**DOMS401 Service Operations Management**

**Assignment Set – 1**

1. Identify the factors of evolution in service sector. Support your answers with suitable examples.

2. Explain Importance and Elements of Service Design System in detail.

3. Assess the Perspectives on Service Quality with suitable examples.

**Assignment Set – 2**

4. Explain Qualitative techniques in detail with suitable examples.

5. Identify How to handle scheduling work force? Support your answers with examples.

6. Relate single server queuing model with finite calling - Support your answers with examples.

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