





Fazioli produces pianos with a high standard of quality

However, the consumers have become more exigent and each year expect higher levels of performance of the new pianos





Therefore an analysis has been carried out by the experts of the company to determine which suppliers are to be replaced by new ones of higher quality:

Analysis of the main Raw Materials



Wood

Strong and supple wood is used to make the framework

The current quality is not bad but can be substantially improved





Metal

Metal is used for many parts, including the cast iron plate The quality of this material can be improved just a little





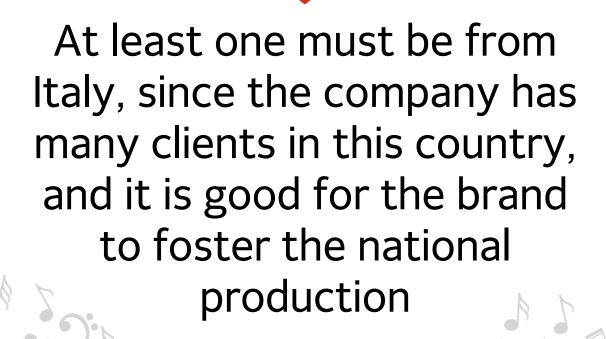
High tensile steel

High tensile steel wire is used for the strings Currently it is impossible to improve its quality





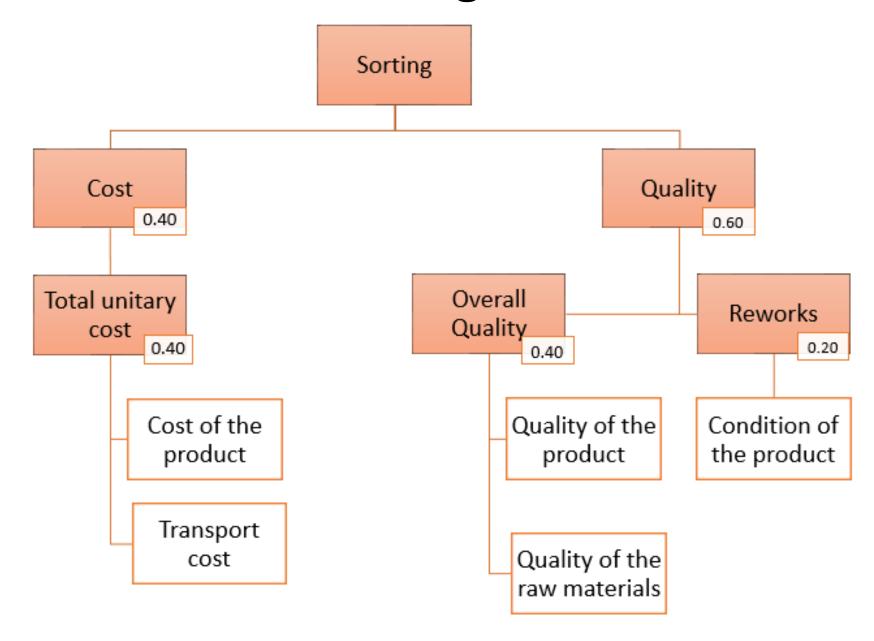
3 New wood suppliers are needed (they supply long fibers of spruce and maple wood)



Possible situations:

- -One Italian company belongs to the three best suppliers. No problem.
- -No Italian company present in the three best suppliers. In this case we would add to the list the best acceptable Italian supplier (raising to 4 new suppliers) to satisfy the brand requirements.

Structure of the model for sorting



Criteria for sorting

Total unitary cost

Total unitary cost = Cost of the product per unit + Unitary transport cost

Cost of the product per unit: given in the dataset.

Unitary transport cost: As the pianos are produced with a high amount of wood, the units transported are on average 5000, so this cost is calculated by "Transport cost"/5000.

Overall Quality

As a combination of the quality of the product Q and the quality of the raw materials RM, as shown on Tables "A".

Reworks

It is given in the data as Condition of the product. It is critical because not always the company can make the rework, raisig the cost and delaying the production process, which would make it even longer than what it originally is, generating some problems with clients if the product is not finished by the established date.

Overall Quality

For the piano manofacturing the importance of Q and RM is the same.

Q: quality of the product					
1 Poor					
2	Sufficient				
3	3 Good				
4	Very good				

RM: quality of the raw materials					
1	Poor				
2	Sufficient				
3	Good				
4	Optimal				

