environmental Protection*, 92(3), 269-276.
- European Commission, 2013. "Services of general economic interest - public services". |  27.
-  2015. Internet: http://ec.europa.eu/competition/state_aid/overview/public_services_en.html.
- Faina, L., A global optimization algorithm for the three-dimensional packing problem, *European Journal of Operational Research*, 126(2000), 340-354.
- Feng, X., Moon, I., Shin, J., 2015. Hybrid genetic algorithms for the three-dimensional multiple container packing problem, *Flexible Services and Manufacturing Journal*, 27(2-3), 451-477.
- Filipović, J., Ćirić, M., 2009. *Osnove kvaliteta*, Fakultet organizacionih nauka, Beograd
- Filipović, J., Ćirić, M., 2010. *Sistem menadžmenta kvaliteta*, Fakultet organizacionih nauka, Beograd
- Gautier, A., Paolini, D., 2010. "Universal service financing in competitive postal markets: one size does not fit all." |  30.  2015. <http://www2.ulg.ac.be/crepp/papers/crepp-wp201004.pdf>.
- Glaveli, N., Petridou, E., Liassides, C., Spathis, C., 2006. Bank service quality: evidence from five Balkan countries, *Managing Service Quality: An International Journal*, 16(4), 380-394.
- Gonzalez, R.R., 1995. A Unified Metric of Software Complexity: Measuring Productivity, Quality and Value, *The Journal of Systems and Software*, 29(1), 17-37.
- Görener, A., 2012. Comparing AHP and ANP: An Application of Strategic Decisions Making in a Manufacturing Company, *International Journal of Business and Social Science*, 3(11), 194-208.
- Görener, A., Toker, K., Uluçay, K., 2012. Application of Combined SWOT and AHP: A Case Study for a Manufacturing Firm, in *8th International Strategic Management Conference*, Barcelona, Spain, 21-23 June, 2012.
- Gupta, A., McDaniel, J.C., Herath, S.K., 2005. Quality management in service firms: sustaining structures of total quality service, *Managing Service Quality: An International Journal*, 15(4), 389-402.
- Gürbüz, M.Z., Akyokuł, S., Emiroklu, I., Güran, A., 2009. An Efficient Algorithm for 3D Rectangular Box Packing, *Proceedings of Selected AAS 2009, Published by the Society for ETAI of Republic of Macedonia*, Macedonia, Skopje, 2009.
- Hatfield, M.A., 1995. Managing to the Corner Tube: Three-Dimensional Management in a Three-Dimensional World, *IEEE Engineering Management Review*, 23(3), 63-68.
- Hemsworth, D., Sanchez-Rodriguez, C., Bidgood, B., 2008. A structural model of the impact of Quality Management Practices and purchasing-related Information Systems on purchasing performance: A TQM perspective, *Total Quality Management & Business Excellence*, 19(1-2), 149-162
- Hill, T., Westbrook, R., 1997. SWOT Analysis: It's Time for a Product Recall, *Long Range Planning*, 30(1), 46-52.
- Hsieh, A.T., Chou, C.H., Chen, C.M., 2002. Job standardization and service quality: a closer look at the application of total quality management to the public sector, *Total Quality Management*, 13(7), 899-912.
- He, K., Huang, W., 2011. An efficient placement heuristic for three-dimensional rectangular packing, *Computers & Operations Research*, 38(2011), 227-233.
- Ingala, S., 2017. *Approximation Algorithms for Rectangle Packing Problems*, Doctoral Dissertation, Faculty of Informatics of the Università della Svizzera Italiana, Lugano.
- International Post Corporation, 2015. "Strategic Perspectives on the Postal Market." |  23.  2015. <http://www.ipc.be/~media/Documents/PUBLIC/Markets/Strategic%20Perspectives%202012%20FINAL.pdf>

