

Offer Hierarchical model to increase Quality of Service Financial Unit (Almahdi Hormozal Aluminium smelter Case Study)

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Abstract: Today, the competition to improve service quality As a key strategic issue for organizations is well known. As regards Since the quality of discussion in almahdi hormozal aluminium semelter The basic And Methodology Has not been specifically evaluated. Method of data collection is A descriptive study Type of mensuration. Research community is Customer Finance in almahdi hormozal aluminim smelter. Including first Administrative and other companies and second Personnel company and thired is Contractors. The results show that to look-out clientele Respectively, Speed. Secrecy, Stability and no need to track With frequency 3/899, 3/902, 4/002, 4/376 First and fourth are of utmost importance.

Keywords: "Finance, Accounting, Quality"

1- Introduction

Today, the only organizations that have a good competitive position is focused their demands and satisfy the needs of customers with the highest quality . . So successful and effective participation in regional and global competition, coupled with efficient use of resources and utilization of new resources to provide optimal service quality and customer satisfaction in accordance with necessity is not inevitable. The overall goal is to provide the basis of design quality following: Provision of technical quality, performance, safety, reliability, environmental issues, efficiency and customer satisfaction with regard to his own desires and needs. Exclusive emphasis on the first objective is to create products that are less technical flaw, but simply are not popular. Instead of customer requirements, technical feedback has been placed. The second aim of emphasizing the contrast according to personal taste makes it seem.

Provide a product or service that is able to provide first and second objective requires comprehensive planning and review both objective is permanent.

Using Analytical Hierarchy Process (AHP) as a tool in quality systems will allow the customer demands the technical characteristics of the product, Using these techniques, companies can allocate resources based on the needs and skills of individuals or organizations to coordinate various departments. This research seeks to improve the quality of implementation of the AHP model of the company's financial unit has an almahdi-hormozal aluminum smelter.

2- The importance and urgency of the issue

Service-based economy is as an emerging phenomenon in the business world, makes the importance of the service

sector in the economy and considering how to improve the level of service quality.

. Given the importance of service, excellence and service quality in this sector is gaining importance.

Managers are trying to ideas and culture organizations to develop customer orientation.

Note that since the quality of debate in the corporate finance department of almahdi aluminium smelter is basically a specific methodology evaluation have not been. The importance and necessity of a comprehensive study in this area is evident. Thus, this are.study seeks to enhance the quality of corporate finance unit of aluminum smelter using the hierarchical model ((AHP).

Research questions

The main question

what are AHP model to enhance the almahdi company's financial unit?

Sub-questions

is there it possible to identify the voice of the customer financial services?

Following the identification of customer needs, technical requirements associated with them so that they can also incorporate financial rules and procedures to be implemented?

2-1 The purpose of the research

The main aims:

Develop a hierarchical model for quality function deployment and process hierarchy to improve the finances of Al-Mahdi company received a call from the client.

Secondary objectives:

identification of the surface layer in order to improve the quality of financial department

3- Research Methods study the practical purpose

The descriptive survey research data collection methods

The population

Geographic scope of the present investigation, the almahdi company ib bandar abass city.

And the research community, the research community clients are corporate finance

Customers will finance the following three groups:

- Administrative and other companies
- Staff in almahdi semelter
- Contractors

Sampling

after interviews with financial experts, to review and confirm faculty, Third group, the contractors were selected as sample. The number 42 is the company's contractors in the field of conducting the study, were used.

methods of data collection

study and explore ways of articles, books and dissertations

questionnaire based on Likert scale
Inventory paired comparisons

Methods of data analysis
Analytical Hierarchy Process (AHP)
matrix of paired comparisons
Quality function deployment (QFD)
Quality Home

• Analysis of findings

Determine customers' demands

Normal weight (CNi)	Importance	Agent	Row
0/2704	4/376	Speed	1
0/2474	4/002	Secrecy	2
0/2410	3/899	No need for follow-up	3
0/2412	3/902	Stability	4
1/0000	16/179	sum	

TABLE1-Assessing the importance of customer demands

WCN=	CN ₁	/2704
	CN ₂	/2410
	CN ₃	/2474
	CN ₄	/2412

TABLE2- Captures the relative importance of customer demands

Determine the technical requirements

A) Technical requirements relating to ((speed)):

- Staff training
- Control list
- Use appropriate software
- Use the appropriate bank account activity
- Submit timely information
- Archive efficient

B) the technical requirements of the request does not need to follow:

- Training
- Create a mechanism to track document defining the duration of each activity

• c) requirements relating to the request (Privacy)

- Training
- Transfer documents specified by the competent
- Create the necessary protection software
- Failure to respond to non-related parties
- authorized persons have access to records

d) requirements relating to the requirements (stability)

- Training
- Use appropriate software
- Summary sheet provided
- Archive efficient
- Submit timely information

Priority assessment of technical requirements
Speed rating of the following criteria

Priorities with respect to:
Ranking Criteria
>Speed



Inconsistency = 0.02
with 0 missing judgments.

