

STUDENT NAME SURNAME:		
POINT	POINT	IE 401 INTERNSHIP II - Service
5		<p>1. General information about the company;</p> <p>1.1 Fill in the general information card in the sample report (Name of the company and starting date of activity, place (full address), field of activity/sector, type of company, number of engineering and industrial engineering employees, etc.)</p> <p>1.2. Specify the mission and vision of the company, the service it provides, its position in the sector and the place of the sector in the national economy.</p> <p>1.3. Make an organizational chart for the company according to the sample report.</p> <p>1.4. Explain each department's authorities and responsibilities, interdepartmental relations (in terms of information flow) by showing on the flow chart. Explain how each department gets involved in the process starting with an order coming to the company and continuing until the delivery of the service to the customer.</p>
8		<p>2. Explain the features of the services provided in the service sector in detail (Personal services and product services). Explain the methods for selecting service providers (system and employees) (interview: Giving an example of a sample case and getting an answer, role playing etc.)</p> <p>3. By using SWOT analysis, explain the company's position in the sector (Design it according to the sample template).</p>
5		<p>4. The company's technical infrastructure;</p> <p>4.1. What MS Office applications are used in the company?</p> <p>4.2. Except for MS Office applications, explain softwares being used in the departments by giving examples along with their purpose of usage.</p> <p>4.3. What hardwares and softwares are used in the company? Explain them with their usage purpose (SAP Decision Support System s etc.).</p> <p>4.4. What are the data collection methods in the company? (by hardwares and/or GUIs (grafical user interfaces)) How is the collected data transformed into information?</p>
8		<p>5. Considering that service systems should be designed based on customer demands, explain whether this is performed in the company's service system. Create a process flow chart for any service and explain it (pointing out defective spots) and give suggestions to make the process better.</p> <p>6. Analyze a process in the company by building a simulation model for this process.</p>
5		<p>7. Facility Planning in the company;</p> <p>7.1. Considering facility location criterias, evaluate the location of the service system.</p> <p>7.2. Draw the facility layout in the company.</p> <p>7.3. Is the service system's facility location efficient (for departments, warehouse etc.), explain in detail.</p> <p>7.4. Explain your alternative suggestions in detail considering gains and losses in the layout plan.</p>
5		<p>8. Demand Forecast in the company;</p> <p>8.1. What forecasting methods are used in the company?</p> <p>8.2. How is the data obtained when forecasting the demand? What kind of mathematical models and/or support softwares are used?</p> <p>8.3. Explain one of forecasting methods used in the company by giving an example. Unless any forecasting methods are used in the company, determine the most accurate forecasting method for the company. Explain why you would think this forecasting method is the most accurate. Solve an example by using this forecasting method with a year of data.</p>
8		<p>9. Service Planning in the company;</p> <p>9.1. What departments of the company are involved in the process of service planning activities? What departments are resources (employees, budget, area, materials etc.) assigned by and how is it done?</p> <p>9.2. How is the service capacity determined in the company?</p> <p>9.3. By what methods and how is the balance between service capacity and demand adjusted?</p> <p>9.4. What are the yearly average service capacity of the company, explain the reasons of the changes in the used capacity during a year.</p>
8		<p>10. Work method in the company;</p> <p>10.1. Give examples of work methods applied in the company. (what kind of methods are used?)</p> <p>10.2. Pick a process of service in the company to make a current state analysis, and considering the method used in the process perform a time study.,</p> <p>10.3 According to your observations and the time study you have performed, determine a method to improve the service process. Measure the standard time in this method with chronometric method.</p> <p>10.4 Create a process flow chart relevant to the service process you have suggested and explain this process flow chart.</p> <p>10.5. Is there any job evaluation application in the company? Give information about the applied metrics and evaluation systems to measure the performances of the employees, the departments and the company and the precautions to increase individual motivation.</p>
