

model FAM4QS

Nivo 7 – ocenjivanje kvaliteta usluge

$$E = \left(\sum_{i=1}^{k} w_{i} e_{i}^{r}\right)^{\frac{1}{r}}, 0 \le w_{i} \le 1, \sum_{i=1}^{k} w_{i} = 1$$

$$e_{i} \in [0,1], E \in [0,1], k \ge 2$$



$$\overset{\alpha}{E} = \left[E^*, E^{**}\right] = \left[\left(\sum_{j=1}^k w_j^* \cdot e_j^r\right)^{\frac{1}{r}}, \left(\sum_{j=1}^k w_j^{**} \cdot e_j^r\right)^{\frac{1}{r}}\right]$$

 $UCL = \left[1.1 \cdot \frac{1}{n} \sum_{i=1}^{n} E_{i}^{*}, 1.1 \cdot \frac{1}{n} \sum_{i=1}^{n} E_{i}^{**}\right] \qquad LCL = \left[0.9 \cdot \frac{1}{n} \sum_{i=1}^{n} E_{i}^{*}, 0.9 \cdot \frac{1}{n} \sum_{i=1}^{n} E_{i}^{**}\right]$





0.9









$$\hat{E} = \left(\begin{array}{c} \wedge \\ w_1 \cdot \left(\begin{array}{c} \wedge \\ e_1 \end{array} \right)^r + \dots + w_n \cdot \left(\begin{array}{c} \wedge \\ e_n \end{array} \right)^r \right)^{\frac{1}{r}}$$

















Nivo 7 – ocenjivanje kvaliteta usluge

model FAM4QS

$$\stackrel{\alpha}{E} = \begin{bmatrix} E^*, E^{**} \end{bmatrix} = \begin{bmatrix} \sum_{j=1}^k w_j^* \cdot e_j^r \end{bmatrix}^{\frac{1}{r}}, \begin{bmatrix} \sum_{j=1}^k w_j^{**} \cdot e_j^r \end{bmatrix}^{\frac{1}{r}}$$

$$UCL = \begin{bmatrix} 1.1 \cdot \frac{1}{n} \sum_{i=1}^{n} E_{i}^{*}, 1.1 \cdot \frac{1}{n} \sum_{i=1}^{n} E_{i}^{**} \end{bmatrix} \quad LCL = \begin{bmatrix} 0.9 \cdot \frac{1}{n} \sum_{i=1}^{n} E_{i}^{*}, 0.9 \cdot \frac{1}{n} \sum_{i=1}^{n} E_{i}^{**} \\ 1.05 \end{bmatrix}$$

10% 5%

Nivo 7 – ocenjivanje kvaliteta usluge