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

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[#]

- **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**

[#] ***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
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