**Content**

| Course Code | Course Name | Semester | Theory | Practice | Lab | Credit | ECTS |
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| IND365 | Service Systems Management | 6 | 3 | 0 | 0 | 4 | 4 |

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| Prerequisites | IND373 |
| Admission Requirements | IND373 |

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| Language of Instruction | French |
| Course Type | Elective |
| Course Level | Bachelor Degree |
| Objective | This course aims to introduce the importance and the role of services for the society. |
| Content | Concepts and Properties of Services, Classification of Service Types, Service Quality, Service Strategies, Service Production Process, New Product Development. Service Planning. Quantitative Models for the Selection of Service Location .Demand Estimation for Services, using Regression Analysis and Time Series for estimation. Importance of Capacity for Service Systems and Some Important Techniques (Queuing Models). Work Measurement in Services. Service Supply Chains. Service Product Management. Service Project Management. Linear Programming Applications in Services. |
| References | Service Management: Operations, Strategy, and Information Technology. James A. Fitzsimmons, Mona J. Fitzsimmons<br>Service Operations Management: Murdick, Barry Render, Roberta S. Russell |

**Theory Topics**

| Week | Weekly Contents |
|---|---|
| 1 | Concepts and Properties of Services |
| 2 | Classification of Service Types |
| 3 | Service Quality |
| 4 | Service Strategies, Service Production Process, New Product Development |
| 5 | Midterm 1 |
| 6 | Service Planning, Demand Estimation for Services, using Regression Analysis and Time Series for Estimation |
| 7 | Quantitative Models for the Selection of Service Location |
| 8 | Midterm 2 |
| 9 | Importance of Capacity for Service Systems and Some Important Techniques (Queuing Models) |
| 10 | Work Measurement in Services |
| 11 | Service Supply Chains |
| 12 | Service Product Management |
| 13 | Service Project Management |
| 14 | Linear Programming Applications in Services |