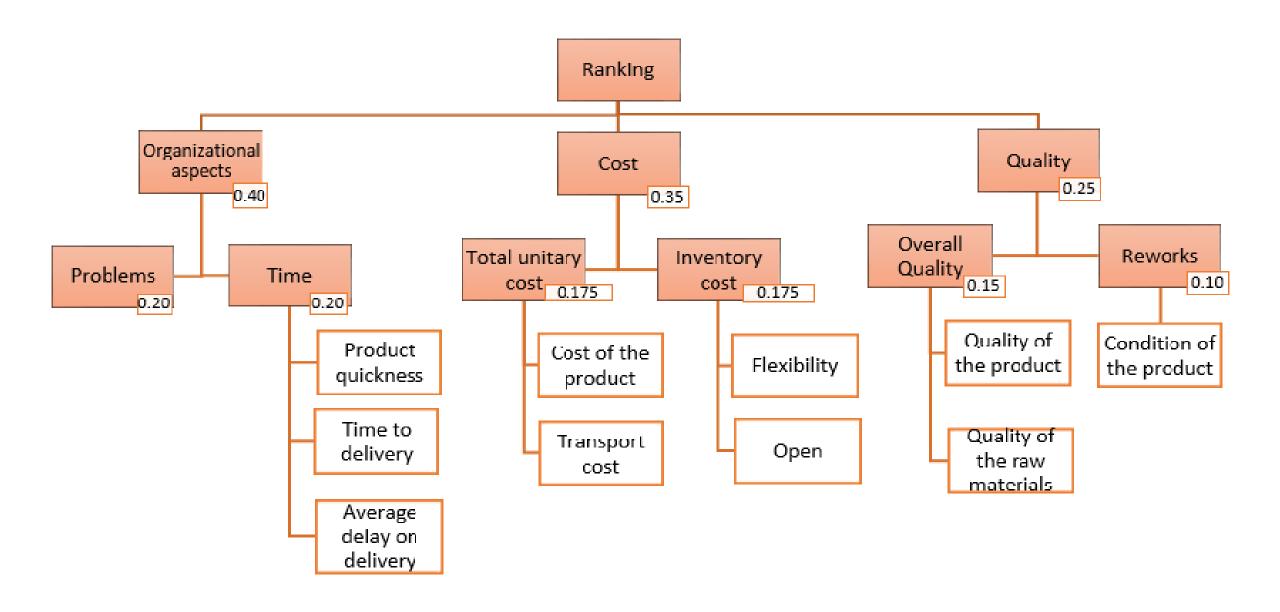
1: Worst case

6: Best case

		Q					
		Р	S	G	VG		
RM	Р	1	1	1	1		
	S	1	2	3	4		
	G	1	3	4	5		
	0	1	4	5	6		

Tables "A"

Structure of the model for ranking



Criteria for ranking

Problems

It is an important aspect and can affect the duration of the production of a piano, which is very long by itself and should not be further delayed by some problem.

Time

Is period of time from the order to the moment in which the product arrives. It is important because it adds time to the whole process (it means more time that the customer will have to wait to obtain the product).

Time = Time of product delivery + Delivery delay + Production quickness.

Inventory cost

It depends on the flexibility and open months. A flexible supplier and that works every month would allow the company to reduce the inventory to the minimum all the time by having the chance of no ordering when the demand decreases, and order more if it increases. It is not a negligible expense because the wood must be protected to don't lose its quality until it is used to the production. Final scale explained in "Tables B".

Total unitary cost, Overall quality and Rework (as for sorting)

Inventory cost

The importance for both data is the same, with the exception that a no flexible supplier is penalized.

F: Flexibility on the amount of lots						
1 Flexible						
2	2 Sometimes flexible					
3	3 No flexible					

Open: when the supplier works						
1 Every month						
2	Eleven months					
3	3 Ten months					

1: Best case

6: Worst case

			F	
		1	2	3
	1	1	2	4
Open	2	2	3	5
	3	3	4	6

Tables "B"

Parameters for sorting

	Used scale	b1	Indifference threshold		Veto threshold	b2	Indifference threshold	Preference threshold	Veto threshold
Total unitary cost	0.404-0.126	0.300	-	0.010	0.160	0.210	-	0.010	0.160
Overall Quality	1-6	2	-	-	4	4	1	-	3
Reworks	4-1	3	-	-	2	2	1	-	2

Parameters for ranking

	Used scale	Indifference threshold	Preference threshold	Veto threshold
Total unitary cost	0.404-0.126	-	0.010	0.200
Overall Quality	1-6	-	-	4
Reworks	4-1	-	-	3
Problems	1-3	-	-	-
Time	8-37	2	3	23
Inventory cost	5-1	-	1	4



Results for sorting

🧶 MCDA-ULaval :: Multi-Criteria Decision Analysis - C:\Fran\Facu\Quantitative\Electre\Project work\Project.mcda

