

## Res. Asst. DİLEK AKBAŞ

### Personal Information

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### International Researcher IDs

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Yoksis Researcher ID: 275470

### Education Information

Doctorate, Galatasaray University, Fen Bilimleri Enstitüsü, Endüstri Mühendisliği (Dr), Turkey 2020 - Continues

Postgraduate, Marmara University, Fen Bilimleri Enstitüsü, Endüstri Mühendisliği (YI) (Tezli), Turkey 2017 - 2020

Undergraduate, Istanbul Kultur University, Mühendislik Fakültesi, Endüstri Mühendisliği Bölümü, Turkey 2012 - 2017

### Foreign Languages

English, C1 Advanced

### Dissertations

Postgraduate, A framework study for intelligent customer analytics based on anticipation, Marmara University, Fen Bilimleri Enstitüsü, Endüstri Mühendisliği (YI) (Tezli), 2020

### Research Areas

Industrial Engineering, Engineering and Technology

### Academic Titles / Tasks

Research Assistant, Istanbul Kultur University, Mühendislik Fakültesi, Endüstri Mühendisliği Bölümü, 2017 - Continues

### Academic and Administrative Experience

Erasmus Program Department Coordinator, Istanbul Kultur University, Mühendislik Fakültesi, Endüstri Mühendisliği, 2024 - Continues

Ders/Sınav Planlama Fakülte/MYO Sorumlusu, Istanbul Kultur University, Mühendislik Fakültesi, Endüstri Mühendisliği, 2019 - Continues

Internship Coordinator, Istanbul Kultur University, Mühendislik Fakültesi, Endüstri Mühendisliği, 2020 - 2024

Alumni Relations Commission Member, Istanbul Kultur University, Mühendislik Fakültesi, Endüstri Mühendisliği, 2019 - 2022

## Courses

Introduction to Programming, Undergraduate, 2022 - 2023  
Operations Research II, Undergraduate, 2022 - 2023  
Introduction to Probability, Undergraduate, 2021 - 2022, 2020 - 2021  
Engineering Economics, Undergraduate, 2021 - 2022, 2019 - 2020, 2018 - 2019, 2017 - 2018  
Engineering Graphics, Undergraduate, 2021 - 2022, 2020 - 2021, 2018 - 2019  
Simulation Modelling, Undergraduate, 2021 - 2022  
Design of Experiments, Undergraduate, 2021 - 2022, 2020 - 2021  
Quality Engineering, Undergraduate, 2021 - 2022, 2020 - 2021, 2019 - 2020  
Introduction to Computing, Undergraduate, 2020 - 2021, 2018 - 2019  
Project Management, Undergraduate, 2019 - 2020, 2018 - 2019  
Facilities Planning and Design, Undergraduate, 2019 - 2020  
Statistics for Engineers, Undergraduate, 2017 - 2018

## Published journal articles indexed by SCI, SSCI, and AHCI

- I. **Customer oriented intelligent DSS based on two-phased clustering and integrated interval type-2 fuzzy AHP and hesitant fuzzy TOPSIS**  
ŞENVAR Ö., Akburak D., Yel N.  
JOURNAL OF INTELLIGENT & FUZZY SYSTEMS, no.5, pp.6121-6143, 2020 (SCI-Expanded)

## Articles Published in Other Journals

- I. **AN INTEGRATED FUZZY MCDM MODEL FOR HOTEL WEBSITE EVALUATION**  
AKBAŞ D., AKBAŞ M.  
Mühendislik Bilimleri ve Tasarım Dergisi, vol.11, no.4, pp.1398-1409, 2024 (Peer-Reviewed Journal)

## Books & Book Chapters

- I. **APPLICATION OF LEAN MANAGEMENT TO GROUND OPERATIONS PROCESSES OF AN AIRLINE COMPANY - A VALUE STREAM MAPPING STUDY**  
GERGİN Z., AKBURAK D., GÜLTEKİN S., KARA B.  
in: Proceedings of the International Symposium for Production Research 2017, Durakbaşa, N.M. Gençyılmaz, M.G., Editor, Çağlayan, İstanbul, pp.305-314, 2018

## Refereed Congress / Symposium Publications in Proceedings

- I. **Review of Sustainable Smart City Assessment Models' KPIs**  
AKBAŞ D., GÜRBÜZ T., ALPTEKİN G.  
2023 IEEE International Smart Cities Conference (ISC2), Bükreş, Romania, 24 - 27 September 2023
- II. **Review of Fuzzy Multi-Criteria Decision-Making Methods For Intelligent Supplier Selection**  
AKBURAK D.  
International Conference on Intelligent and Fuzzy Systems - Digital Acceleration and The New Normal (INFUS 2022), İzmir, Turkey, 19 - 21 July 2022, vol.505, pp.667-675
- III. **Anticipation for Customer Analytics**  
Akbaş D., Şenvar Ö., Yel N.  
Anticipation: Conceptual, Theoretical and Empirical Issues, İstanbul, Turkey, 29 - 30 November 2019, pp.17-33

- IV. **An Unsupervised Data Mining Approach for Clustering Customers of Abrasive Manufacturers**  
ŞENVAR Ö., YEL N., AKBURAK D.  
Intelligent and Fuzzy Techniques in Big Data Analytics and Decision Making, 23 - 25 July 2019
- V. **Havaalanı Yer Hizmetlerinde Kalite ve Süreç İyileştirme Çalışmaları**  
AKBURAK D., ŞENVAR Ö.  
38. Yöneyem Araştırması Endüstri Mühendisliği Ulusal KongresiYAEM 2018, Turkey, 26 - 29 June 2018
- VI. **Implementation of Lean Six Sigma for Airline Ground Handling Processes**  
ŞENVAR Ö., AKBURAK D.  
GJCIE 2018 : Global Joint Conference on Industrial Engineering and Its Application Areas, Turkey, 21 - 22 June 2018
- VII. **Application of Lean Management to Ground Operations Processes of an Airline Company - A Value Stream Mapping Study**  
AKBURAK D., Gültekin S., Kara B., GERGİN Z.  
International Symposium for Production Research 2017, 13 - 15 September 2017

## Scientific Refereeing

Bitlis Eren Üniversitesi Fen Bilimleri Dergisi, National Scientific Refreed Journal, August 2023  
Endüstri Mühendisliği, National Scientific Refreed Journal, July 2023  
Düzce Üniversitesi Bilim ve Teknoloji Dergisi, National Scientific Refreed Journal, July 2023

## Metrics

Publication: 10  
Citation (WoS): 2  
Citation (Scopus): 5  
H-Index (WoS): 1  
H-Index (Scopus): 1