Service Science


Usage

This source is considered a primary reference for the following articles:

- History of Systems Science
- Service Systems Engineering Stages
- Properties of Services

Annotation

This book presents the service industries with the quantitative skills necessary to model key decisions and performance metrics associated with services, such as, management of resources, distribution of goods and services to customers, and the analysis and design of queuing systems. The book provides a brief introduction to the service sector and presents the methodological background needed to analyze service systems. It also includes specialized software packages for location modeling, network optimization, and time-dependent queuing and illustrates how to solve a variety of problems associated with service industries.

SEBoK v. 2.4, released 19 May 2021


- This page was last edited on 18 May 2021, at 20:06.