

Instructor: Dr. John W. Sutherland
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Topics

Introduction to the Service Sector	System hierarchies
Service Design	Graphs and directed graphs
Flow charts	Network Theory
Modeling	Waiting Lines
Cognitive Process	Simulation software
Information	Facility Location
Service Quality	Supply Chain
Systems Thinking	Servicizing

Texts:

- Fitzsimmons and Fitzsimmons, *Service Management*, 5th Edition, 2006.
- Haksever, *Service Management and Operations*, 2nd Edition, 2000
- Davis and Heineke, *Managing Services*, 2003.
- Buede, *The Engineering Design of Systems: Models and Methods*, 2000.
- Blanchard, Fabrycky, and Fabrycky, *Systems Engineering and Analysis*, 1998.

Grade Determination (UG / Grad %):

Homework (30% / 25%)
Midterm Exam (30% / 25%)
Final (40% / 35%)
Extra Assignments (15%)

Grade Breakdown:

Class GPA - approx. 3.0
about 2/3 A's and B's

Teaching Assistants

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