File Edit Project Performance table Result Scenarios Language Help

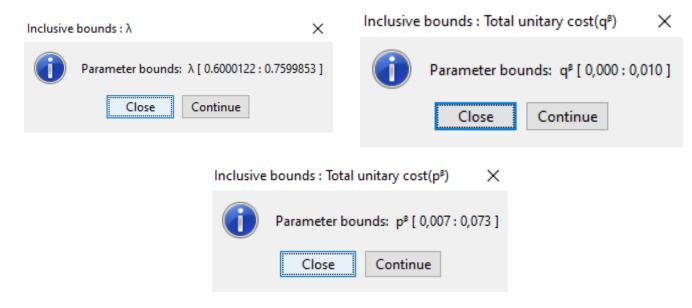
		l.Sorting model, Performances, *, Ø>					
	RESULT <1.Sorting model, Performances, *, Ø>						
Statistics	:						
<min,max></min,max>	#	8					
<1,2>	2	9,5238%					
<1,3>	2	9,5238%					
<2,2>	8	38,0952%					
<2,3>	9	42,8571%					
ACTION I	Pessimist	(pseudo-conjunctive)	Optimist (pseudo-disjunctive)				
Al		C2 Intermediate	C3 Acceptable				
A2		C1 Rejection	C3 Acceptable				
A3		C2 Intermediate	C3 Acceptable				
A4		C2 Intermediate	C3 Acceptable				
B1		C1 Rejection	C3 Acceptable				
B2		C1 Rejection	C2 Intermediate				
B3		C1 Rejection	C2 Intermediate				
Cl		C2 Intermediate	C3 Acceptable				
C2		C2 Intermediate	C3 Acceptable				
C3		C2 Intermediate	C3 Acceptable				
D1		C2 Intermediate	C2 Intermediate				
D2		C2 Intermediate	C2 Intermediate				
D3		C2 Intermediate	C2 Intermediate				
D4		C2 Intermediate	C2 Intermediate				
E1		C2 Intermediate	C2 Intermediate				
E2		C2 Intermediate	C ₂ Intermediate				
E3		C2 Intermediate	C2 Intermediate				
E4		C2 Intermediate	C2 Intermediate				
Fl		C2 Intermediate	C3 Acceptable				
F2		C2 Intermediate	C3 Acceptable				
F3		C2 Intermediate	C3 Acceptable				

We can see that there are no actions accepted by the two procedures. There are 9 actions that are intermediate for the pessimistic procedure and accepted for the optimistic procedure. We should focus on them on the RA to see if they have a tendency to be accepted or to be intermediate. These candidates are: A1, A3, A4, C1, C2, C3, F1, F2 and F3.

Stability analysis

A1, A3, A4, C1, C2, C3, F1, F2 and F3 are intermediate for the pessimistic procedure and acceptable by the optimistic one. No acceptable candidate by both the procedures

Bounds fo	Original value			
Lamda	Lamda 0.60-0.76			
q of cost	0-0.01	0		
p of cost	0.007-0.07	0.01		
K cost	0.36-0.49	0.4		
K quality	0.36-0.49	0.4		
K rework	0.01-0.29	0.2		





Robustness analysis with one change at a time

		Result	Cost 0.35	Cost 0.5	Quality 0.35	Quality 0.50	Rework 0.3	Conclusion?
1	A1	I-A	I	Α	Α	I	А	I-A->A
2	A3	I-A	I	А	Α	I	А	I-A->A
3	A4	I-A	I	I-A	I-A	I	1	I-A
4	C1	I-A	I	I-A	I-A	I	Ι	I-A
5	C2	I-A	1	I-A	I-A	I	I	I-A
6	C3	I-A	1	I-A	I-A	1	1	I-A
7	F1	I-A	I-A			I-A	1	I-A
8	F2	I-A	I-A		l	I-A	1	I-A
9	F3	I-A	Α			А	А	I-A->A
10	D3	I	Α			А	А	I->A
11	D4	I	Α			А	А	I->A

I-A = intermediate for pessimistic and acceptable for optimistic

I = intermediate for pessimistic and for optimistic

A = Accepted by both the procedures



Scenario analysis (1/2)

PARAMETER	RANGE	PACE	Number of steps	Total analysis
Lamda	0.6 to 0.75		4	
K cost	0.35 to 0.5	0.05	4	256
K quality	0.35 to 0.5	0.05	4	250
K rework	0.15 to 0.3		4	

•							•	
	D1	D2	D3	D4	D5	D6	D7	TOTAL
Times	146	31	18	31	19	10	1	256
%	57.0%	12.1%	7.0%	12.1%	7.4%	3.9%	0.4%	100%

Decision configuration: 1.Sorting model

Performance table: Performances

Alternative subset: * Sub-Configuration : Ø Scenario Parameters:

λ Min: 0.6 Max: 0.75 # Divisions: 3

k(Total unitary cost) Min: 0.35 Max: 0.5 # Divisions: 3

k(Overall Quality) Min: 0.35 Max: 0.5 # Divisions: 3

k(Rework) Min: 0.15 Max: 0.3 # Divisions: 3

-D1 is the original result

-I neglect D6 and D7 because they appear almost never and with a lot of simultanious changes

Scenario analysis (2/2)

Resu	lt(D1)	D2	D3	D4	D5	Conclusion
A 1	I-A	Α	I-A	I-I	Α	I-A->A
А3	I-A	Α	I-A	I-I	Α	I-A->A
A4	I-A	I-A	I-A	I-I	I-I	I-A
C 1	I-A	I-A	I-A	I-I	I-I	I-A
C2	I-A	I-A	I-A	I-I	I-I	I-A
С3	I-A	I-A	I-A	1-1	I-I	I-A
F1	I-A	 -	I-A	I-A	I-I	I-A
F2	I-A	I -I	I-A	I-A	I-I	I-A
F3	I-A	I -I	I-A	Α	Α	I-A->A
D3	I-I	I-I	I-I	Α	Α	I->A
D4	I-I	I-I	1-1	А	Α	I->A

