**Service Operations Management**

**December 2023 Examination**

**Q1. Strategies & decisions of regarding Service Operation are taken at various levels of hierarchy in organizations. Discuss these levels of hierarchy and the Strategic decisions taken at these levels. Explain these concepts by taking an example of any Educational Institute of your choice.**

**Ans:**

**Introduction:**

Carrier Operation is an essential IT carrier control (ITSM) factor that focuses on delivering and assisting IT services efficiently and effectively. It entails managing the day-to-day Operations of IT services, ensuring they meet business requirements and deliver prices to clients. In businesses, decisions related to service Operations are made at various stages of Hierarchy, every with its own set of strategic responsibilities. In this discussion, we can discover those hierarchy tiers and the strategic selections made at each stage, using an instance from an educational institute to illustrate the standards.

**Concept & Application:**

**Levels of Hierarchy in Service Operation:**

**Strategic Level:**

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**Q2. The ‘Service Design’ concept is understood and carefully planned in Service Operations. Explain the various approaches that Service setups can apply to the ‘Service Design’? Explain the concept with the help of reference of a hospitality setup like a Resort.**

**Ans :**

**Introduction**

Service design is a vital issue of service operations that involves cautiously planning and orchestrating provider studies to meet and exceed purchaser expectations. It involves a holistic approach integrating human beings, processes, generation, and bodily proof to create seamless and delightful career encounters. Within the hospitality industry context, especially in a motel setting, practical service layout is paramount for attracting and maintaining guests. This essay delves into the idea and alertness of service layout within a hospitality setup, often focusing on a resort, and explores the various approaches that may be hired to enhance the

**Q3. An automobile service center is a common service setup involving many different types of service processes. Discuss the following aspects of these kind of setups (you can take an example of your choice) with reference to the following questions**

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

**Ans ;**

**Introduction**

Automobile provider centers are critical to the car enterprise, imparting essential services to vehicle proprietors. Those carrier centers are intricate setups concerning diverse service processes to ensure vehicles' premier overall performance and longevity. Planning a comprehensive carrier framework for a vehicle provider center requires meticulous attention

**b. These services do not plan all operations in the presence of the customers as well as make them visible to customers. Discuss this aspect of the layout planning of these processes with the concept of Decoupling of processes**

**Ans;**

**Introduction**

Vehicle service centers are essential facilities within the automotive industry, imparting upkeep, repairs, and numerous vehicle services. These centers are carefully designed to optimize the service approaches and ensure a continuing consumer experience. One crucial aspect of this design is the concept of decoupling methods, which entails setting apart sure operations from a direct customer view. This concept complements efficiency, velocity, and