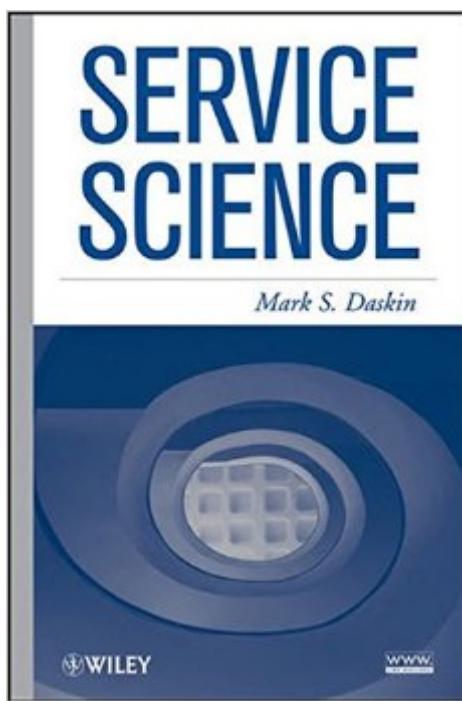


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# Service Science



## Synopsis

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 book also serves as a reference for researchers in the fields of business, management science, operations research, engineering, and economics. This book was named the 2010 Joint Publishers Book of the Year by the Institute of Industrial Engineers.

## Book Information

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## Customer Reviews

The same issue with other books in service management and engineering. Again, specific issues and models that have been developed for situations that service organizations confront are vaguely mentioned or not mentioned at all. The contexts of most examples are service, but the methodologies, etc., are better explained in specific textbooks (even the one chosen topics, might not be the most pressing for service organizations.) The textbook gathers a bunch of operational, financial and marketing concepts, and applied them in the service context. When I read the textbook title I was expecting specific models, a holistic view of the issue and better examples. For me, the textbook doesn't work.

Great!!! It is what I needed. Well written and I appreciate the practical aspects. Excel coding... good examples and different models with their specifications

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