The Plan…

❖ **Today’s class agenda**
  - Discuss plans for Friday/Final
  - Course Goal
  - Review Course Content
  - Course Evaluation

❖ **Friday’s class agenda**
  - Read/skim ASEE Paper before class
  - Discuss Overall Class Goals
  - Discuss Course Content
  - Distribute Take-home portion of Final Exam
Friday…

- We will have an interactive discussion of what we covered in the class – and what we believe it SHOULD cover.
- We will discuss the course topics – what was good/bad – what we believe should be in the course.
Final Exam Structure

- **Final: Take-Home Portion**
  - Assigned a list of 4 topics (on Friday) and a homework problem (and solution) must be developed for each topic
    - Problems/Solutions are due next Wednesday.
  - A revised lecture-by-lecture description of the course content – what do you think!
    - Due next Wednesday

- **Final: In-Class Portion – Next Wednesday**
  - Complete course topic survey
  - Turn in take-home stuff
Class Goal

- **Service Processes & Systems** – a survey class – provide broad coverage of topic
- **Not just business-flavored service issues** – also emphasize engineering
- **Design, planning, operation, etc.**
- **Consider more than just the time required to perform processes** – what about other issues: perception, quality, etc.