

LECTURE NOTES

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**

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Page 1 of 4