- Issac, G., Rajendran, C., Anantharaman, R. N., 2006. An instrument for the measurement of customer perceptions of quality management in the software industry: An empirical study in India, *Software Quality Journal*, 14, 291-308.
- Iwaarden, J.V., Valk, W.V.D., 2013. Controlling outsourced service delivery: managing service quality in business service triads, *Total Quality Management*, 24(9), 1046-1061.
- Jarrah, A.I., Bard, J.F., 2012. Large - scale pickup and delivery work area design, *Computers & Operations Research*, 39, 3102-3118.
- Johnson, D.S., Demers, A., Ullman, J.D., Garey, M.R., Graham, R.L., 1974. Worst-case performance bounds for simple one-dimensional packing algorithms, *SIAM Journal on Computing*, 3 (1974) 299-325.
- Junqueira, L., Morabito, R., Yamashita, D. S., 2012. Three-dimensional container loading models with cargo stability and load bearing constraints, *Computers & Operations Research*, 39(2012), 74-85.
- Junqueira, L., Morabito, R., 2015. Heuristic algorithms for a three-dimensional loading capacitated vehicle routing problem in a carrier, *Computers & Industrial Engineering*, 88, 110-130.
- Kajanus, M., Leskinen, P., Kurttila, M., Kangas, J., 2012. Making use of MCDS methods in SWOT analysis - Lessons learnt in strategic natural resources management, *Forest Policy and Economics*, 20, 1-9.
- Kemper, B. P. H., Koning, S., Luijben, T.C.W., Does, R.J.M.M., 2011. Quality Quandaries: Cost and Quality in Postal Service, *Quality Engineering*, 23(3), 302-308.
- Kilibarda, M., Zel'evij, S., Vidovij, M., 2012. Measuring the quality of logistic service as an element of the logistics provider offering, *Total Quality Management*, 23(12), 1345-1361.
- Kim, J.H., Lee, C., Ahn, S.B., 2013. Analyzing the Importance of Reinforcement Factors of Competitiveness in Korea Parcel Service, *Korea Logistics Review*, 23(5), 31-49.
- Kim, Y., Lee, S., Yun, D., 2004. Integrating current and competitive service-quality level analyses for service-quality improvement programs, *Managing Service Quality: An International Journal*, 14(4), 288-296.
- Kim, Y.K., Kim, Y.B., Lee, Y., 2011. Perceived service quality for South Korean domestic airlines, *Total Quality Management*, 22(10), 1041-1056.
- Kim, Y.M., 2007. A Study on the Competitive Advantage Strategies of Korea Parcel Service, *Korea Logistics Review*, 17(2), 183-203.
- Kotler, P., 1988. *Marketing Management: Analysis, Planning, Implementation, and Control*, New Jersey: Prentice-Hall International Edition.
- Kumar, M., Kee, F.T., Manshor, A.T., 2009. Determining the relative importance of critical factors in delivering service quality of banks, *Managing Service Quality: An International Journal*, 19(2), 211-228.
- Kuo, Y.F, Chen, J.Y., Deng, W.J., 2012. IPA ñ Kano model: A new tool for categorising and diagnosing service quality attributes, *Total Quality Management*, 23(7), 731-748.
- Kurttila, M., Pesonen, M., Kangas, J., Kajanus, M., 2000. Utilizing the analytic hierarchy process (AHP) in SWOT analysis - a hybrid method and its application to a forest-certification case, *Forest Policy and Economics*, 1(1), 41-52.
- Lagrosen, S., Lagrosen, Y., 2003. Management of service quality - differences in values, practices and outcomes, *Managing Service Quality: An International Journal*, 13(5), 370-381.
- Lee, N.Y., 2011. A Study on the Logistics Strategies of Parcel Delivery Service Providers in China at e-Commerce era, *Korea Research Academy of Distribution and Management Review*, 14(3), 5-34.
- Lewis, B.R., Gabrielsen, G.O.S., 1998. Intra - organisational aspects of service quality management: The employees' perspective, *Service Industries Journal*, 18(2), 64-89.
- Liao, H., Toya, K., Lepak, D.P., Hong, Y., 2009. Do They See Eye to Eye? Management and Employee Perspectives of High - Performance Work Systems and Influence Processes on Service Quality, *Journal Of Applied Psychology*, 94(2), 371-391.
- Lim, A., Ma, H., Xu, J., Zhang, X., 2012. An iterated construction approach with dynamic prioritization for solving the container loading problems, *Expert Systems with Applications*, 39(2012), 4292-4305.
- Lin, W.B., 2007. An empirical of service quality model from the viewpoint of management, *Expert Systems With Applications*, 32(2), 364-375.
- Lin, C.C., Kang, J.R., Liu, W.Y., Li, C.C., 2016. On two-door three-dimensional container packing problem under home delivery service, *Journal of Industrial and Production Engineering*, 33(3), 205-214.
- Lodi, A., Martello, S., Vig, D. 1999. Approximation algorithms for the oriented two-dimensional bin packing problem, *European Journal of Operational Research*, 112(1999), 158-166.
- Lodi, A., Martello, S., Monaci, M., 2002. Two-dimensional packing problems: A survey, *European Journal of Operational Research*, 141(2002), 241-252.