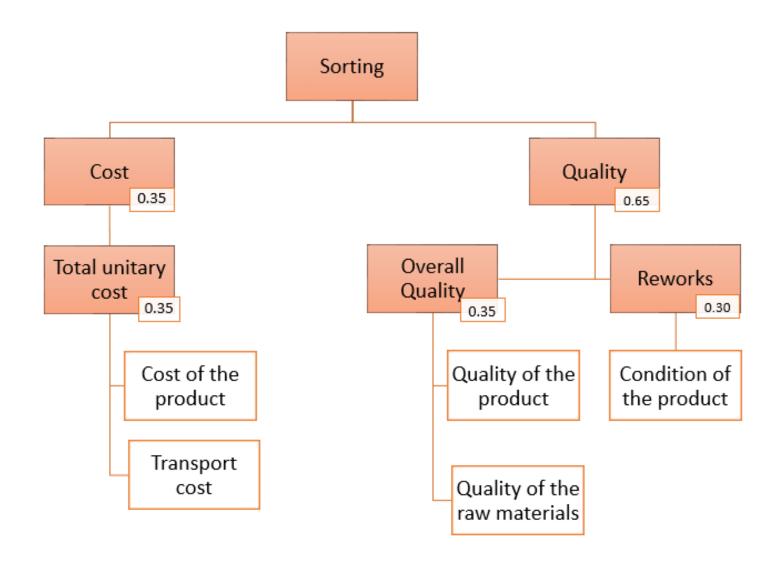
I-A = intermediate for pessimistic and acceptable for optimistic

I = intermediate for pessimistic and for optimistic

A = Accepted by both the procedures

Variance of the model for sorting

As the bounds for the criterion rework were suggesting a lack of impact of that criterion, I would like to analyse the model with the following weights:



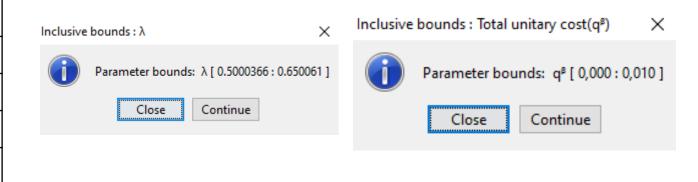


```
Project: Sorting - Result: <2.Sorting model, Performances, *, Ø>
RESULT <2.Sorting model, Performances, *, Ø>
Statistics :
<min.max>
                      ş
<1,1>
                      4,7619%
<1,2>
                      4.7619%
<2,2>
               14
                      66,6667%
<3,3>
                      23,8095%
ACTION
         Pessimist (pseudo-conjunctive)
                                               Optimist (pseudo-disjunctive)
 A1
                         C3 Acceptable
                                                      C3 Acceptable
 A2
                       C2 Intermediate
                                                    C2 Intermediate
                         C3 Acceptable
                                                      C3 Acceptable
                       C2 Intermediate
                                                    Co Intermediate
 Α4
                          C1 Rejection
                                                    C2 Intermediate
                       C2 Intermediate
                                                    C2 Intermediate
                          C1 Rejection
                                                       C1 Rejection
                       C2 Intermediate
                                                    C2 Intermediate
  C1
                       C2 Intermediate
                                                    C2 Intermediate
  C3
                       C2 Intermediate
                                                    C2 Intermediate
                       C2 Intermediate
                                                    C2 Intermediate
  D1
                       C2 Intermediate
                                                    C2 Intermediate
                         C3 Acceptable
                                                      C3 Acceptable
                         C3 Acceptable
                                                      C3 Acceptable
                       C2 Intermediate
                                                    C2 Intermediate
                       C2 Intermediate
                                                    C2 Intermediate
 E3
                       C2 Intermediate
                                                    C2 Intermediate
                       C2 Intermediate
                                                    C2 Intermediate
                                                    C2 Intermediate
                       C2 Intermediate
                       C2 Intermediate
                                                    C2 Intermediate
  F3
                         C3 Acceptable
                                                      C3 Acceptable
```

A1, A3,F3, D3 and D4 are acceptable

Stability analysis

Bounds fo	Original value	
Lamda	0.50-0.65	0.65
q of cost	0-0.01	0
p of cost	0.00-0.16	0.01
K cost	0.35	0.35
K quality	0.35	0.35
K rework	0.30-0.35	0.3



The bounds for the weights are very limited, but as it is already a modified model, it is acceptable.

