COURSE DETAIL

SERVICE OPERATIONS MANAGEMENT
Country Korea, South
Host Institution Yonsei University
Program(s) Yonsei University
UCEAP Course Level Upper Division
UCEAP Subject Area(s) Business Administration
UCEAP Course Number 147
UCEAP Course Suffix
UCEAP Official Title SERVICE OPERATIONS MANAGEMENT
UCEAP Transcript Title SERVICE OPS MGMT
UCEAP Quarter Units 4.50
UCEAP Semester Units 3.00

Course Description

this course covers various service management issues such as formulating service strategy, developing new services, designing and improving service delivery system, and managing service quality. While considering important service management disciplines such as services marketing and service human behaviors, this course places its emphasis on service operations issues such as managing supply and demand, determining service facility design, managing service process improvement, and managing customer waiting lines.

Language(s) of Instruction
English

Host Institution Course Number
BIZ3166

Host Institution Course Title
SERVICE OPERATIONS MANAGEMENT

Host Institution Course Details

Host Institution Campus

Host Institution Faculty

Host Institution Degree

Host Institution Department
Business Administration

Course Last Reviewed
2022-2023

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