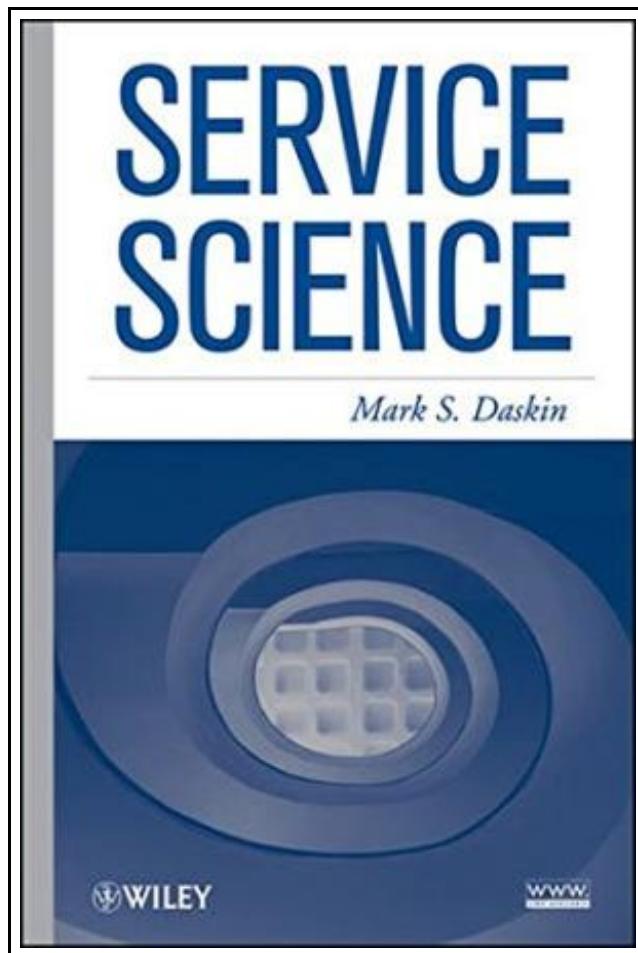


## Service Science: Service Operations for Managers and Engineers (Hardback)



Filesize: 4.46 MB

### Reviews

*It becomes an remarkable publication that I have possibly go through. Better then never, though i am quite late in start reading this one. I am just delighted to inform you that this is basically the best ebook we have study inside my individual existence and can be he greatest book for actually.  
(Dr. Torrey Osinski DVM)*

## SERVICE SCIENCE: SERVICE OPERATIONS FOR MANAGERS AND ENGINEERS (HARDBACK)

[DOWNLOAD PDF](#)

John Wiley and Sons Ltd, United States, 2010. Hardback. Book Condition: New. 239 x 160 mm. Language: English. Brand New Book. A comprehensive treatment on the use of quantitative modeling for decision making and best practices in the service industries Making up a significant part of the world economy, the service sector is a rapidly evolving field that is relied on to dictate the public's satisfaction and success in various areas of everyday life, from banking and communications to education and healthcare. Service Science provides managers and students of the service industries with the quantitative skills necessary to model key decisions and performance metrics associated with services, including the management of resources, distribution of goods and services to customers, and the analysis and design of queueing systems. The book begins with a brief introduction to the service sector followed by an introduction to optimization and queueing modeling, providing the methodological background needed to analyze service systems. Subsequent chapters present specific topics within service operations management, including: \* Location modeling and districting \* Resource allocation problems \* Short- and long-term workforce management \* Priority services, call center design, and customer scheduling \* Inventory modeling \* Vehicle routing The author's own specialized software packages for location modeling, network optimization, and time-dependent queueing are utilized throughout the book, showing readers how to solve a variety of problems associated with service industries. These programs are freely available on the book's related web site along with detailed appendices and online spreadsheets that accompany the book's How to Do It in Excel sections, allowing readers to work hands-on with the presented techniques. Extensively class-tested to ensure a comprehensive presentation, Service Science is an excellent book for industrial engineering and management courses on service operations at the upper-undergraduate and graduate levels. The...

-  [Read Service Science: Service Operations for Managers and Engineers \(Hardback\) Online](#)
-  [Download PDF Service Science: Service Operations for Managers and Engineers \(Hardback\)](#)

## Relevant PDFs

---



### **Design Collection Creative Cloud Revealed Update (Mixed media product)**

Cengage Learning, Inc, United States, 2013. Mixed media product. Book Condition: New. 239 x 193 mm. Language: English . Brand New Book. Your Adobe Creative Cloud package includes two components: 1) Online access to Adobe...

[Save Document »](#)

---



### **Children s Educational Book: Junior Leonardo Da Vinci: An Introduction to the Art, Science and Inventions of This Great Genius. Age 7 8 9 10 Year-Olds. [Us English] (Paperback)**

Createspace, United States, 2013. Paperback. Book Condition: New. 254 x 178 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.ABOUT SMART READS for Kids . Love Art, Love Learning Welcome. Designed to...

[Save Document »](#)

---



### **Children s Educational Book Junior Leonardo Da Vinci : An Introduction to the Art, Science and Inventions of This Great Genius Age 7 8 9 10 Year-Olds. [British English] (Paperback)**

Createspace, United States, 2013. Paperback. Book Condition: New. 248 x 170 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.ABOUT SMART READS for Kids . Love Art, Love Learning Welcome. Designed to...

[Save Document »](#)

---



### **Children s Handwriting Book of Alphabets and Numbers: Over 4,000 Tracing Units for the Beginning Writer (Paperback)**

Createspace, United States, 2015. Paperback. Book Condition: New. 254 x 203 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.The Children s Handwriting Book of Alphabets and Numbers provides extensive focus on...

[Save Document »](#)

---



### **I Am Reading: Nurturing Young Children s Meaning Making and Joyful Engagement with Any Book (Paperback)**

Heinemann Educational Books, United States, 2015. Paperback. Book Condition: New. 234 x 185 mm. Language: English . Brand New Book. It s vital that we support young children s reading in ways that nurture healthy...

[Save Document »](#)