**Service Operations Management**

**December 2022 Examination**

**1. Define and briefly explain the term 'Service Design'. What are the various approaches organizations adopt to implement 'Service Design'? Explain with examples for the approaches for a restaurant setup (choose any one reference setup of your own choice) (10 Marks)**

**Ans 1.**

**Introduction**

Service design is creating activities, structure, and organization planning attained in a reasonable time. Communication and business parts describe the crucial elements to advertising the service demand and operating the best changes in the service. Organizations primarily function to increase sales of products and worth to boost market value. Service companies describe the practical aspects of connecting staff members and customers in the market. In addition, process, preparation, and individuals are competitive components that will link the marketplace values and run the higher services demand. This area will describe the organizational approach, services

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**2. What are the factors/dimensions which are considered important by an organization while evaluating Quality in Service Operations? Elaborate your answer with an example from the Education Sector. (10 Marks)**

**Ans 2.**

**Introduction**

The instrument design and dimension are described with developed customers to design the management of consumer spaces. The customer point of view explores the service quality based on the degree and instructions of anticipated services in viewed values. Customers' assumptions and expectations aid in identifying the service's quality level to access the client's points of view based on service values. In addition, the agreements and services level is operating the consumer's assumption to develop service values and advertise the information received based

**3. The Healthcare sector is one the most prominent in the service sector. Many processes are involved in this sector by various organisations. Hence it becomes critical for Healthcare Institutes to plan their processes in different ways to provide the best possible services to their customers. Highlight the attempts of these organisations from the following aspects as given below.**

**a. Discuss the elements that need to be planned in a Service Framework of a Healthcare setup. (5 Marks)**

**Ans 3a.**

**Introduction**

The services and health care version define the process and competitive description of tasks to handle company configuration. In addition, the organizational adjustments and competitive administration framework will develop the innovation and research study values for corporate development. The layout of the services framework and business version elements will be

**b. To ensure that all processes will run effectively and error-free, how can healthcare services adopt the concept of Service Design (Blueprinting) for their service operations? (5 Marks) –**

**Ans 3b.**

**Introduction**

The high quality of health care schedule is transforming daily because demand for services increases in a pandemic scenario. The health and wellness top quality is also going to unfavourable conditions because the absence of services and availability of medication affects the wellness rate of human beings. To handle healthcare services values, healthcare managers