- Lodi, A., Martello, S., Vigo, D., 2002. Heuristic algorithms for the three-dimensional bin packing problem, *European Journal of Operational Research*, 141(2002), 410-420.
- Longenecker, C.O., Scazzero, J.A., 2000. Improving service quality: a tale of two operations, *Managing Service Quality: An International Journal*, 10(4), 227-232.
- Lyngsoe Systems, 2015. "Mailbox Collection Control." 1. 2015. http://www.lyngsoesystems.com/postal/Mailbox_collection_control.asp
- Mail Online, 2015., "Denmark to ditch stamps and allow payment for post by text message." 27. 2015. <http://www.dailymail.co.uk/sciencetech/article-1365307/Denmark-ditch-stamps-allow-payment-post-text-message.html>.
- Mamdani E., 1974. Application of Fuzzy Algorithms for Control of Simple Dynamic Plant, *Proceedings IEEE* 212, 1585-1588.
- Mamdani E., Assilan S., 1975. An Experiment in Linguistic Synthesis with a Fuzzy Logic Controller, *International Journal of Man-Machine Studies*, 7, 1-13.
- MarketLine, 2014. *Company profile - Austrian Post*, Available from: Business Source Premier, Ipswich, MA. Accessed December 20.
- Marković D., Grgurović B., 2006. *Poštanski saobraćaj*, Saobraćajni fakultet, Beograd.
- McDonald, M.H.B., 1993. *The Marketing Planner*, Oxford: Butterworth - Heinemann.
- Miyazawa, F.K., Wakabayashi, Y., 2009. Three-dimensional packings with rotations, *Computers & Operations Research*, 36(2009), 2801-2815.
- Montes, F.J.L., Jover, A.J.V., 2004. Total quality management, institutional isomorphism and performance: The case of financial services, *Service Industries Journal*, 24(5), 103-119
- Nelson, H. J., Poels, G., Genero, M., Piattini, M., 2012. A conceptual modeling quality framework, *Software Quality Journal*, 20, 201-228.
- Optiscan, 2015. "Why Voice Technology." 1. 2015. <http://www.optiscangroup.com/solutions/postal-sorting/voice-directed-sorting>
- Oxera, 2014. "Funding universal service obligations in the postal sector." 29. 2015. <http://www.oxera.com/Oxera/media/Oxera/Funding-the-USO-in-the-postal-sector.pdf?ext=.pdf>.
- Paquay, C., Schyns, M., Limbourg, S., 2016. A mixed integer programming formulation for the three-dimensional bin packing problem deriving from an air cargo application, *International Transactions in Operational Research*, 23(1-2), 187-213.
- Parasuraman, A., Zeithaml, V. A., Berry, L. L., 1985. A conceptual model of service quality and its implications for future research, *Journal of Marketing*, 49, 41-50.
- Parasuraman, A., Zeithaml, V. A., Berry, L. L., 1988. SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality, *Journal of Retailing*, 64(1), 12-40.
- Pisinger, D., 2002. Heuristics for the container loading problem, *European Journal of Operational Research*, 141(2002), 382-392.
- Porter, M. E., 1998. *Competitive Advantage: Creating and Sustaining Superior Performance*, Free Press, New York.
- Post & Parcel, 2015a. "Cleveron launches new CleverBox 2 automated collection and delivery terminal." 27. 2015. <http://postandparcel.info/63296/news/cleveron-launches-new-cleverbox-2-automated-collection-and-delivery-terminal/>.
- Post & Parcel, 2015b. "Polish Post seeks central role in e-government services." 1. 2015. <http://postandparcel.info/54402/news/it/polish-post-seeks-central-role-in-e-government-services/>.
- Prajogo, D.I., Sohal, A.S., 2006. The relationship between organization strategy, total quality management (TQM), and organization performance - the mediating role of TQM, *European Journal Of Operational Research*, 168(1), 35-50.
- Radenković, B., Stanojević, M., Marković, A., 2009. *Računarska simulacija*, Saobraćajni fakultet, Beograd.
- Ramseook-Munhurrin, P., Naidoo, P., Lukea-Bhiwajee, S.D., 2009. Employee perceptions of service quality in a call centre, *Managing Service Quality: An International Journal*, 19 (5), 541-557.
- Saaty, T.L., 1977. A scaling method for priorities in hierarchical structures, *Journal of Mathematical Psychology*, 15(3), 234-281.
- Saaty, T.L., 1980. *The Analytic Hierarchy Process: Planning, Priority Setting, Resource Allocation*, New York: McGraw-Hill.
- Saaty, T.L., 2008. Decision making with the analytic hierarchy process, *International Journal of Services Sciences*, 1(1), 83-98.
- Saaty, T.L., Vargas, L.G., 2000. *Models, Methods, Concepts & Applications of the Analytic Hierarchy Process*, Boston: Kluwer Academic Publishers.

