**Service Operation Management**

**June 2023 Examination**

**Q1. Explain the concept of ‘Service Design’ in Service Operations. Discuss the various approaches that Service setups can adopt to implement ‘Service Design’? Explain the concept with the help of reference from the Retail setup like a Supermarket.**

**Ans:**

**Introduction:**

The design of carrier operations plays a crucial role in determining the performance of the provider employer. That allows you to create and improve the service delivery method and increase customer happiness and loyalty, and service layout is a critical aspect of provider operations. Understanding the needs and expectations of the consumer, creating service approaches that fulfill those desires, and offering the offerings successfully and effectively are all elements of service design. This essay will cowl the idea of provider design in service operations. Many service settings methods might use the concept and the way the picture is

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**Q2. What Role do Service ‘Engineers’ play in designing ‘processes’ Service Operations? Explain the three techniques used to evaluate service operations with reference to a setup like a Fine dine family restaurant. (10marks)**

**Ans:**

**Introduction:**

Carrier engineers are tasked with setting up and growing processes that enable the robust transport of services and a satisfying enjoyment for the customer. Service engineers are essential gears in the machine while designing tactics for service work within the carrier enterprise. In this article, we can examine provider engineers' role in the procedure improvement technique for service operations. Further, we will discuss three processes utilized in comparing provider operations, using an own upscale family eating place as an

**Q3. The ‘Food delivery’ segment is a good example wherein the businesses involve both manufacturing (food preparations) as well as service operations. The sold products are evaluated by the customers and they are also rated based on the service that the seller provides. With reference to the industry discuss the following aspects of service operations**

**a. Discuss the elements that need to be planned in a Service Framework of the mentioned setup**

**Ans:**

**Introduction:**

In recent years, the food delivery industry has experienced phenomenal expansion as a direct result of shifting purchaser expectancies in addition to traits in technological capabilities. In this region of the financial system, companies interact in each the production of products (in the shape of meal preparations) and the provision of services. Customers give feedback and

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

**Ans:**

**Introduction:**

Food delivery services have seen tremendous growth in recent years as more customers place online orders from their desired eating places. To guarantee purchaser happiness, this industry should produce and distribute food and run effective carrier operations. But, coping