IE 486 Service Systems Analysis, *Three semester hours*
Spring 2013,
TR 11:00 A.M.-12:15 P.M./AG/IT 211

**Instructor:**
E. Delbert Horton, Ph.D., P.E.
Assistant Professor
Department Industrial Engineering & Technology

**Contact Information:**
Office Time: TWR 9:00 AM-4:30 PM
Office Number: AG/IT 219
Telephone: (903) 468-8122
Fax: (903) 886-5960
Email: Delbert.Horton@tamuc.edu
“Appointment Recommended”

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**COURSE INFORMATION**

**COURSE TEXT**

*Service Management: Operations, Strategy, Information Technology*, James A. Fitzsimmons, 7e,

**COURSE REFERENCE TEXT/MATERIALS**

Instructor will provide handouts and use selected- Websites as references

**COURSE REQUIREMENTS**

This course should impart to the student the ability to visualize the engineering issues that face the service business versus similar issues in the manufacturing business. The IE student at the end of this course should be able to think from the point of view of a service business model, developing the requirements for supporting facilities, technology required in the serving business and metrics for the measure of service quality. Prerequisite: The student must be classified as a
senior IE student with 88 semester hours-- used towards degree--completed.

**ASSESSMENT OF STUDENT OUTCOMES**

Upon satisfactory completion of the course, the student will:

1. be able understand the various roles of service in our economy.
2. be able to define and apply a service strategy
3. be able to specify requirements for both strategic and operational issues pertaining to services.
4. be able to understand and apply techniques for ensuring quality and evaluating long-term strategy planning.
5. achieve an understanding of the concept to both qualify and quantify aspects of service performance.
6. acquire an understanding to analyze various service operations.
7. be able to specify the requirements, analyze, and design balanced facility and service management system for service business, e.g. third party logistic organizations.
8. be able to develop techniques for estimating service demands and to design the service capacity to accommodate these demands.

**COURSE REQUIREMENTS**

**COURSE EVALUATION**

The final grade will be based on the following factors.

Examinations: Two examinations plus the final examination

Final Examination: May 14, 2013, see Spring 2013, Final Exam

Schedule

Class Participation: Students are expected to participate in class presentations, any problem sessions and any quizzes. Each student will be expected to prepare presentations of assigned topics and to solve problems related to topics of the course and turn these assignments in on time. Unique in this course, the students are asked to assist in developing, designing, organizing and conducting an Engineer’s Day Event (EDE) for their classmates. The EDE occurs annually during the month of February to give recognition of the engineering profession. The EDE is developed with the objective to give the graduating seniors and next year graduating senior the opportunity to attend a technical symposium that have a host of engineering and engineering managers professionals will be in attendance to give technical presentations of engineering projects from engineering work environments. Some these projects presented will include TAMUC graduate engineers. The day's events will include breaks for professional networking and a luncheon designed to give engineering students more one on one with engineering professionals.

As the IE 486 student in this course will find this event planning and executing this opportunity will be a very useful experience in their professional career.
The vision is that each student will be able by the completion of this course to analyze their selected business according to the three major parts of a service business (Part One, Part Two, and Part Three)

1. Understanding Services—Parts One/Two--------Exam 1
   a. Chapters 1-6
2. Designing the Service Enterprise ---Part Two----Exam 2
   a. Chapters, 7,8,9,10
3. Managing Service Operations-Part Three ---------Final Exam
   a. Chapter 11, 12
   b. Comprehensive. Earlier chapters

Exam 1:  Tuesday February 26, 2013

Exam 2:  Tuesday April 9 2013

Final Exam: May 14, 2013:  See Final Exam Schedule: TR 11:00 AM -12:15 PM

Grading Scale:

A = 90-100%
B = 80-89%
C = 70-79%
D = 60-69%
Fail < 60%

Note

All handouts including syllabi, exams, topic presentation materials are copyrighted. The instructor will keep all exam questions and presentation materials. The student will be allowed to keep their examination submittals. If you desire to make a copy of your presentations, please make it before submitting the presentation materials.