- Sakthivel, P.B., Raju, R., 2006. Conceptualizing total quality management in engineering education and developing a TQM educational excellence model, *Total Quality Management & Business Excellence*, 17(7), 913-934.
- Sasaki T., Akiyama T., 1986. Development of Fuzzy Traffic Control System on Urban Expressway, *Preprints of the Fifth IFAC/IFIP/IFORS International Conference in Transportation Systems*, Vienna, Austria: IFAC, 333-338.
- Sharabi, M., 2014. Today's quality is tomorrow's reputation (and the following day's business success), *Total Quality Management*, 25(3), 183-197.
- Službeni glasnik RS, 2005. *Zakon o poštanskim uslugama*, Beograd.
- Službeni PTT glasnik, 2013. *Uputstvo o organizaciji specijalizovanog prijema i dostave u Javnom preduzeću PTT saobraćaja „Srbija“*, Beograd.
- South African Post Office, 2015. "The Virtual Post Office." |  23.  2015. <https://www.virtualpostoffice.co.za/vpo/General/html/index1.html>
- Sureshchandar, G.S., Rajendran, C., Anantharaman, R.N., 2002. The relationship between management's perception of total quality service and customer perceptions of service quality, *Total Quality Management*, 13(1), 69-88.
- Tari, J.J., Heras-Saizarbitoria, I., Pereira, J., 2013. Internalization of quality management in service organizations, *Managing Service Quality: An International Journal*, 23(6), 456-473.
- Teodorović D., 2007. *Transportne mreže*, Saobraćajni fakultet, Beograd.
- Teodorović D., Čelmić, M., 2012. *Računarska inteligencija u saobraćaju*, Saobraćajni fakultet, Beograd.
- Terziovski, M., Sohal, A., Samson, D., 1996. Best practice implementation of total quality management: Multiple cross-case analysis of manufacturing and service organizations, *Total Quality Management*, 7(5), 459-481.
- Universal Postal Union, 2015a. "About Environment." |  1.  2015. <http://www.upu.int/en/activities/sustainable-development/environment/about-environment.html>
- Universal Postal Union, 2015b. "Internet presentation of Universal Postal Union." |  29.  2015. <http://www.upu.int/en/the-upu/the-upu.html>
- Uglumlić, D., Babić, J., 2015. *Kvalitet i menadžment kvalitetom*, Ekonomski fakultet, Beograd
- Vukadinović K., Teodorović D., 1994. A Fuzzy Approach to the Vessel Dispatching Problem, *European Journal of Operational Research*, 76, 155-164.
- Wang L.X., Mendel J., 1992. Generating Fuzzy Rules By Learning from Examples, *IEEE Transactions on Systems, Man and Cybernetics* 22, 1414-1427.
- Wang, X.P., Zhang, J., Yang, T., 2014. Hybrid SWOT Approach for Strategic Planning and Formulation in China Worldwide Express Mail Service, *Journal of Applied Research and Technology*, 12, 230-238.
- Wheelen, T.L., Hunger, J.D., 1995. *Strategic Management and Business Policy*, Reading, MA: Addison Wesley.
- Wu, W.Y., Hsiao, S.W., Kuo, H.P., 2004. Fuzzy Set Theory Based Decision Model for Determining Market Position and Developing Strategy for Hospital Service Quality, *Total Quality Management*, 15(4), 439-456.
- Yang, C.C., 2003. Establishment and applications of the integrated model of service quality measurement, *Managing Service Quality: An International Journal*, 13(4), 310-324.
- Zadeh L.A., 1965. *Fuzzy Sets*, Information and Control 8.
- Zadeh L.A., 1979. *A Theory Of Approximate Reasoning*, Ellis Horwood Limited, England.
- Zaid, A.M., 1995. Measuring and monitoring service quality at Malaysia Airlines, *Managing Service Quality: An International Journal*, 5(2), 25-27.
- Zhao, X.D., Yeung, A.C.L., Lee, T.S., 2004. Quality management and organizational context in selected service industries of China, *Journal Of Operations Management*, 22(6), 575-587.
- Živanović M., 1999. *Novi pristup približnoj optimizaciji transportne mreže sistema javnog gradskog putničkog prevoza*, Doktorska disertacija, Saobraćajni fakultet, Beograd.
- Živanović M., 2002. Geometrijski model GMQPTP za merenje kvaliteta transportne usluge, *5th International Conference Dependability and Quality Management DQM - 2002*, Beograd.
- Živanović M., 2003. Geometric Model of Measuring Service Quality, *Communications in DQM*, 6(1), 42-48.
- Živanović M., 2012. Kvalitet transportne usluge na mreži, *12th International Conference Dependability and Quality Management DQM - 2012*, Beograd.
- Živanović, M., Lazarević, D., 2013. Modelovanje uticaja sigurnosti poželjaka na nivo kvaliteta poštanske usluge, *Međunarodna konferencija "Upravljanje kvalitetom i pouzdanošću" - ICDQM 2013*, Beograd.