Robustness analysis with one change at a time

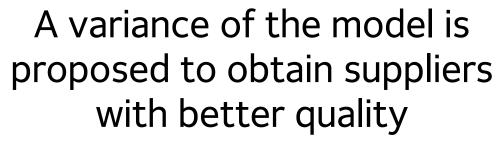
Candidate	Result	Cost 0.34	Cost 0.36	Q. 0.34	Q 0.36	λ 0.66	λ 0.71	Conclusion
A1	Α	I	Α	Α	I	I-A	I-A	Α
A3	Α	I	Α	Α	I	I-A	I-A	Α
A4	I	I	I-A	I-A	I	I-A	I-A	I
C1	I	I	I-A	I-A	I	I-A	I-A	I
C2	I		I-A	I-A		I-A	I-A	
C3	I	I	I-A	I-A	I	I-A	R-A	
F1	I	I-A			I	I-A	I-A	
F2	I	I-A			I	I-A	I-A	
F3	Α	Α			Α	I-A	I-A	Α
D3	Α	Α			Α		I	Α
D4	Α	Α			Α			Α

CONCLUSIONS

Suppliers A1, A3, D3, D4 and F3 are <u>acceptable</u>, but...



A1 and A3 have a low level of Quality (2 out of 6), that is not good enough to be consistent with the problem formulation





Variance of the original model for sorting

→Some suppliers with not good enough quality were accepted (A1 and A3 with an overall quality of 2 out of 6)

	Used scale	b1	Indifference threshold		Veto threshold	b2	Indifference threshold	Preference threshold	Veto threshold
Total unitary cost	0.404-0.126	0.300	-	0.010	0.160	0.210	-	0.010	0.160
Overall Quality	1-6	2→3	-	-	4	4→5	-	-	4
Reworks	4-1	3	1	1	2	2	1	1	2



Results for sorting with the changed model

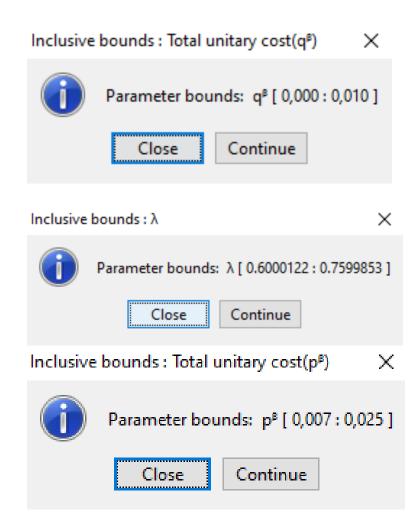
	RESUI	T <3.Sorting model, Perfo	rmances, *, Ø>
Statistics	3 :		
<min,max></min,max>	#	8	
<1,1>	1	4,7619%	
<1,2>	5	23,8095%	
<1,3>	4	19,0476%	
<2,2>	5	23,8095%	
<2,3>	6	28,5714%	
ACTION	Pessimist	(pseudo-conjunctive)	Optimist (pseudo-disjunctive
Al		C1 Rejection	C ₃ Acceptable
A2		C1 Rejection	C ₃ Acceptable
A3		C1 Rejection	C3 Acceptable
A4		C ₂ Intermediate	C3 Acceptable
B1		C1 Rejection	C≥ Intermediate
B2		C1 Rejection	C2 Intermediate
B3		C1 Rejection	C1 Rejection
Cl		C1 Rejection	C3 Acceptable
C2		C2 Intermediate	C3 Acceptable
C3		C2 Intermediate	C3 Acceptable
D1		C2 Intermediate	C2 Intermediate
D2		C1 Rejection	C2 Intermediate
D3		C2 Intermediate	C2 Intermediate
D4		C2 Intermediate	C2 Intermediate
E1		C1 Rejection	C2 Intermediate
E2		C2 Intermediate	C2 Intermediate
E3		C2 Intermediate	C2 Intermediate
E4		C1 Rejection	C2 Intermediate
F1		C2 Intermediate	C ₃ Acceptable
F2		C2 Intermediate	C3 Acceptable
F3		C2 Intermediate	C3 Acceptable

	Result
A4	I-A
C2	I-A
C3	I-A
D1	
D3	
D4	
E2	
E3	
F1	I-A
F2	I-A
F3	I-A

We can see that there are no suppliers accepted by the two procedures. There are 6 actions that are intermediate for the pessimistic procedure and accepted for the optimistic procedures, that are: A4, C2, C3, F1, F2 and F3. 5 others are Intermediate and will be further analyzed as well, that are: D1, D3, D4, E2 and E3. The other 10 suppliers resulted rejected by one or both the procedures.

Stability analysis

Bounds for	Original value			
Lamda	0.60-0.76	0.65		
q of cost	0-0.01	0		
p of cost	0.007-0.025	0.01		
	Weights k			
K cost	0.36-0.49	0.4		
K quality	0.4			
K rework	0.01-0.29	0.2		



Robustness analysis with one change at a time

	Result	Cost 0.35	Cost 0.5	Quality .35	Quality 0.50	Rework 0.30	Conclusion
A4	I-A	ı	I-A	I-A	I	I	I-A
C2	I-A	I	I-A	I-A	I	I	I-A
C3	I-A		I-A	I-A	I		I-A
D1	I		[
D3	I	I	1				
D4	1	1	[I
E2	I	I	1		I		I
E3	I	I	1				
F1	I-A	I-A	I	l	I-A	I	I-A
F2	I-A	I-A	ı		I-A	I	I-A
F3	I-A	А			А	А	I->A

