FOR THE DIPLOMA IN TOURISM MANAGEMENT

COURSE CODE: DTM 022

COURSE TITLE: SERVICE OPERATIONS MANAGEMENT

COURSE OUTLINE

- Definition of service
- Operations objective
- Operations management and its interrelationships
- Planning, implementation and controlling
- Facilities and work
  - Need for Facility Location Planning
  - Existing facility location
  - First time facility location
- People power
- Capacity management
  - Types of capacity
  - Capacity planning concepts
  - Capacity flexibility
- Scheduling, inventory and time management
- Quality service
  - Definitions of quality by various Quality Gurus
  - Quality control
  - Quality conformance
  - Quality assurance
  - TQM
  - ISO
- Measurement of service quality
- Change and re-engineering