4		<p>11. For any product/service in the company, create an internal and external supply process flow according to the given process flow sample and explain the processes step by step.</p> <p>12. Considering the figure below, make a simple calculation for determining the number of permanent staffs.</p>
8		<p>13. Operations Research Techniques in the company;</p> <p>13.1. What operations research techniques are used in the company?</p> <p>13.2. Pick a problem in the company and establish a mathematical model to create a monthly working schedule for employees using operations research techniques (linear programming, dynamic programming, CPM etc.). Solve the model and interpret the results.</p> <p>14. Explain the quality management systems used in the company. Explain quality and control activities. What is statistical control, explain where it is used in the</p>
8		<p>15. Occupational safety and ergonomic activities in the company;</p> <p>15.1. Is there any activity in the company being conducted due to the 6331st law in occupational health and safety?</p> <p>15.2. What kind of solution methods are suggested to solve these problems? OHSAS 18001</p> <p>15.3. Give two examples of ergonomic solutions applied by the company. Risk assesment.</p> <p>15.4. Is it experienced in the company that occupational disease due to the working for a long time in an unhealthy environment (being deaf because of working in a too noisy environment, lung diseases or getting poisoned because of the dust and poisonous gasses)? What precautions are taken to prevent these problems? Explain.</p> <p>15.5. Is there any physical ergonomic problems occurs in the company?</p> <p>a. Physical factors such as lightening, ventilation, heating, noise etc.</p> <p>b. The posture of a labour when standing, sitting, carrying and loading.</p> <p>c. Tiredness and stress due to high speed of service.</p> <p>d. Characteristics of the job (monotonous, creativity, continuity, physical and mental requirements etc.)</p> <p>e. Regulation of working and resting period.</p> <p>f. Is there any absence, labour turnover rate, incentive and recommendation systems?</p>
5		<p>16. Warehouse and inventory planning in the company;</p> <p>16.1. What are the inventories held and their functions in the company? For what purpose are these inventories held? (According to inventory types)</p> <p>16.2. What are the company's inventory management policies? Give information about current applications. If the company does not have a inventory management policy, then decide what inventory management policy would fit the company the best and explain why.</p> <p>16.3. Is warehouse management system used in the service system? If yes, interpret the efficiency of the system.</p> <p>17. When complaints and negative feedbacks are recieved, how does the company manage them? Explain. (From the time a complaint is recieved until feedback is given to the customer)</p> <p>18. What kind of precautions were taken for service and process defections, how are they compensated in terms of the customer and the process? Give an example of a current application for some service defections in the company/department, explain. In order not to repeat the same defection, specify what kind of changes should be implemented in the process.</p>
8		<p>19. Customer relationship management;</p> <p>19.1. Give information about customer relationships in the service system.</p> <p>19.2. Is there any advertisement applications in the service system? If yes, explain the company's advertisement strategies.</p> <p>19.3. What advertisement strategies would you suggest for the company to make it better?</p>
5		<p>20. Conclusion and Evaluation;</p> <ul style="list-style-type: none"> <li>• After completing the internship report, answer following questions and express your opinions about them.</li> <li>• Would you think that this internship has contributed to your learning experience? If yes, mention about these contributions .</li> <li>• What other kinds of information do you think you would need for your professional career in the future?</li> <li>• If the company has industrial engineer employees, specify your observations and evaluations about their working fields, authorities and responsibilities in the company.</li> <li>• Based on your experiences in the internship, explain the similarities and differences between industrial engineering in the production systems and other engineering branches in terms of authorities and responsibilities.</li> <li>• What are the board of management's thoughts about the knowledge and skills an industrial engineer might have, are they aware of them? Explain.</li> <li>• If you had an opportunity to work for 4 weeks more in the same company, what subjects and problems would you tackle in more detail?</li> </ul>
10		CONFORMITY TO SPELLING RULES FOR INTERNSHIP REPORT
100		Point: 90-100 AA 85-89 BA 80-84 BB 75-79 CB 70-74 CC 60-69 DC 50-59 DD 40-49 FD Lower Than 39 FF