I-A = intermediate for pessimistic and acceptable for optimistic

= intermediate for pessimistic and for optimistic

A = Accepted by both the procedures



Scenario analysis (1/2)

PARAMETER	RANGE	PACE	Number of steps	Total analysis
Lamda	0.6 to 0.75		4	
K cost	0.35 to 0.5	0.05	4	256
K quality	0.35 to 0.5	0.05	4	250
K rework	0.15 to 0.3		4	

•							•	
	D1	D2	D3	D4	D5	D6	D7	TOTAL
Times	146	31	18	31	19	10	1	256
%	57.0%	12.1%	7.0%	12.1%	7.4%	3.9%	0.4%	100%

Decision configuration: 1.Sorting model

Performance table: Performances

Alternative subset: * Sub-Configuration : Ø Scenario Parameters:

λ Min: 0.6 Max: 0.75 # Divisions: 3

k(Total unitary cost) Min: 0.35 Max: 0.5 # Divisions: 3

k(Overall Quality) Min: 0.35 Max: 0.5 # Divisions: 3

k(Rework) Min: 0.15 Max: 0.3 # Divisions: 3

-D1 is the original result

-I neglect D6 and D7 because they appear almost never and with a lot of simultanious changes

Scenario analysis (2/2)

) V	Result D1	D2	D3	D4	D5	Conclusion
A4	I-A	I-A	I-A	I	I	I-A
C2	I-A	I-A	I-A			I-A
C3	I-A	I-A	I-A			I-A
D1	I	1	1			I
D3	I	1	I	Ι	I	I
D4	I	1	/ _ [I
E2	I	-				I
E3			R-I			I
F1	I-A		I-A	I-A		I-A
F2	I-A		I-A	I-A	ı	I-A
F3	I-A		I-A	A	А	I-A>A

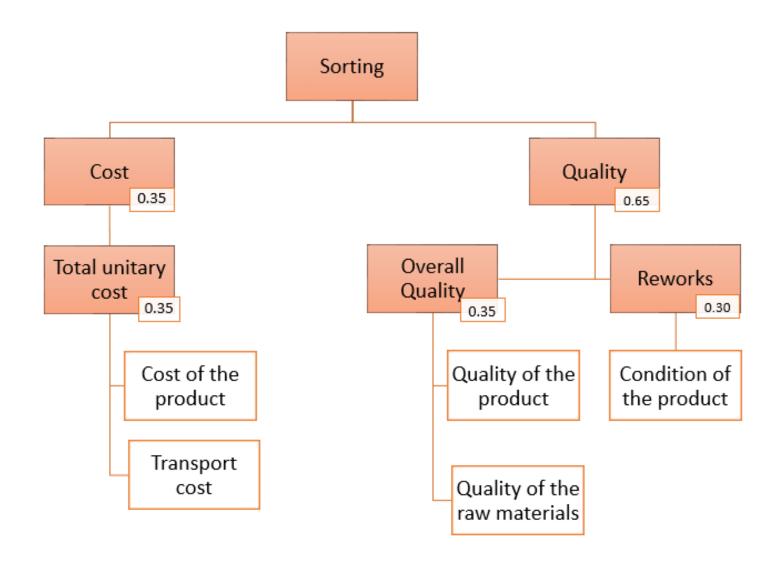
I-A = intermediate for pessimistic and acceptable for optimistic

I = intermediate for pessimistic and for optimistic

A = Accepted by both the procedures

Variance of the model

As the bounds for the criterion rework were suggesting a lack of impact of that criterion, I would like to analyse the model with the following weights:



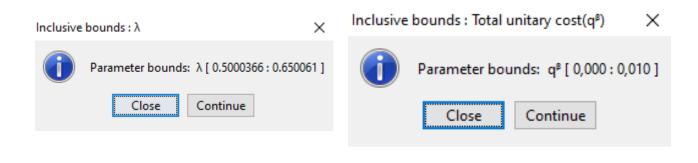


Candidate	Result
A4	I
C2	I
C3	I
D1	I
D3	I
D4	I
E2	I
E3	I
F1	I
F2	I
F3	А

Only F3 is acceptable

Stability analysis

Bounds fo	Original value	
Lamda	0.50-0.65	0.65
q of cost	0-0.01	0
p of cost	0.00-0.16	0.01
K cost	0.35	0.35
K quality	0.35	0.35
K rework	0.30-0.35	0.3



→The bounds are not robust for the weights:

Analysis second model

Candidate	Result	Cost 0.34	Cost 0.36	Q. 0.34	Q 0.36	λ 0.66-0.7	λ 0.71-0.8	Conclusion
A4	I	I	I-A	I-A	I	I-A	I-A	I->I-A
C2	I	I	I-A	I-A	ı	I-A	I-A	I->I-A
C3	I	I	I-A	I-A	I	I-A	R-A	I->I-A
D1	ı	I	I	I	I	1	I	I
D3	I	I	I	I	I	1	I	I
D4	I	I	I	I	I	1	I	I
E2	I	I	I	I	I	1	I-A	I
E3	I	I	I	I	I	I	I-A	I
F1	I	I-A	I	I	I-A	I-A	I-A	I->I-A
F2	ı	I-A	I	I	I-A	I-A	I-A	I->I-A
F3	А	А	I	1	А	I-A	I-A	Α

Original result of the first model

→The conclusions are similar!



