model FAM4QS

Nivo 7 – ocenjivanje kvaliteta usluge

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

$$e_i \in [0,1], E \in [0,1], k \ge 2$$

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

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

10%

5%

1.05

0.95

$$\hat{E} = \left(\hat{w}_1 \cdot \left(\hat{e}_1 \right)^r + ... + \hat{w}_n \cdot \left(\hat{e}_n \right)^r \right)^{\frac{1}{r}}$$

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model FAM4QS

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