FIG1- Rated speed criteria

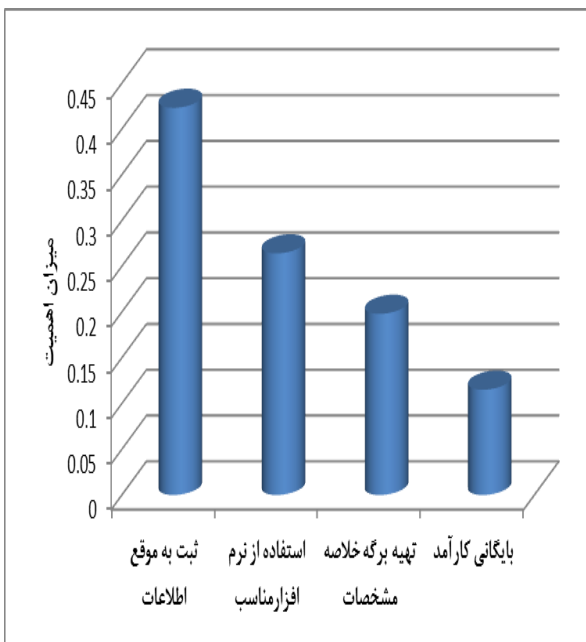


FIG2-The final ranking of the criteria for speedy action

Combined

Priorities with respect to:
Ranking Criteria
>No need for follow-up

Combined



Inconsistency = 0.
with 0 missing judgments.

Fig2- The final ranking of the criteria Privacy

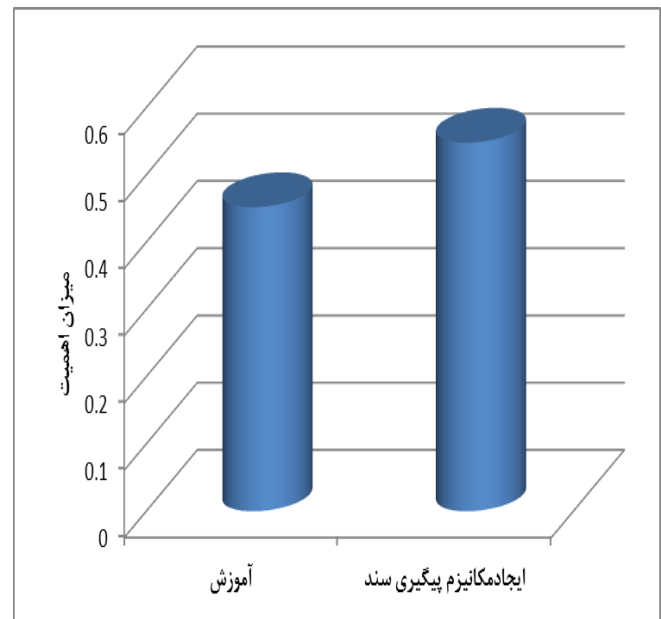


FIG3- Final ranking is no need to follow the following criteria

4- Results and Discussions

Conclusions and recommendations

The overall results

The results show that the speed of the target consumer's perspective, confidentiality, security, and no need to track the frequency of 376/4, 002/4, 902/3 and 899/3 in the first and fourth are the priority and importance

The calculation results show that the ranking quality made in house technical requirements with regard to customer demands related factor is thus:

Record time with a score of 1702/0 priority, establish a mechanism to follow up with a score of 1594/0 in the second priority, training with a score of 1518/0 in the third priority, the use of appropriate computer software with a score of 1149/0

The fourth priority, non-responsiveness, non-related parties Points 1123/0 in the fifth priority, the protection of software with a score of 0611/0 in the first, sixth, Archive efficient with a score of 0592/0 Seven priority in preparing the Summary Score Sheet 0535/0 in the first eight, bank account activity fits with a score of 0354/0 in the first nine control list with a score of 0349/0 in the tenth rank, Authorized persons have access to records with a score of 0237/0 in the first XI and transmission of documents by competent individuals with a score of 0225/0 are twelve priority.

Offers practical

1-managers need to know about the impact of the technical requirements to better meet customer demands work

2-an updated and detailed reports on the progress of a company can be a great help thus recommended as soon as you send the accounting information, the documents in the accounting information when the requirements of registration compliance registered

3-an updated and detailed reports on the progress of a company can be a great help thus recommended as soon as you send the accounting information, the documents in the accounting information when the requirements of registration compliance registered

4- Financial clients are always eager to be aware of their financial situation can be a mechanism to keep track of financial documents such as ID codes is possible

5- recommended the creation of the necessary security software to protect information received or created in the financial system have increased significantly.

6- Make preparing the Summary tab and set up the necessary information, the result of combining the financial accounts, and simple summary obtain

7-documents should be kept by special order so they can be used when necessary and recover. Archive documents useful way to use appropriate information whenever appropriate, should be designed with the desired capabilities.

8-suggested making a list of debtors and creditors when the company became aware of the data controller

9- at all stages of the financial system from input to output stages and provide financial information should be aware of people who can be specified.

10- And security measures are the only people allowed to use the information. For more information protected from providing information to unrelated persons for any reason is prohibited.

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