A totally acceptable supplier is not present because no one has optimal performances in the criteria "Total unitary cost", "Overall quality" and "Rework" at the same time.

Therefore, suppliers A4, C2, C3, F1, F2 and F3, that are the ones with a <u>tendency to the acceptable category</u>, will be evaluated with the ranking model to obtain the best three suppliers.



Suppliers and performances for ranking

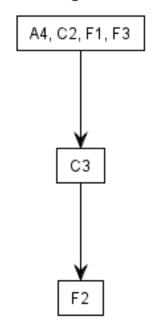
Supplier	Tot. Cost	Overall Q	Rew	Pbs.	Time	Inv. Cost
A4	0.144	3	3	3	10	2
C2	0.135	3	3	3	9	4
C3	0.146	4	4	2	11	3
F1	0.292	6	3	3	36	5
F2	0.283	6	3	2	37	5
F3	0.302	6	2	2	37	3
Min	0.135	3	2	2	9	2
Max	0.302	6	4	3	37	5
Direction	MIN	MAX	MIN	MAX	MIN	MIN

Updated parameters for ranking

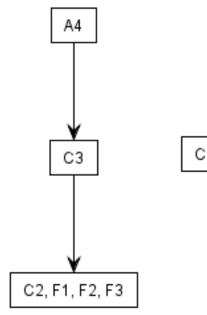
	Used scale	Indifference threshold	Preference threshold	Veto threshold
Total unitary cost	0.302-0.135	-	0.010	0.15
Overall Quality	3-6 (Scale:1-6)	-	-	3
Reworks	4-2(Scale:1-4)	-	ı	2
Problems	2-3(Scale:1-3)	-	ı	-
Time	9-37	2	3	23
Inventory cost	5-2(Scale:5-1)	-	-	3

Result for ranking

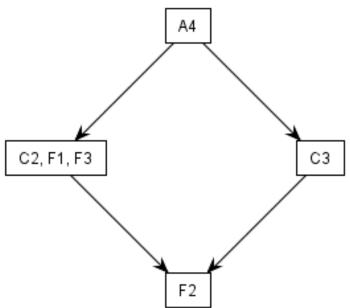
Ascending distillation



Descending distillation



Final ranking



Stability analysis

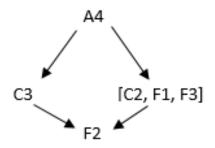
Bounds for p	Original value	
q Total cost	0-0.008	0
p Total cost	0-0.02	0.01
v Total cost	0.21-Infinity	0.15
v Inv. Cost	2-Infinity	3
v Rework	2-2	2
v Quality	2-4	3
q Time	2-3	2
p Time	2-22	3
v Time	4-Infinity	23

Bounds for	Original value	
α	0.22-0.49	0.03
β	-0.24-0.08	-0.015
K total cost	0.13-0.21	0.175
K inv. Cost	0.15-0.24	0.175
K rework	0.04-0.14	0.1
K quality	0.12-0.24	0.15
K prob	0.11-0.27	0.2
K time	0-0.53	0.2

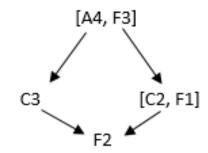
→The bounds are acceptable

Robustness analysis (changing one weight at a time)

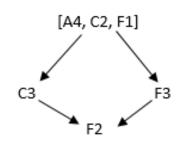
RESULT



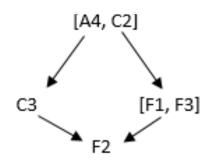
- -Inventory cost=0.25
- -Total cost=0.12



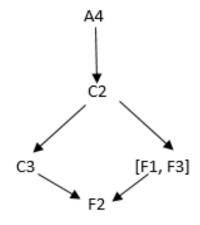
-Problems=0.28



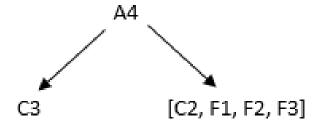
- -Inventory cost=0.14
- -Rework=0.15
- -Total cost=0.22



-Quality=0.11



- -Problems=0.11
- -Quality=0.24



Robustness analysis

The result is robust enough because it is confirmed that A4 is the best supplier, F2 is the worst one, and the difficult comparability of C3, and the indifference between F1 and F3.

C2 seems an interesting candidate to be selected.

However, the third supplier to select is not clear.

