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## Registration Form

QIP Short-Term Course on

### **SERVICE SCIENCE**

July 8-12, 2013

1. Name: \_\_\_\_\_
2. Designation: \_\_\_\_\_
3. Sex (M/F): \_\_\_\_\_
4. Highest Academic Qualification: \_\_\_\_\_
5. Experience \_\_\_\_\_ Year(s) \_\_\_\_\_ Month(s)
6. Organization: \_\_\_\_\_  
\_\_\_\_\_
7. Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. Mobile: \_\_\_\_\_
9. Fax: \_\_\_\_\_
10. E-mail: \_\_\_\_\_
11. Bank Draft Details:  
Amount \_\_\_\_\_ Draft No: \_\_\_\_\_  
Drawn on \_\_\_\_\_  
Date: \_\_\_\_\_  
Place: \_\_\_\_\_ Signature of Participant \_\_\_\_\_

The applicant is a permanent faculty/employee of our organization. He/she is recommended for the Course and will be released upon selection.

*Signature with seal of the head of the organization*

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### Important Dates

**Last Date of Receiving the Application:  
June 03, 2013**

**Intimation to the Participants:  
June 10, 2013**

**Course Duration:  
July 8 – 12, 2013**

**QIP Short-Term Course**

on

### **SERVICE SCIENCE**

July 8-12, 2013

*Continuing Education Programme*  
**Indian Institute of Technology, Kharagpur**



Organized by

**Department of Industrial Engineering and  
Management**

**Indian Institute of Technology Kharagpur  
Kharagpur – 721 302, INDIA**

## About the Course

Service industry is the largest and fastest growing sector accounts for more than half of India's GDP. It involves complex decision making processes due to unparalleled growth of businesses. Consequently, industrial and academic research facilities need to apply more scientific rigor to the practices of services.

The purpose of the five-day short-term course on Service Science is to equip participants with the tools and background needed to analyze and improve service systems.

## Course Contents<sup>#</sup>

- ❖ **Introduction:** Defining services, service systems, importance, nature of services
- ❖ **Service strategy and new service development**
- ❖ **Service quality and service encounter**
- ❖ **Optimizing services:** Linear and Integer programming problems
- ❖ **Queuing Systems:** Markovian and Non-Markovian queues
- ❖ **Location problems in services**
- ❖ **Inventory Decisions in services:** Time-varying demand, stochastic demand models
- ❖ **Resource Allocation Problems and decisions in services:** Assignment problem
- ❖ **Workforce scheduling and planning:** Short-term and long-term workforce planning
- ❖ **Vehicle routing and services:** Service delivery Examples, Solution approaches for routing service vehicles
- ❖ **Service supply relationships**
- ❖ **Growth and globalization of services**

<sup>#</sup> *Supplemented by research articles and case studies*

## Eligibility for Participation

Faculty from AICTE-approved degree-level engineering institutes having Bachelor Degree in Mechanical / Manufacturing / Production / Industrial Engineering or MBA in the relevant area, are eligible to participate.

## Registration Fee

**No Registration Fee is charged for the teachers of AICTE-approved Engineering Institutes and Universities.** However, they have to pay an application fee of Rs.1,000/- each, in the form of a demand draft, that has to be attached along with the registration form of the Course. This amount will be refunded if either the candidate is not selected for the Course or a selected candidate joins the Course. **The amount will be forfeited if the selected candidate does not join the Course.**

**Last Date of Receiving the Application: June 03, 2013**

**Bank draft should be payable to CEP - STC, IIT KHARAGPUR at KHARAGPUR.**

**A Certificate of participation will be issued to all the participants from the Office of "Dean (Continuing Education), IIT Kharagpur".**

## Travel and Accommodation

As per the AICTE norms, to-and-fro travel cost (Up to A/C 3-Tier rail fare only) by the shortest route between the place of work and the venue of the Course will be reimbursed to the participants from AICTE-approved degree-level engineering institutes.

All the participants will be provided suitable accommodation in the institute guest house.

## Address for Communication

All queries regarding the Course may be addressed to any one of the Course Coordinators:

**Dr. Jitesh J. Thakkar**

Principal Coordinator

Department of Industrial Engineering and Management  
Indian Institute of Technology Kharagpur  
Kharagpur- 721 302

**Tel:** 03222-281830 (off.)

**E-mail:** jtiitkgp@gmail.com

**Dr. Jitendra K. Jha**

Co-coordinator

Department of Industrial Engineering and Management  
Indian Institute of Technology Kharagpur  
Kharagpur- 721 302

**Tel:** 03222-283748 (off.)

**E-mail:** jkja@iem.iitkgp.ernet.in