

# Curriculum Vitae

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## 1. PERSONAL DETAILS

Name:	Evangelos Th. GRIGOROUDIS
Date of birth:	May 5, 1968
Birth location:	Flörsheim, Germany
Family status:	Married, father of two children
Present position:	Professor on Management of Quality Processes, School of Production Engineering & Management, Technical University of Crete, Greece
Home address:	Lentaridon 34, GR73134 Chania, Greece
Home telephone:	+30-28210-55931
Office address:	Technical University of Crete, School of Production Engineering & Management, University Campus, Kounoupidiana, 73100 Chania, Greece
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## 2. EDUCATION

### 2.1 Studies

1991 Diploma:	Production Engineering and Management, Technical University of Crete, Greece (with grade 8.6 out of 10)
1996 M.Sc.:	Production Engineering and Management, Technical University of Crete, Greece – Title of M.Sc. Thesis “Model development for customer satisfaction evaluation”
1999 Ph.D.:	Production Engineering and Management, Technical University of Crete, Greece – Title of Ph. D. Thesis “Methodology for measuring and analysing satisfaction: An aggregation-disaggregation approach”

### 2.2 Seminars-Training

1994: 5th International Summer School on Multicriteria Decision Aid, Crete, Greece.

### 2.3 Foreign languages

1. English
2. French

### 3. ACADEMIC-TEACHING EXPERIENCE

#### 3.1 Academic positions

2018 until today	Professor, School of Production Engineering and Management, Technical University of Crete (Greece)
2014 -2017	Associate Professor, School of Production Engineering and Management, Technical University of Crete (Greece)
2015-2016	Visiting Professor, MBA program, School of Business Administration, European University of Cyprus (Cyprus)
2014-2015 until today	Visiting Professor, MBA program, School of Business and Economics, TEI of Piraeus (Greece)
2006-2014	Assistant Professor, Department of Production Engineering and Management, Technical University of Crete (Greece)
2003-2007	Lecturer, Department of Production Engineering and Management, Technical University of Crete (Greece)
1999-2002	Adjunct Professor, Department of Production Engineering and Management, Technical University of Crete (Greece)
2000-2003	Adjunct Professor, Department of Political Sciences, University of Crete (Greece)
1998-1999	Laboratory Assistant, Department of Production Engineering and Management, Technical University of Crete (Greece)

#### 3.2 Academic courses

Undergraduate courses:

1. Statistical Quality Control (School of Production Engineering and Management, Technical University of Crete, academic years 2000-2001 until today)
2. Total Quality Management (School of Production Engineering and Management, Technical University of Crete, academic years 2000-2001 until today)
3. Small and Medium Enterprises and Innovation (School of Production Engineering and Management, Technical University of Crete, academic years 2006-2007 until today)
4. Strategic Planning (School of Production Engineering and Management, Technical University of Crete, academic years 2003-2004 and 2004-2005)
5. Facilities Planning and Design (School of Production Engineering and Management, Technical University of Crete, academic years 2000-2001 and 2001-2002)
6. Statistics for Social Sciences (Department of Political Sciences, University of Crete, academic years 2000-2001 till 2002-2003)
7. Polls and Opinion Surveys (Department of Political Sciences, University of Crete, academic year 2002-2003)
8. Introduction to Operational Research (School of Production Engineering and Management, Technical University of Crete, academic year 1999-2000)
9. Linear Programming (School of Production Engineering and Management, Technical University of Crete, academic year 1999-2000)

Postgraduate courses:

1. Service Quality and Customer Satisfaction (School of Production Engineering and Management, Technical University of Crete, academic years 2002-2003 until today)
2. Market Research and Consumer Behavior (MBA program, School of Business and Economics, TEI of Piraeus, academic years 2014-2015 until today)

3. Production Management and Quality Control (MBA program, School of Business and Economics, TEI of Piraeus, academic years 2014-2015 until today)
4. Project Management (MBA program, School of Business Administration, European University of Cyprus, academic year 2015-2016)

