

Content

Course Code	Course Name	Semester	Theory	Practice	Lab	Credit	ECTS
IND359	Service Systems	6	3	0	0	3	4
Prerequisites		IND 373					
Admission Requirements	IND 373						
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. 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.						
Content							
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