Instructor: Dr. John W. Sutherland
Phone: 906-487-3395
Email: jwsuther@mtu.edu
Web: http://www.me.mtu.edu/~jwsuther

Topics

Introduction to the Service Sector
Service Design
Flow charts
Modeling
Cognitive Process
Information
Service Quality
Systems Thinking
System hierarchies
Graphs and directed graphs
Network Theory
Waiting Lines
Simulation software
Facility Location
Supply Chain
Servicizing

Texts:

Grade Determination (UG / Grad %):
Homework (30% / 25%)
Midterm Exam (30% / 25%)
Final (40% / 35%)
Extra Assignments (15%)

Grade Breakdown:
Class GPA - approx. 3.0
about 2/3 A’s and B’s

Teaching Assistants
TA: Luis Garcilaso, 401B ME-EM
email: lrgarcil@mtu.edu

TA: Prasad Shirodkar, 301 ME-EM
email: psshirod@mtu.edu