## 4. RESEARCH EXPERIENCE

### 4.1 Member of scientific groups

1. Vice-President of the HELORS (Hellenic Operational Research Society)
2. Senior member of the American Society of Quality
3. Member of Technical Chamber of Greece
4. Member of the HELORS' Working Group on Multicriteria Decision Systems
5. Member of the Production Management Institute of the Hellenic Business Administration Society
6. Member of the Sigma Xi Research Scientific Society
7. Member of the New York Academy of Sciences
8. National Representative in EURO (Association of European Operational Research Societies) and IFORS (International Federation of Operational Research Societies)
9. Member of the International Society on Multiple Criteria Making
10. Member of the Euro Working Group on Multicriteria Aid for Decisions
11. Member of the Euro Working Group on Financial Modeling

### 4.2 Research projects

Feb. 1991-Oct. 1991	Research Associate, <i>Marketing Research for a Cretan Industry</i> , project conducted by the Decision Support Systems Laboratory of Technical University of Crete, Greece and the Mill of Crete SA, Greece
Jan. 1992-Dec. 1993	Research Associate, <i>Exporting of Cretan Agricultural Products to Western Europe</i> , EC project conducted by the Mediterranean Agronomic Institute of Chania, Crete, Greece
Jan. 1992-Dec. 1993	Research Associate, <i>Exporting of Cretan Agricultural Products to Ex-Eastern Countries</i> , EC project conducted by the Mediterranean Agronomic Institute of Chania, Crete, Greece
Oct. 1993-Jun. 1994	Research Associate, <i>Channel Distribution Development, New Industry Planning and Feasibility Study for the Development of an Industrial Unit in the East European Countries</i> , project conducted by EUROSTATUS Business Consulting Ltd., Greece, and financed by Greek Industrial Development Bank (ETEVA)
Mar. 1994-Sep. 1994	Manager of the Carrier Office of the Technical University of Crete, Greece with main activity the <i>Recording of Organisations and Work Areas in General that are Appropriate for the Graduated Engineers of the Technical University of Crete</i> , EC project co-ordinated by the Greek Ministry of Labour
Jan. 1996-Jun. 1998	Coordinator on behalf of Europrojects Crete, Greece in charge of the project <i>TELOTEC</i> (EC Project ADAPT co-ordinated by the Greek Ministry of Labour)
Jun. 1996-Dec. 1998	Research Associate, <i>Development of a Customer Satisfaction Evaluation Model</i> , project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and financed by the General Secretariat of Research and Development - Greek Ministry of Development

- Apr. 1998-Nov. 1998      Research Associate, *Customer Satisfaction Research for the Commercial Bank of Greece in Western Crete*, project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, and financed by the Commercial Bank of Greece
- Jun. 1998-Jan. 1999      Research Associate, *Small and Medium Enterprises-Internationalisation Support Office (SME-ISO)*, project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and financed by the EC Programme ECOS Ouverture
- Sept. 1998-Dec. 2000      Research Associate, *Development of an EU Certification System for Information Technology Qualifications*, project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and financed by the EC Programme Leonardo da Vinci
- Oct. 1998-Dec.1998      Research Associate, *Alternative Vocational Models for People with Intellectual Impairments*, EC project Horizon conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and co-ordinated by the Greek Ministry of Labour
- Mar. 1999-Dec. 1999      Research Associate, *Students Satisfaction Survey in Vocational Training Programs*, project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and financed by O1 Pliroforiki-Ekpaideutiki SA
- Oct. 2000-Dec.2000      Research Associate, *The Green Enterprises Project*, EC project Youthstart conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and co-ordinated by the Greek Ministry of Labour
- Nov. 2000-Aug. 2000      Research Associate, *Customer Satisfaction Analysis for the Lisbon Gas Company*, project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and financed by Cised Consultores Lda
- Nov. 2001-Aug. 2002      Research Associate, *Development of an Information System for the Prediction of Cement Demand*, project conducted by the Department of Informatics, University of Piraeus, Greece, and financed by Market & Investment Consultants
- Sep. 2003-Aug. 2005      Research Associate, *Undergraduate Course of Studies Reformation for the Department of Production Engineering and Management*, project conducted by the Department of Production Engineering and Management, Technical University of Crete, and financed by the Greek Ministry of Education (EPEAEK II programme)
- May 2003-May 2004      Scientific Coordinator, *Model Development for Estimating Criteria Importance in Service Quality Evaluation Problems*, Department of Production Engineering and Management, Technical University of Crete, Greece (Programme of basic research financially supported by the Research Account of the Technical University of Crete, Greece)
- May 2004-Dec. 2004      Research Associate, *Development of Quality Tools for the Information Network SYNERGY*, PDM Hellas (Leonardo da Vinvi programme)
- Jul. 2004-Nov. 2005      Research Associate, *Q-Label: Reinforcement of Labour to Deal with the Consequences of EC Broadening*, Decision Support Systems Laboratory of the Technical University of Crete, Greece (PHARE programme)

