Assignment 2 MCDM

Criteria 1: Service Quality

Sub-criteria 1: Responsiveness

Sub-criteria 2: Customer Satisfaction Record

Sub-criteria 3: SLA Compliance

Criteria 2: Security

Sub-criteria 1: Data Security

Sub-criteria 2: Network Security

Sub-criteria 3: Confidentiality

Criteria 3: Financiality

Sub-criteria 1: Pricing & Costs

Sub-criteria 2: Payment Terms

Sub-criteria 3: Financial Stability

Diagram

Description automatically generated

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Criteria | Sub-criteria | Company A | Company B | Company C | Company D |
| Service Quality | Responsiveness | 10 | 4 | 6 | 5 |
|  | Customer Satisfaction | 9 | 6 | 4 | 4 |
|  | SLA Compliance | 9 | 4 | 5 | 4 |
| Security | Data Security | 9 | 6 | 9 | 4 |
|  | Network Security | 7 | 6 | 7 | 7 |
|  | Confidentiality | 7 | 9 | 6 | 7 |
| Financiality | Pricing & Costs | 3 | 7 | 8 | 9 |
|  | Payment Terms | 8 | 5 | 9 | 6 |
|  | Financial Stability | 6 | 10 | 6 | 5 |