

ABSTRACT

The main objective of this thesis is to develop an integrated decision-making process model as a framework to help making quality decision for the Information Technology Product procurement. This model allows the decision to be made in the numeric way rather than the traditional subjective manner.

Methodology of this research includes the development of a multi-criteria decision-making model based on the Analytical Hierarchy Process (AHP) method and validated by use Desktop PCs brand test report comparison data from PC WORLD web site as a case study. After the model is validated we apply the propose model for the case Assumption University procuring 800 Personal Computers.

The framework model will enable the Information Technology section to make better decisions when selecting Information Technology products and will save decision-makers time and effort. These changes will encourage the Information Technology section to select the best suitable Information Technology products for serving the objective requirements.