- Sep. 2004-Aug. 2008 Research Associate, *Expansion of Tertiary Education-Technical University of Crete (2004-2006)*, project conducted by the Department of Architecture, Technical University of Crete, and financed by the Greek Ministry of Education (EPEAEK II programme)
- Sep. 2004-Dec. 2006 Research Associate, *Facilities for the Support of Actions ESF of New Departments Expanding Tertiary Education C' phase (2004-2006) of Technical University of Crete*, project conducted by the Department of Architecture, Technical University of Crete, and financed by the Greek Ministry of Education (EPEAEK II programme)
- Jan. 2004-Mar. 2005 Research Associate, *Internet customer (e-customer) Satisfaction Study*, project conducted by the Technological Educational Institute of Piraeus, Department of Business Administration, and financed by the Greek Ministry of Education (ARCHIMIDIS programme)
- Apr. 2004-Dec. 2005 Research Associate, *Developing Model of Internal Marketing for Improving Competitiveness of Greek Banking Organisations*, project conducted by the Technological Educational Institute of Piraeus, Department of Business Administration, and financed by the Greek Ministry of Education (ARCHIMIDIS programme)
- Jan. 2005-Dec. 2006 Scientific Coordinator, *Business Excellence Methodology for SMEs*, project conducted by the Department of Production Engineering and Management, Technical University of Crete, and financed by the Greek Ministry of Education (PYTHAGORAS programme)
- Jan. 2005-Nov. 2008 Senior Researcher, *Development of a Multicriteria Multi-agent System based on Consumer Behaviour for Supporting Strategic Marketing Group Decisions*, project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and financed by the General Secretariat of Research and Development - Greek Ministry of Development
- Jan. 2005-Jun. 2005 Research Associate, *Customer and Employee Satisfaction Measurement and Loyalty Data Analysis for ATLANTIC Supermarkets*, project conducted by the Department of Informatics, University of Piraeus, and financed by Atlantic SA
- Sep. 2005-Jan. 2006 Research Associate, *Feasibility Study for a new Technological Park in Sterea Ellada*, project conducted by Unitech Hellas Ltd, and financed by the Region of Sterea Ellada
- Jun. 2006-Feb. 2007 Senior Researcher, *Strategic Development Methodology of Entrepreneurship and Intrapreneurship in the Public Sector*, project conducted by the Department of Production Engineering and Management of the Technical University of Crete, Greece, and financed by the General Secretariat of Research and Development - Greek Ministry of Development
- Nov. 2006-May 2008 Research Associate, *Development of a Certification Methodology for Restaurants According to the Mediterranean Diet*, project conducted by the Department of Production Engineering and Management, Technical University of Crete, and financed by Unitech Hellas Ltd
- Sep. 2006-Oct. 2006 Research Associate, *Application of the Common Assessment Framework in the Region of Sterea Ellada organization*, project conducted by Unitech Hellas Ltd, and financed by the Region of Sterea Ellada

