**Service Operations Management**

**April 2023 Examination**

**Q1. 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 any Healthcare setup of your choice. (10 Marks)**

**Ans 1.**

**Introduction**

The method is based totally on unique tiers of hierarchy advanced inside the business. The gadget mainly comprises company-degree work, business unit degrees, and departments or practical companies inside the industry. Moreover, the approach is surviving and competing through arguing the corporations and products' values to manipulate the business gadgets and company motive contribution in business. However, thriving businesses and businesses are pursued through the business tiers in unrelated industries. Furthermore, organizational structures are defined through organizational modifications. The employer's business preparations are

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**Q2. Discuss the Role of Service Engineers in ‘Engineering/Designing/Evaluating’ Service Operations. Explain the three techniques used to evaluate service operations with reference to a setup from the Hospitality sector. (10 Marks)**

**Ans 2.**

**Introduction**

A service engineer in distinctive operations consisting of designing and engineering is mainly accountable for purchaser assistance, and issues related to providing services and products through solutions help within the business. Furthermore, the engineer's services are conducted to improve systems and carry out preventive maintenance to reinforce the most suitable business operations. They're also responsible for repairing the benefits and faults and creating strategies to hold the consumer manuals in business. It presents efficient, friendly service values all of the

**Q3. The Education Sector is a good example wherein the Service operation involves elaborate planning prior to the start of each processing cycle (academic year). The services are evaluated by the customers and rated highly based on the ‘service’ that the institute provides. With reference to the education sector discuss the following aspects of service operations**

**a. The 'customer' needs not be involved in all the processes, and consequently the Institutes' services 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 in an Educational institute's premises. (5 Marks)**

**Ans 3a.**

**Introduction**

The facility managers in business are mainly responsible for preserving the excellent facility to aid the best job oversights. The education sector is evaluated as the quality instance of services running in this situation. The records about the decoupling manner and the importance of planning will be mentioned. The restrictions and advantages

**b. What are the challenges faced by the Service Managers who manage these service operations? (5 Marks)**

**Ans 3b.**

**Introduction**

In line with the executive and mechanical elements, the FSM or field management services aggressively sell the provider managers inside the business. Furthermore, the corporation works on powerful business techniques to power customer expectations and undertake the best generation to aid the business desires. The carrier managers' roles, duties, and traits might be