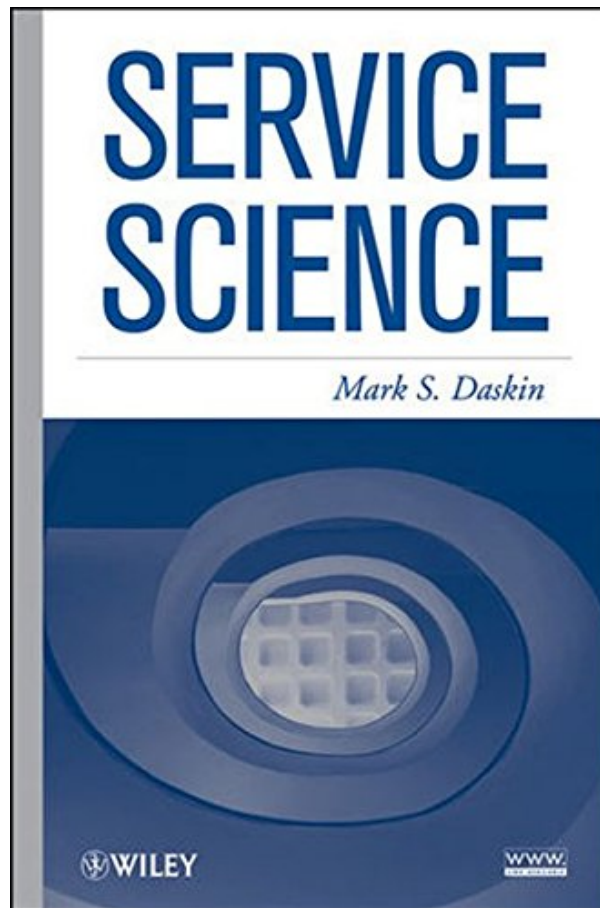


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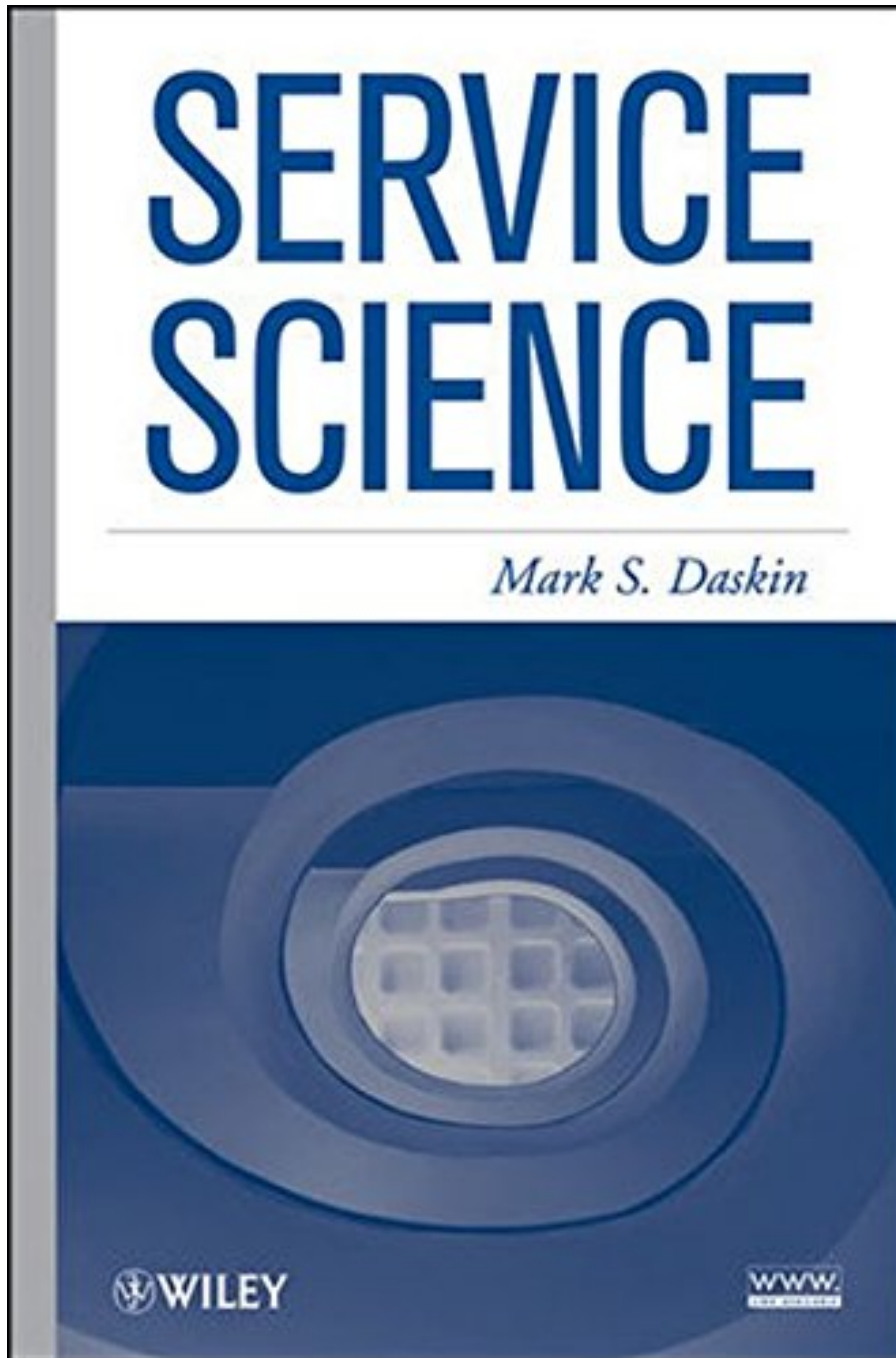