Examinations: Each of the three examinations will be given in class. The Final Exam will be part comprehensive and part new materials that will be covered since Examination #2. No make-up examinations will be given. If a student misses one of the first two examinations, then that missed examination will be assigned 85.0% of that student's Final Exam grade, regardless of the reason(s) for missing the examination. An examination grade equal to "0" because of a violation of the student expectations or academic dishonesty policy stated earlier counts as a missed examination, but the grade cannot be replaced. Upon missing the second of the first three examinations, students will be assigned a final grade of "F" for the course and will not be allowed to attend any more class meetings, regardless of the reason(s) for missing the examination. If a student misses the Final Exam, then that student will be assigned a final grade of "F" for the course, regardless of the reason(s) for missing the Final Exam. A Final Exam grade equal
to "0" because of a violation of the student expectations or academic dishonesty policy stated earlier counts as a missed Final Exam. Students are required to use 8.5"×11" sheets of green engineering paper handwritten front and back. Any graphical requirements will be done on the green engineering paper. Students will need a scientific calculator for each test - unless the instructor states otherwise, it is the only computing or electronic storage device allowed during tests.

**Assignments:** Working and understanding all assignments is essential to succeeding in this course. Any information provided in or learned from working an assignment is fair game to be asked on an examination. If students are not entirely comfortable with a particular concept in an assignment, then they should work additional problems from the text. Assignment solutions (if available) are provided by the publisher of the course text. The instructor had nothing to do with their creation. Therefore, the instructor is not responsible for any errors in them. Additionally, when the instructor works a problem in class that is similar to a homework problem and the instructor's solution is more comprehensive than that provided in the homework solutions, then the instructor's solution is the one the students should follow and the one upon which the students will be graded.

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**COURSE AND UNIVERSITY PROCEDURES/POLICIES**

**ATTENDANCE POLICY**

No assignment will be excused. Late work will receive a deduction in score/grade. Students are expected to attend class and to participate in a manner to facilitate the educational process.

**CONDUCT IN CLASSROOM**

All students enrolled at the university shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. Attendance will be kept and evaluated as part of class participation. The no sounding of cell phones and using a cell phone or text messaging is prohibited in class. No tobacco products, food and drinks are allowed in the classroom.

**STUDENT EXPECTATIONS:**

- Students are expected to attend all class periods. Students who do not attend class regularly may find this course to be more challenging than it should be. Students missing more than four class meetings will be assigned a final grade of "F" for the course and will not be allowed to attend any more class meetings, regardless of the reason(s) for the absences. Students are considered absent from a class meeting if they miss any portion of class time. Class time begins when the instructor arrives, but
no earlier than the scheduled start of class time. Class time ends when the instructor dismisses class, but no later than the scheduled end of class time.

- Students are expected to make a legitimate attempt to pass the course, as judged by the instructor. Students who do not make a legitimate attempt to pass the course will be assigned a final grade of "F" for the course and will not be allowed to attend any more class meetings.

Any violations of the following student expectations, as judged by the instructor, will result in letter grade reductions to course work grades and/or to the final course grade of the offending student.

- Students are expected to have complete knowledge of and to be fully compliant with the Code of Student Conduct in the current Student Guidebook at http://www.tamu-commerce.edu/studentlife/guidebook.htm

- Students are expected to be fully prepared for each class before it meets.

- Students are expected to refrain from any disruptive behaviors during class. This includes (but is not limited to) not being in their seat at the scheduled start time of class; packing up and leaving class before it is dismissed by the instructor; talking or making other noises while the instructor is presenting material or a student is asking a question; sleeping; doing work for another course; reading newspapers, magazines, or other non-course materials; and using a computer at times and for purposes other than those designated by the instructor.

- Students are expected to have cell phones (NO TEXTING), music devices, and pagers turned off during class.

**ACADEMIC DISHONESTY**

Efforts made by any student to achieve dishonestly will not be tolerated. Course work that students submit to the instructor is to be their own. Students may discuss course work and other course material with the instructor and/or fellow students (except during tests), but it is inappropriate to have another student do their course work or provide them with any portion of it. If the instructor determines a student has achieved dishonestly on course work, then that student will be assigned a grade of "0" for that entire course work. If the instructor determines a student has committed a second act of academic dishonesty, then that student will be assigned a final grade of "F" for the course and will not be allowed to attend any more class meetings. Each student will be expected to sign and turn in the TAMU-Commerce CoSEA Academic Honesty Policy.

**University Specific Procedures:**

*ADA Statement*
The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services  
Texas A&M University-Commerce  
Gee Library 132  
Phone (903) 886-5150 or (903) 886-5835  
Fax (903) 468-8148  
StudentDisabilityServices@tamu-commerce.edu  
Student Disability Resources & Services

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SYLLABUS CHANGES: The instructor has made every effort to provide the students with an accurate syllabus. However, situations may arise during the semester resulting in changes in the information provided in this syllabus. If this occurs, the changes will be announced in class. If students miss a class, it is their responsibility to find out if any changes have been made.

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