- Jul. 2007-Jun. 2008      Research Associate, *Development and Pilot Implementation of a Performance Measurement System Based on Balanced Scorecards*, project conducted by the Department of Production Engineering and Management, Technical University of Crete, and financed by the General Hospital of Didimoticho
- Jul. 2007-Mar. 2008      Research Associate, *Continuous Adaptation of Human Resources to New Conditions Through an Integrated Change Management Approach Using Intelligent Business Information Systems*, project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and financed by the Regional Operational Programme of Crete and the General Secretariat of Research and Development - Greek Ministry of Development
- Mar. 2008-May 2010      Scientific Coordinator, *Development of a Decision Support System for Improving the Energy Efficiency of Building*, project conducted by the Department of Production Engineering and Management, Technical University of Crete (Programme of basic research financially supported by the Research Account of the Technical University of Crete, Greece)
- Jul. 2008-Feb. 2009      Research Associate, *Tourism Survey in the Region of Crete*, project conducted by the Decision Support Systems Laboratory of the Technical University of Crete, Greece, and financed by the Regional Operational Programme of Crete
- Sep. 2008-Oct. 2009      Research Associate, *Tourism Service Quality Evaluation in the Island of Mykonos: Tourism Satisfaction Survey, Analysis of Results, and Tourism Development Recommendations*, project conducted by the Department of Production Engineering and Management, Technical University of Crete, and financed by MTC Group Ltd
- Jul. 2009-Mar. 2010      Research Associate, *Analysis of Sectors in the Prefecture of Chania (Supermarkets, Third-Party Logistics, Olive Oil, and Fresh Juices)*, project conducted by the Department of Production Engineering and Management, Technical University of Crete, and financed by the Commercial Chamber of Chania
- Jun. 2010-Jul. 2012      Research Associate, *Innovation Centre of Crete with emphasis in the Management of Natural Resources*, project conducted by the Department of Production Engineering and Management, Technical University of Crete, and financed by the Greek Ministry of Finance in the context of European Economic Area
- Oct. 2010-Mar. 2011      Research Associate, *Survey on the Use of Motorcycle Helmets in Crete*, project conducted by the Department of Production Engineering and Management, Technical University of Crete, and financed by Make Roads Safe Hellas
- Oct. 2010-Oct. 2011      Research Associate, *Feasibility Study for an Inter-Institutional Centre in Tourism Excellence, Innovation, and Education*, project conducted by the University of Crete, and financed by the Region of Crete
- Mar. 2011-Dec. 2012      Research Associate, *Carrier Office of the Technical University of Crete*, project conducted by the Carrier Office of the Technical University of Crete, and financed by the Greek Ministry of Education (DASTA programme)

May 2011-Jul. 2012	Research Associate, <i>Innovation and Entrepreneurship Unit of the Technical University of Crete</i> , project conducted by the Technical University of Crete, and financed by the Greek Ministry of Education (DASTA programme)
May 2011-Jul. 2012	Research Associate, <i>PERARES-Public Engagement with Research and Research Engagement with Society</i> , project conducted by the Technical University of Crete, and financed by the European Union (FP7)
Mar. 2012-Feb. 2015	Member of the Principal Research Team, <i>Methodological Approaches for Studying Robustness in Multiple Criteria Decision-Making Projects</i> , project conducted by the University of Piraeus, and financed by the Greek Ministry of Education (Thales programme)
Sep. 2012-Oct. 2012	Research Associate, <i>POSEIDON-Development of an intelligent system for monitoring marine areas based on camera series and sensor nets</i> , project conducted by the Technical University of Crete, and financed by the Interreg Cross-border Cooperation Programme “Greece-Cyprus 2007-2013”
Aug. 2012-Nov. 2014	Scientific Coordinator, <i>Innovation and Entrepreneurship Unit of the Technical University of Crete</i> , project conducted by the Technical University of Crete, and financed by the Greek Ministry of Education (DASTA programme)
Aug. 2012-Apr. 2013	Scientific Coordinator, <i>PERARES-Public Engagement with Research and Research Engagement with Society</i> , project conducted by the Technical University of Crete, and financed by the European Union (FP7)
Jul. 2015-Aug. 2015	Research Associate, <i>Development of digital courses</i> , project conducted by the University of Piraeus, and financed by the Greek Ministry of Education (Education and Lifelong Learning Programme)
Mar. 2017-Feb.2018	Scientific Coordinator, Cruise visitors’ satisfaction measurement in the Souda harbor, project conducted by the Decision Support Systems Laboratory, Technical University of Crete and financed by the Harbor Management Organization of the Prefecture of Chania, the Municipality of Chania, and the Chamber of Commerce and Industry of Chania

