Content

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

Prerequisites	IND271
Admission Requirements	IND271

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 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