

ENM 300 Summer Practice II (Service Practice)

This summer practice should be prepared, according to company you are practicing, in a report format including the following questions. Candidates for this practice are recommended to take ENM 452 Service Systems elective course.

1. What are the general information about the company? (Company name and date of foundation, place (full address), company type, products, the sector in which the company is located, its place in the national economy and its relations with the related sectors, organizational scheme of the company, basic authority and responsibilities of each unit).
2. Explain the characteristics of the service offered in the service system (the service offered to person, the service offered to the asset that the person has).
3. Identify the service encounters in the service system. Is there a method used to select service providers (interview: sample case description and receiving reply, role-playing, etc.)
4. Are Information Technology activities being used in company and how do these decisions affect management decisions and planning? What is the contribution of technology used in company to the service?
5. Do you think that the service system is designed by taking customer wishes into consideration? Analyze a service process that you handle in the system with a process diagram (pointing to error points) and suggest a new process if possible.
6. Analyze the process by establishing a simulation model of any process that you are handling.
7. Discuss the suitability of the service system with the factors that should be taken into account when choosing location. Is the arrangement of the service facility (service areas like department, office) appropriate? Identify the new arrangement that should be done by using method.
8. How to manage supply and demand in the service system, please write strategies. What do you think how it should be, discuss with your own suggestions.
9. Discuss whether lean manufacturing principles are applied in the firm, if not write your application suggestions with discussion.
10. Provide information about work study activities in company.

11. Execute a work study in a service station that you select.
12. Is there a standard timing in company? If so, explain how they are calculated. Calculate the standard times of operations that make up a service.
13. Is there a permanent staff study done in firm? If done, explain how.
14. Discuss the company's software and hardware infrastructure in detail. Give the names of ERP or Inventory Tracking, accounting etc. programs which are enterprise-wide.
15. Review the cost analysis system of the company. Are the unit production costs of the services calculated? If calculated, explain how it is calculated. Calculate the unit production cost of a service by any method you know.
16. Are operations research methods used in company? Explain. Prepare a monthly staff plan by using any operations research method.
17. Review the information flow process between the subsystems of the company, and explain.
18. Give information about quality planning and control activities and statistical quality control activities in company. Is the quality of service measured? Perform a quality measurement on a small customer group by using method.
19. Is there a job evaluation study done in the company? If so, investigate how results are applied.
20. Review at least three of the following ergonomic points on the organization or in a specific section of the organization, discuss results.
 - a. Factors such as lighting, ventilation, heating, noise and humidity,
 - b. Working positions which occurs while standing, sitting, performing service operation,
 - c. Fatigue and tension due to service speed
 - d. The characteristics of the work being done (monotony, creativity, continuity, physical and mental requirements, etc.),
 - e. Regulation of working and rest periods,
 - f. Age, experience and influence of workers in the shift
 - g. Encouragement studies.

21. Are there any occupational diseases in company which have been caused by working for a long time in harmful environment?
22. Write how it is managed when a complaint is reported to the company (from the receipt of the complaint to the feedback of the customer). Discuss how it should be and write your suggestions.
23. What kind of precautions have been taken against service mistakes, how are they compensated? (Explain the current implementation of the company / department for several example service failures), Discuss how it should be better and write your suggestions.
24. Describe the structure of customer relationship management. Discuss how it should be better and write your suggestions.
25. What are the input and output inventories of the service? Discuss the stock planning and audit activities that are applied in the firm related to the inventories.

CONCLUSION

At the end of the report, add the section "**CONCLUSION and EVALUATION**" with the following comments:

- Is the way and the method you followed in the summer practice enough in terms of scope and general approach? If not enough, indicate the faults. Write if you have suggestions for a better method.
- What other kinds of information do you think you need in order to better understand the production systems in your future industrial engineering work?
- Based on your summer practice experience, discuss the differences between industrial engineering and other engineering branches in production systems in terms of authority and responsibilities.

- If there is an industrial engineer working at the company, write your opinion about the works they have done.

- Discuss the attitudes and behaviors of senior management unit with respect to industrial engineering studies.