#### 4.4 Conference organization and presentations

- a. Conference chair:
  - 7<sup>th</sup> Special Conference of HELORS (Hellenic Operational Research Society), 5<sup>th</sup> Meeting of the Greek Working Group on Multicriteria Decision Analysis, Technical University of Crete, September 2007, Chania, Greece.
  - 8<sup>th</sup> Special Conference of HELORS (Hellenic Operational Research Society), 6<sup>th</sup> Meeting of the Greek Working Group on Multicriteria Decision Analysis, Technical University of Crete, September 2008, Chania, Greece.
  - 4<sup>th</sup> International Symposium and 26<sup>th</sup> National Conference on Operational Research, Technical University of Crete, June 2015, Chania, Greece.
- b. Member of the scientific/organizing committee in more than 40 national and international scientific conferences.
- c. More than 220 presentation in scientific conferences.

#### 4.5 Member of editorial boards and review for scientific journals

- a. Associate editor of the following scientific journals:
  1. Operational Research: An International Journal

2. Journal of Knowledge Management
  3. International Journal of Decision Support Systems
  4. Journal of the Knowledge Economy (senior associate editor)
  5. Journal of Innovation and Entrepreneurship (senior associate editor)
  6. International Journal of Social Ecology and Sustainable Development
  7. International Journal of Food and Beverage Manufacturing and Business Models
  8. Palgrave Communications
- b. Member of the editorial board of the following scientific journals:
1. International Journal of Information and Decision Sciences
  2. International Journal of Information Systems in the Service Sector
  3. International Journal of Multicriteria Decision Making
  4. Journal of Marketing and Operation Management Research
  5. World Journal of Applied Agricultural Sciences and Engineering
- c. Reviewer in more than 70 scientific journals.
- d. Review for the following publishers and scientific conferences: Kluwer Academic Publishers, Physica Verlag, Springer (Lecture Notes Series), World Scientific Publishers, Zentralblatt für Mathematik, Klidarithmos Publications, New Technologies Publications, Crete University Publications, IFAC World Congresses, World Automation Congresses, IEEE International Engineering Management Conferences, Encyclopedia of Business Analytics and Optimization, Encyclopedia of Software Engineering, Encyclopedia of OR & MS.
- e. Evaluations for research projects: Czech Science Foundation (Czech Republic), National Science Center (Poland), European University of Cyprus (Cyprus).