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## Review

"The book is well written and very easy to follow. The reviewer highly recommends the book to be considered as a textbook for courses on service operations at the senior-undergraduate and graduate levels." (A Journal for the Worldwide Service Science Community, 2011)

## From the Back Cover

A comprehensive treatment on the use of quantitative modeling for decision making and best practices in the service industries

Making up a significant part of the world economy, the service sector is a rapidly evolving field that is relied on to dictate the public's satisfaction and success in various areas of everyday life, from banking and communications to education and healthcare. Service Science provides managers and students of the service industries with the quantitative skills necessary to model key decisions and performance metrics associated with services, including the management of resources, distribution of goods and services to customers, and the analysis and design of queueing systems.

The book begins with a brief introduction to the service sector followed by an introduction to optimization and queueing modeling, providing the methodological background needed to analyze service systems. Subsequent chapters present specific topics within service operations management, including:

- Location modeling and districting
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- Priority services, call center design, and customer scheduling
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The author's own specialized software packages for location modeling, network optimization, and time-dependent queueing are utilized throughout the book, showing readers how to solve a variety of problems associated with service industries. These programs are freely available on the book's related web site along with detailed appendices and online spreadsheets that accompany the book's "How to Do It in Excel"

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#### About the Author

MARK S. DASKIN, PhD, is Clyde W. Johnson Collegiate Professor and Chair of the Department of Industrial and Operations Engineering at the University of Michigan. A Fellow of both the Institute for Operations Research and the Management Sciences (INFORMS) and the Institute of Industrial Engineers (IIE), he has published extensively in his areas of research interest, which include supply chain network design, supply chain reliability, location modeling, healthcare operations research, and service operations management. Dr. Daskin is past-president of INFORMS and a past editor-in-chief of both *Transportation Science* and *IIE Transactions*. He is the author of *Network and Discrete Location: Models, Algorithms, and Applications*, also published by Wiley.

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This book was named the 2010 Joint Publishers Book of the Year by the Institute of Industrial Engineers.

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By Amazon Customer

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Great!!! It is what I needed. Well written and I appreciate the practical aspects. Excel coding... good examples and different models with their specifications

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