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	Nota di contenuto	Chapter 1. Dichotomy Algorithms in the Multi-Class Problem of Pattern Recognition -- Chapter 2. Determining the Set of the Most Critical System Components - Optimization Approach -- Chapter 3. Metaheuristics and Error Detection Approaches for Multiproduct EOQBased Inventory Control Problem -- Chapter 4. On fuzzy solutions to a class of fuzzy multi-objective linear optimization problems -- Chapter 5. Multiattribute Methods as a Means for Solving Ecological Problems inWater Resources - Lake Pollution -- Chapter 6. Forest Policy Evaluation in European Countries using the Promethee method -- Chapter 7. The Contribution of ICT in EU Development Policy: A Multicriteria Approach -- Chapter 8. A Fuzzy Linear Programming Approach to Solve Bi-Level Multi-Objective Linear Programming Problems -- Chapter 9. Residential Attractiveness of Cities from the Perspective of the Efficiency, Residents' Perception and Preferences: The Case of Serbia -- Chapter 10. Analyzing the Efficiency of Travel and Tourism in the European Union -- Chapter 11. Interdomain Quality

of Service Negotiation Using DEA Analysis and Petri Nets -- Chapter 12. Quality Losses as the Key Argument in the Public Procurement in Healthcare -- Chapter 13. Enhancing IT Project Management Maturity Assessment -- Chapter 14. E-Payment Systems using Multi-Card Smartcard -- Chapter 15. Detection of Click Spamming in Mobile Advertising -- Chapter 16. Improving decision making in ski resorts by analysing ski lift transportation - A review -- Chapter 17. A Recommender System with IBA Similarity Measure.

Sommario/riassunto	This proceedings volume presents recent theoretical and practical advances in operational research (OR). The papers focus on a number of key areas including combinatorial optimization, integer programming, heuristics, and mathematical programming. In addition, this volume highlights OR applications in different areas such as financial decision making, marketing, e-business, project management, scheduling, traffic and transportation. The chapters are based on papers presented at the 13th Balkan Conference on Operations Research (BALCOR). BALCOR is an established biennial conference. The selected papers promote international collaboration among researchers and practitioners, with a particular focus on the Balkan countries.