



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

By Mark S. Daskin

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...

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