**Service Operations Management**

**September 2021 Examination**

**1. Strategies and decisions are taken at various hierarchal levels in an organization. Explain different levels of hierarchy in organizations and discuss the various Strategic decisions taken at these different levels of hierarchy. Explain these hierarchical levels and decisions by taking an example of the Banking Sector.**

**Ans 1.**

**Introduction**

The distribution of organizational work is based on the employees' departmental level, which is referred to as the corporate hierarchy structure. In the same way, the hierarchical structure of an organization is composed primarily of groups of members or a single power at each successive level of the organization. However, it is also referred to as organizations operating under a more

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**2. What are the factors which are considered important by an organization while evaluating Quality in Service Operations? Elaborate your answer with an example of a Restaurant Setup.**

**Ans 2.**

**Introduction**

A similar situation exists in business, where operations management is the most critical department in charge of services and business operations. However, services operation is primarily concerned with the administration of daily work activities and the maintenance of infrastructure that allows businesses to provide better services to their customers through technology. On the other hand, this operation contributes to administrative services and provides

**3. The Consumer Durable sector is one the most prominent in the service sector w.r.t after-sales service. Highlight the attempts of these organizations from the following aspects as given below.**

**a. The customer need not be involved in all the processes, and consequently, the service delivery need not plan all the components of their facilities to please the customers as well as make them visible to customers. Discuss these aspects of facility planning with the concept of Decoupling of processes.**

**Ans 3a.**

**Introduction**

In a similar vein, decoupling inventory focuses on specific terms in the industry, such as suppliers, demand, production line, merchandise, and delivery timeframes. Companies' production lines are interconnected with vulnerable and challenging areas and mass production in the

**b. To ensure that all processes will run effectively, how can such organizations adopt the concept of Service Design (Blueprinting) during the planning phase of service operations.**

**Ans 3b.**

**Introduction**

Organizations are attempting to provide better or higher-quality customer services to increase the profit and income of their respective businesses, respectively. In a similar vein, blueprinting is primarily used for designing an organization's assistance, and it aids in the production of effective