

# Bemidji State University

## IT 4879: Service Process Design and Improvement

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: \*.\*

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

The design and improvement of work processes in the service industries and in the service functions of manufacturing organizations. Topics include, but are not limited to, the tools and techniques required for designing, setting up, and managing service systems; improving service quality; the impacts of technology on service management; managing nonprofit service organizations; services strategies; and the positioning and marketing of services. Prerequisites: IT 3267, IT 3879, and IT 3897.

**B. COURSE EFFECTIVE DATES:** 02/24/2007 - 08/24/2014

### C. OUTLINE OF MAJOR CONTENT AREAS

None

### D. LEARNING OUTCOMES (General)

None

### E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

### G. SPECIAL INFORMATION

None noted