## 5. DISTINCTIONS

### 5.1 Awards

1. Best paper award from the Academy of Business and Administrative Sciences (ABAS) for the paper “A business excellence model for the hotel sector” presented in the 2006 ABAS Conference (Montreaux, July 21-23, 2006).
2. Special award from the Hellenic Operational Research Society (HELORS) for organizing the 7<sup>th</sup> Special Conference (5<sup>th</sup> Meeting of the Greek Working Group on Multicriteria Decision Analysis), June 2008, Chania, Greece.
3. Special award from the Hellenic Operational Research Society (HELORS) for organizing the 8<sup>th</sup> Special Conference (6<sup>th</sup> Meeting of the Greek Working Group on Multicriteria Decision Analysis), May 2009, Chania, Greece.
4. Special award from the Hellenic Operational Research Society (HELORS) for organizing the 4<sup>th</sup> International Symposium and 26<sup>th</sup> National Conference on Operational Research, June 2015, Chania, Greece.
5. Best paper award (1st place) from the World Automation Congress (WAC) for the paper “A System-of-Systems Approach for Improving Healthcare Systems” presented in the 10<sup>th</sup> Biannual World Automation Congress (Puerto Vallarta, Mexico, June 24-27, 2012).
6. National representative in the management committee of the COST (Cooperation Scientifique et Technique) programme, COST ISCH COST Action IS1304: Expert judgment network: Bridging the gap between scientific uncertainty and evidence-based decision making.

### 5.2 Scholarships

1. Scholarship of the Institute of Ioannis and Vasilia Karagianni, School year 1982-1983, 26th High School of Thessaloniki, Municipality of Thessaloniki, Greece, May 1983.



2. Scholarship by the Institute of National Scholarships, Academic year 1986-1987, Department of Production Engineering and Management, Technical University of Crete, Greece.
3. Special Postgraduate Scholar, Department of Production Engineering and Management, Technical University of Crete, Greece, September 1995-September 1998.

### 5.3 Other distinctions

1. Mentioned in the Mathematical Sciences' Who is Who
2. Mentioned in the Marquis Who is Who in the World
3. Consulting Editor of Contemporary Who is Who, ABI.
4. Included in the top 10 (9<sup>th</sup> place) most popular paper in marketing (top 10 papers for MRN marketing network) according to the Social Science Research Network (May-July 2010).
5. Included in the top 25 hottest articles (7<sup>th</sup> place) of the scientific journal Forest Policy and Economics (Elsevier) according to ScienceDirect (July-September 2010).
6. Included in the top 25 hottest articles (1<sup>st</sup> place) of the scientific journal Omega: The International Journal of Management Science, and in the 11<sup>th</sup> place of all journals in the area of Decision Sciences (Elsevier) according to ScienceDirect (July-September 2011)

## 6. PUBLICATIONS

### 6.1 Books

- [A1]. Grigoroudis, E. and Y. Siskos (2000), *Service quality and measurement of customer satisfaction*, New Technologies Publications, Athens (in Greek).
- [A2]. Michalopoulos, M., E. Grigoroudis, and C. Zopounidis (2007). *Corporate strategy*, Kleidarithmos Publications, Athens (in Greek).
- [A3]. Matsatsinis, N.F., E. Grigoroudis, Ch. Gaganis, and C. Zopounidis (2010), *Development and operation of small and medium-sized enterprises*, Kleidarithmos Publications, Athens (in Greek).
- [A4]. Grigoroudis, E. and Y. Siskos (2010). *Customer satisfaction evaluation: Methods for measuring and implementing service quality*, Springer, New York.
- [A5]. Zopounidis, K., F. Voulgari, Ch. Lemonakis, E. Grigoroudis, and M. Katharakis (2012). *Modern topics in corporate financing and business strategic planning*, Stamoulis Publications, Athens (in Greek).
- [A6]. Manolitzas, P., E. Grigoroudis, N.F. Matsatsinis, and D. Yannacopoulos (XXXX). *Decision making in health care services: A multiple criteria approach*, Springer, New York (in preparation).

