



Flexible Shift Planning in the Service Industry [The Case of Physicians in Hospitals /

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Springer Berlin Heidelberg,
2010

Economics Operations research Business planning Personnel
management Economics/Management Science Operations Research/Decision
Theory Public Health/Gesundheitswesen Operations Research, Mathematical
Programming Organization/Planning Personnel Management

Monografía

The book presents new ideas to model and solve the flexible shift planning problem of personnel workers in the service industry. First, a new modeling approach is proposed that requires shifts to be generated implicitly rather than employing a predefined set of shift types like three 8-hour or two 12-hour shifts to cover varying forecast demand. The objective is to minimize the total cost of the assignments given the general and individual labor restrictions. Second, to find high quality assignments two solution methodologies are presented. A heuristic decomposition strategy decomposes the problem into weekly subproblems whereas a branch-and-price algorithm that uses several branching rules decomposes the model by worker types. The master problem uses a set covering formulation whereas the subproblems are mixed integer programs. The modeling and solution methodologies are developed and tested using the example of physicians from an anesthesia department of a German university hospital

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Título: Flexible Shift Planning in the Service Industry [Recurso electrónico] :] The Case of Physicians in Hospitals by Jens O. Brunner

Editorial: Berlin, Heidelberg Springer Berlin Heidelberg 2010

Descripción física: XI, 117p. digital

Mención de serie: Lecture Notes in Economics and Mathematical Systems 0075-8442 640

Documento fuente: Springer eBooks

Contenido: Introduction -- Literature Review on Personnel Scheduling -- MIP Model for Flexible Shift Scheduling of Physicians -- Solution Methodologies -- Experimental Investigations -- Conclusions and Further Remarks

Restricciones de acceso: Acceso restringido a miembros del Consorcio de Bibliotecas Universitarias de Andalucía

Detalles del sistema: Modo de acceso: World Wide Web

Fuente de adquisición directa: Springer

ISBN: 9783642105173 978-3-642-10517-3 9783642105166 ed. impresa)

Entidades: SpringerLink (Online service)

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