



## Graduate Course Syllabus

### QSO 610: Management of Service Operations

Center: Online

#### Course Prerequisites

QSO 510

#### Course Description

This course is intended to help students prepare for management opportunities in service firms that represent the fastest-growing sector of the economy. The material focuses on the role and nature of service operations and the relationship of operations to other business functions. The students will develop skills and learn techniques for effective management of service operations

#### Course Outcomes

- Recognize the nature and importance of the service sector in the U.S. economy and in other countries
- Understand the basic issues and problems arising in service operations delivery processes and how they differ from a manufacturing setting
- Use analytical thinking in the identification, modeling, and resolution of basic problems in service operations
- Apply the frameworks, quantitative tools, and techniques in the design, improvement, and evaluation of service processes
- Make effective decisions in the management of service operations

#### Required Materials

Using your learning resources is critical to your success in this course. Please purchase directly through the [SNHU Online Bookstore](#) rather than any other vendor. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the IT Service Desk, your advisor, and the instructor can provide you with support if you have problems.

*Service Management: Operations, Strategy, Information Technology*

James A. Fitzsimmons, Mona J. Fitzsimmons, and Sanjeev K. Bordoloi

McGraw-Hill

9<sup>th</sup> Edition

2019

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### Diversity, Equity, and Inclusion

As indicated in our core values, SNHU is committed to “embrace diversity where we encourage and respect diverse identities, ideas, and perspectives by honoring difference, amplifying belonging, engaging civilly, and breaking down barriers to bring our mission to life.”

This may or will be reflected in SNHU’s curriculum as we embrace and practice diversity, equity, and inclusion (DEI) to provide the most transformative experience for our students, faculty, and staff. Because topics pertaining to DEI can be sensitive, please remember that embodying and practicing diversity, equity, and inclusion is one of our core values that you will encounter throughout the academic experience. In higher education, we are expected to think and engage critically. Use a growth mindset to embrace the diverse readings, course assignments, and experiences of your peers and faculty.

For more information about DEI at SNHU, please visit our website at the [Office of Diversity and Inclusion](#).

### Instructor Availability and Response Time

Your class interaction with the instructor and your classmates will take place on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions discussion topic so that your questions and the instructor’s answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. Your instructor will generally provide a response within 24 hours. Instructors will post grades and feedback (as applicable) within seven days of an assignment’s due date, or within seven days of a late submission.

### Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Discussions	5	30	150
Case Study	4	50	200
Midterm	1	110	110
Final Project			
Milestone One	1	65	65
Milestone Two	1	75	75
Milestone Three	1	100	100
Final Paper	1	300	300
			<b>Total Course Points: 1,000</b>

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

## University Grading System: Graduate

Grade	Numerical Equivalent	Points
A	93–100	4.00
A-	90–92	3.67
B+	87–89	3.33
B	83–86	3.00
B-	80–82	2.67
C+	77–79	2.33
C	73–76	2.00
F	0–72	0.00
I	Incomplete	
IF	Incomplete/Failure *	
W	Withdrawn	

\* Please refer to the [policy page](#) for information on the incomplete grade process.

### Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Assignment Guidelines and Rubrics section of the course.

### Weekly Assignment Schedule

All reading and assignment information can be found within each module of the course. Assignments and discussion posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student's local time zone.

In addition to the textbook readings that are listed, there may be additional required resources within each module.

Module	Topics and Assignments
1	The Role and Nature of the Service Sector <i>Service Management: Operations, Strategy, Information Technology</i> , Chapter 1 1-1 Discussion: Getting Started 1-2 Discussion: Village Volvo, Part 1 1-3 Final Project Milestone One: Review Final Project Document and Select Organization
2	Service Strategy and Technology in Services <i>Service Management: Operations, Strategy, Information Technology</i> , Chapter 2 2-1 Discussion: Village Volvo, Part 2 2-2 Case Study: The Alamo Drafthouse
3	New Service Development and Generic Approaches to Service System Design <i>Service Management: Operations, Strategy, Information Technology</i> , Chapters 3 and 4 3-1 Discussion: Amazon.com, Part 1 3-2 Case Study: 100 Yen Sushi House

Module	Topics and Assignments
4	Service Quality <i>Service Management: Operations, Strategy, Information Technology</i> , Chapter 6 4-1 Discussion: Amazon.com, Part 2 4-2 Final Project Milestone Two: Service Strategy and Design Topics
5	Facility Design and Layout <i>Service Management: Operations, Strategy, Information Technology</i> , Chapter 5 5-1 Discussion: Central Market, Part 1 5-2 Case Study: Health Maintenance Organization A
6	Process Improvement <i>Service Management: Operations, Strategy, Information Technology</i> , Chapter 7 6-1 Discussion: Central Market, Part 2 6-2 Midterm Exam
7	Service Facility Location <i>Service Management: Operations, Strategy, Information Technology</i> , Chapter 8 7-1 Final Project Milestone Three: Final Project Draft
8	Managing Capacity and Demand <i>Service Management: Operations, Strategy, Information Technology</i> , Chapters 11 and 12 8-1 Discussion: Managing Capacity and Demand, Part 1 8-2 Case Study: Thrifty Car Rental
9	Managing Waiting Lines <i>Service Management: Operations, Strategy, Information Technology</i> , Chapter 13 9-1 Discussion: Managing Capacity and Demand, Part 2 9-2 Final Project: Continue Work
10	Service Supply Relationships: Growth and Globalization <i>Service Management: Operations, Strategy, Information Technology</i> , Chapters 9 and 10 10-1 Final Project Submission

### Attendance Policy

Online students are required to submit a graded assignment/discussion during the first week of class. If a student does not submit a graded assignment/discussion during the first week of class, the student is automatically dropped from the course for non-participation. Review the [full attendance policy](#).

### Late Assignments Policy

Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Review the [full late assignment policy](#).

### SNHU Student Handbook

Review the [student handbook](#).

### **ADA/504 Compliance Statement**

Southern New Hampshire University (SNHU) is dedicated to providing equal access to individuals with disabilities in accordance with Section 504 of the Rehabilitation Act of 1973 and with Title III of the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

SNHU prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities. The university has adopted this policy to provide for prompt and equitable resolution of complaints regarding any action prohibited by Section 504, the ADA, or the ADAAA.

For questions about **support services, documentation guidelines, general disability issues, or pregnancy accommodations**, please visit the [Online Accessibility Center](#) (OAC).

As a student, you must complete an interactive intake process, with supporting documentation, in order to be granted accommodations. Once reasonable accommodations are approved by the OAC, you will receive an accommodations letter. You are then responsible for sharing the letter with your instructor. Accommodations are not retroactive.

If you feel you've been subject to discrimination on the basis of disability, by any party, you may file a complaint or grievance. For more information on the ADA/504 Grievance Policy, go to the [Disability and Accessibility Services](#) website.

### **Academic Integrity Policy**

Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Review the [full academic integrity policy](#).

### **Copyright Policy**

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the [full copyright policy](#).

### **SNHU Withdrawal Policy**

Review the [full withdrawal policy](#).

### **Southern New Hampshire University Policies**

More information about SNHU policies can be found on the [policy page](#).