### 6.2 Editing (books and special issues in scientific journals)

- [B1]. Grigoroudis, E., M. Doumpos, C. Zopounidis, and N.F. Matsatsinis (2004). *Multicriteria decision analysis: Methodological approaches and applications*, New Technologies Publications, Athens, Greece (in Greek).
- [B2]. Grigoroudis, E. and M. Doumpos (2009). *Operational Research: An International Journal, Feature Issue "Multiple criteria decision aiding in management problems"*, 9 (1), Springer.
- [B3]. Zopounidis, C., M. Doumpos, N.F. Matsatsinis, and E. Grigoroudis (2010). *Multiple criteria decision aiding*, Nova Publishers, New York.
- [B4]. Doumpos, M. and E. Grigoroudis (2013). *Multicriteria decision aid and artificial intelligence: Links, theory, and applications*, John Wiley & Sons, Chichester.
- [B5]. Yannacopoulos, D., P. Manolitzas, N. Matsatsinis, and E. Grigoroudis (2014). *Evaluating websites and web services: Interdisciplinary perspectives on user satisfaction*, IGI Global, Hersey.
- [B6]. Manolitzas, P. E. Grigoroudis, N. Matsatsinis, and D. Yannacopoulos (2015). *Effective methods for Modern Healthcare Service quality and evaluation*, IGI Global, Hersey.
- [B7]. Doumpos, M., C. Zopounidis, and E. Grigoroudis (2015). *Robustness analysis in decision aiding, optimization, and analytics*, Springer, New York.
- [B8]. Grigoroudis, E. and M. Doumpos (2015). *Operational Research: An International Journal, Feature Issue "2<sup>nd</sup> International Symposium and 24<sup>th</sup> National on Operational Research"*, 15 (3), Springer.

- [B9]. Grigoroudis, E. and M. Doumpos (2016). *International Journal of Decision Support Systems, Feature Issue "OR and New Technologies in Management and Engineering"*, 2 (1-3), Inderscience.
- [B10]. Doumpos, M. and E. Grigoroudis (2017). *Operational Research in Business and Economics*, Springer Proceedings in Business and Economics, New York.
- [B11]. Carayannis, E.G., S. Rozakis, and E. Grigoroudis (XXXX). *Journal of Technology Transfer, Special Issue "Agri-science to agri-business"*, XX (XX), Springer (accepted).
- [B12]. Carayannis, E.G., N. Kalaitzandonakes, S. Rozakis, and E. Grigoroudis (XXXX). *Handbook of agriscience and agribusiness*, Springer, New York (in preparation).
- [B13]. Carayannis, E.G., M. Peris Ortiz, I.N. Dubina, E. Grigoroudis, D.F.J. Campbell (XXXX). *Encyclopedia of creativity, invention, innovation and entrepreneurship*, Springer, New York (section editor) (in preparation).
- [B14]. Matsatsinis, N. and E. Grigoroudis (XXXX). Preference disaggregation in multiple criteria decision analysis, Springer, New York (in preparation).

