

Production and Logistics

Service Operations Management

Contents:

Service Operations Management explores the use of operations management tools and models in the service sector. The course builds on conceptual frameworks and cases from a wide range of service operations, selected from health care, hospitality, transportation, retailing, and others. The students will learn how to make decisions in service operations by applying appropriate modelling and solution techniques in areas like service capacity planning and revenue management.

Language: English

Previous Knowledge:

The contents of one of the following modules are recommended:

- ▶ Production Management and Operations Research or equivalent
- ▶ Operations Management or equivalent

Registration: Not required.

Next time offered in: currently not planned