- 
- 

- | $\overline{a} \overline{b} \overline{c} \overline{d} \overline{e} \overline{f} \overline{g} \overline{h} \overline{i} \overline{j} \overline{k} \overline{l} \overline{m} \overline{n} \overline{o} \overline{p} \overline{q} \overline{r} \overline{s} \overline{t} \overline{u} \overline{v} \overline{w} \overline{x} \overline{y} \overline{z}$ |
- | $\overline{a} \overline{b} \overline{c} \overline{d} \overline{e} \overline{f} \overline{g} \overline{h} \overline{i} \overline{j} \overline{k} \overline{l} \overline{m} \overline{n} \overline{o} \overline{p} \overline{q} \overline{r} \overline{s} \overline{t} \overline{u} \overline{v} \overline{w} \overline{x} \overline{y} \overline{z}$ |
- | $\overline{a} \overline{b} \overline{c} \overline{d} \overline{e} \overline{f} \overline{g} \overline{h} \overline{i} \overline{j} \overline{k} \overline{l} \overline{m} \overline{n} \overline{o} \overline{p} \overline{q} \overline{r} \overline{s} \overline{t} \overline{u} \overline{v} \overline{w} \overline{x} \overline{y} \overline{z}$ |
- | $\overline{a} \overline{b} \overline{c} \overline{d} \overline{e} \overline{f} \overline{g} \overline{h} \overline{i} \overline{j} \overline{k} \overline{l} \overline{m} \overline{n} \overline{o} \overline{p} \overline{q} \overline{r} \overline{s} \overline{t} \overline{u} \overline{v} \overline{w} \overline{x} \overline{y} \overline{z}$ |

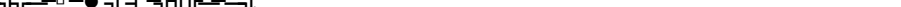
6. План истраживања и структура рада

1. $\leq$ 

2.

[illegible]

4. $\sqrt{\frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right)} = \frac{1}{2}$ 6. $\frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) = \frac{1}{2}$

5. 

[illegible]

7. $\sqrt{\quad}$

1. *Уводна разматрања -*
2. *Преглед досадашњих истраживања, искустава и расположиве литературе -*
3. *Геометријски модели управљања квалитетом услуге - Студија случаја постојећег стања у Пошти Србије -*
4. *Стратешки приступ унапређењу квалитета поштанске услуге - Студија случаја Поште Србије -*
5. *Реинжењеринг пословних процеса у систему за експрес пренос пошљака -*
6. *Унапређење асортимана услуга у систему за експрес пренос пошљака -*
7. *Тестирање ефеката имплементације предложених активности унапређења применом геометријских модела за управљање квалитетом -*
8. *Закључна разматрања и правци даљих истраживања.*

7. Закључак и предлог

У складу са изложеним чињеницама, Комисија је дошла до закључка да је извршена анализа података из области поштанске услуге, која је показала да је у области поштанске услуге примењено геометријско моделирање.

У складу са изложеним чињеницама, Комисија је дошла до закључка да је извршена анализа података из области поштанске услуге, која је показала да је у области поштанске услуге примењено геометријско моделирање.

У складу са изложеним чињеницама, Комисија је дошла до закључка да је извршена анализа података из области поштанске услуге, која је показала да је у области поштанске услуге примењено геометријско моделирање.

У складу са изложеним чињеницама, Комисија је дошла до закључка да је извршена анализа података из области поштанске услуге, која је показала да је у области поштанске услуге примењено геометријско моделирање.

У складу са изложеним чињеницама, Комисија је дошла до закључка да је извршена анализа података из области поштанске услуге, која је показала да је у области поштанске услуге примењено геометријско моделирање.

„Управљање квалитетом поштанске услуге применом геометријског моделирања“.

У складу са изложеним чињеницама, Комисија је дошла до закључка да је извршена анализа података из области поштанске услуге, која је показала да је у области поштанске услуге примењено геометријско моделирање.

24.05.2018.

ЧЛАНОВИ КОМИСИЈЕ