### 7.3 Papers in scientific journals (refereed)

- [C1]. Siskos, Y., E. Grigoroudis, C. Zopounidis, and O. Saurais (1998). Measuring customer satisfaction using a collective preference disaggregation model, *Journal of Global Optimization*, 12 (2), 175-195.
- [C2]. Grigoroudis, E., Y. Siskos, and O. Saurais (2000). TELOS: A customer satisfaction evaluation software, *Computers and Operations Research*, 27 (7-8), 799-817.
- [C3]. Mihelis, G., E. Grigoroudis, Y. Siskos, Y. Politis, and Y. Malandrakis (2001). Customer satisfaction measurement in the private bank sector, *European Journal of Operational Research*, 130 (2), 347-360.
- [C4]. Grigoroudis, E. and Y. Siskos (2002). Preference disaggregation for measuring and analysing customer satisfaction: The MUSA method, *European Journal of Operational Research*, 143 (1), 148-170.
- [C5]. Grigoroudis, E., Y. Politis, and Y. Siskos (2002). Satisfaction benchmarking and customer classification: An application to the branches of a banking organization, *International Transactions in Operational Research*, 9 (5), 599-618.
- [C6]. Krassadaki, E., E. Grigoroudis, N.F. Matsatsinis, and Y. Siskos (2002). The evaluation of studies and training in information technology: A multicriteria approach, *Operational Research: An International Journal*, 2 (3), 321-338.
- [C7]. Grigoroudis, E. and O. Spiridaki (2003). Derived vs. stated importance in customer satisfaction surveys, *Operational Research: An International Journal*, 3 (3), 229-247.
- [C8]. Matsatsinis, N.F., E. Grigoroudis, and P. Delias (2003). User satisfaction and e-learning systems: Towards a multicriteria evaluation methodology, *Operational Research: An International Journal*, 3 (3), 249-259.
- [C9]. Grigoroudis, E. and Y. Siskos (2004). A survey of customer satisfaction barometers: Results from the transportation-communications sector, *European Journal of Operational Research*, 152 (2), 334-353.
- [C10]. Matsatsinis, N.F., E. Grigoroudis, and A. Samaras (2005). Aggregation and disaggregation of preferences for collective decision-making, *Group Decision and Negotiation*, 14 (3), 217-232.
- [C11]. Grigoroudis, E., G. Nikolopoulou, and C. Zopounidis (2005). The linkage between national satisfaction barometers and macroeconomic development data: A multiobjective ordinal regression approach, *The Southeastern Review of Business Finance and Accounting*, 2 (2), 5-29.
- [C12]. Diakaki, C., E. Grigoroudis, and M. Stabouli (2006). A risk assessment approach in selecting environmental performance indicators, *Management of Environmental Quality: An International Journal*, 17 (2), 126-139.
- [C13]. Anestis, G., E. Grigoroudis, E. Krassadaki, N.F. Matsatsinis, and Y. Siskos (2006). Skills Evaluator: A multicriteria decision support system for the evaluation of qualifications and skills in information technology, *Journal of Multi-Criteria Decision Analysis*, 14 (1-3), 21-34.

- [C14]. Siskos, Y., E. Grigoroudis, E. Krassadaki, and N.F. Matsatsinis (2007). A multicriteria accreditation system for information technology skills and qualifications, *European Journal of Operational Research*, 182 (2), 867-885.
- [C15]. Matsatsinis, N.F., E. Grigoroudis, and A.P. Samaras (2007). Comparing distributors' judgements to buyers' preferences: A consumer value analysis in the Greek olive oil market, *International Journal of Retail and Distribution Management*, 35 (4), 342-362.
- [C16]. Kyriazopoulos, P., E. Grigoroudis, Y. Siskos, D. Yannacopoulos, and A. Spyridakos (2007). The quality of e-services: Measuring satisfaction of Internet customers, *Operational Research: An International Journal*, 7 (2), 233-254.
- [C17]. Grigoroudis, E., P. Kyriazopoulos, Y. Siskos, A. Spyridakos, and D. Yannacopoulos (2007). Tracking changes of e-customer preferences using multicriteria analysis, *Managing Service Quality*, 17 (5), 538-562.
- [C18]. Grigoroudis, E., Ch. Litos, V.A. Moustakis, Y. Politis, and L. Tsironis (2008). The assessment of user-perceived web quality: Application of a satisfaction benchmarking approach, *European Journal of Operational Research*, 187 (3), 1346-1357.
- [C19]. Grigoroudis, E., G. Nikolopoulou, and C. Zopounidis (2008). Customer satisfaction barometers and economic development: An explanatory ordinal regression analysis, *Total Quality Management & Business Excellence*, 19 (5), 441-460.
- [C20]. Diakaki, C., E. Grigoroudis, and D. Kolokotsa (2008). Towards a multi-objective optimization approach for improving energy efficiency in buildings, *Energy and Buildings*, 40 (9), 1747-1754.
- [C21]. Politis, Y., Ch. Litos, E. Grigoroudis, and V. Moustakis (2009). A business excellence model for the hotel sector: Implementation to high-class Greek hotels, *Benchmarking: An International Journal*, 16 (4), 462-483.
- [C22]. Kolokotsa, D., C. Diakaki, E. Grigoroudis, G. Stavarakakis, and K. Kalaitzakis (2009). Decision support methodologies on the energy efficiency and energy management in buildings, *Advances in Building Energy Research*, 3 (1), 121-146.
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