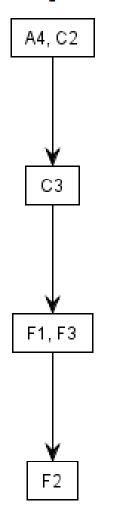
It was suggested to change the veto thresholds for the criteria Overall Quality and Rework because they were not so consistent with the size of the scale. This variation and its results are presented below:

Parameters

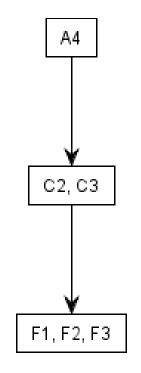
	Used scale	Indifference threshold	Preference threshold	Veto threshold
Total unitary cost	0.302-0.135	-	0.010	0.15
Overall Quality	3-6 (Scale:1-6)	-	1	3→4
Reworks	4-2(Scale:1-4)	1	1	2→3
Problems	2-3(Scale:1-3)	1	1	ı
Time	9-37	2	3	23
Inventory cost	5-2(Scale:5-1)	-	-	3

Result

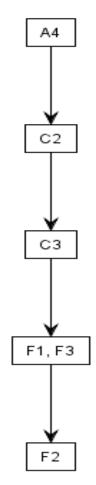
· Ascending distillation



Descending distillation



Final ranking



Stability analysis

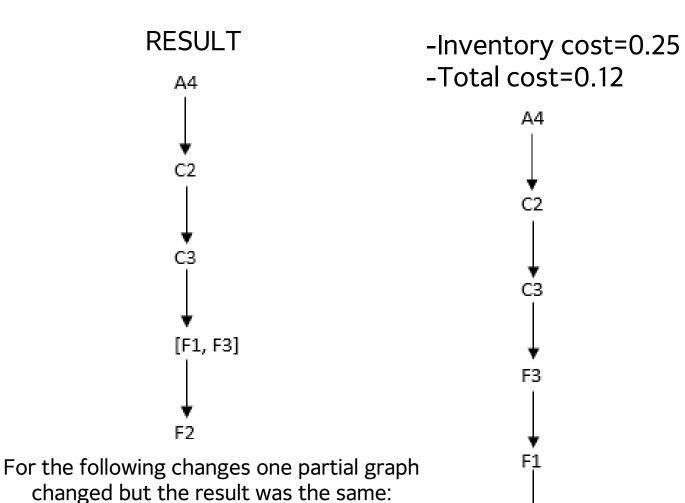
Bounds for p	Original value	
q Total cost	0-0.008	0
p Total cost	0-0.02	0.01
v Total cost	0.21-Infinity	0.15
v Inv. Cost	2-Infinity	3
v Rework	3-Infinity	3
v Quality	4-Infinity	4
q Time	2-3	2
p Time	2-22	3
v Time	4-Infinity	23

Bounds for	Original value	
α	0.22-0.40	0.03
β	-0.22: -0.040	-0.015
K total cost	0.15-0.22	0.175
K inv. Cost	0.15-0.24	0.175
K rework	0.04-0.14	0.1
K quality	0.12-0.23	0.15
K prob	0.12-0.24	0.2
K time	0-0.46	0.2

→The bounds are acceptable

Robustness analysis (changing one weight at a time)

F2



Total cost =0.23; Inventory cost = 0.13 Rework = 0.15; Problems = 0.25

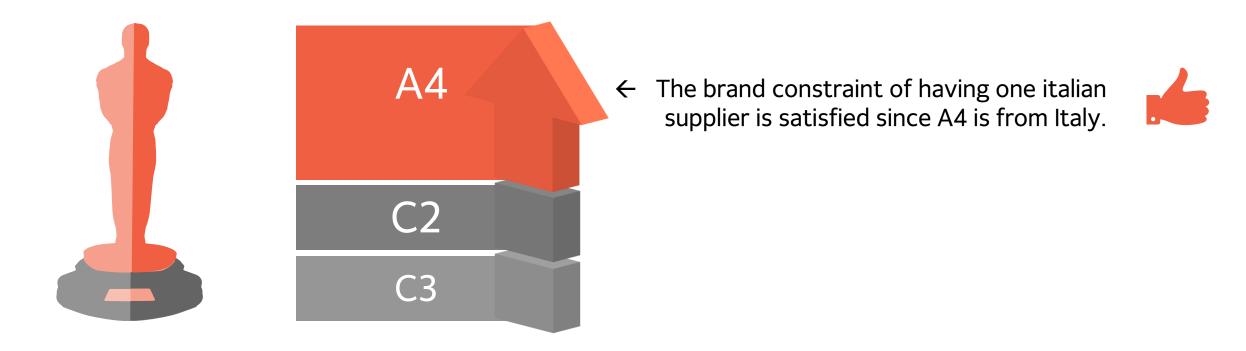
Overall quality =0.11

-Quality=0.24 -Problems=0.11 Α4 A4 [F1, F2] [F1, F2]

Robustness analysis and final decision

The result is very robust because the sequence A4-C2-C3-F3-F2 is always confirmed. (The result is exactly the same for some changes). The indifference of F1 and F3 is sometimes not confirmed. Now the incomparability of C3 doesn's exist.

This result and robustness analysis allow us to take the final decision of the three suppliers:



Thank you for your time and

support for the project and

during the course!