

# Lecture #38 – Prologue

Prof. John W. Sutherland

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Service Processes & Systems  
Dept. of Mechanical Engineering - Engineering Mechanics  
Michigan Technological University

# The Plan...

- ❖ **Today's class agenda**
  - ❑ **Discuss plans for Friday/Final**
  - ❑ **Course Goal**
  - ❑ **Review Course Content**
  - ❑ **Course Evaluation**
- ❖ **Friday's class agenda**
  - ❑ **Read/skim ASEE Paper before class**
  - ❑ **Discuss Overall Class Goals**
  - ❑ **Discuss Course Content**
  - ❑ **Distribute Take-home portion of Final Exam**

# Friday...

- ❖ **We will have an interactive discussion of what we covered in the class – and what we believe it SHOULD cover.**
- ❖ **We will discuss the course topics – what was good/bad – what we believe should be in the course.**

# Final Exam Structure

- ❖ **Final: Take-Home Portion**
  - Assigned a list of 4 topics (on Friday) and a homework problem (and solution) must be developed for each topic
    - Problems/Solutions are due next Wednesday.
  - A revised lecture-by-lecture description of the course content – what do you think!
    - Due next Wednesday
- ❖ **Final: In-Class Portion – Next Wednesday**
  - Complete course topic survey
  - Turn in take-home stuff

# Class Goal

- ❖ **Service Processes & Systems – a survey class – provide broad coverage of topic**
- ❖ **Not just business-flavored service issues – also emphasize engineering**
- ❖ **Design, planning, operation, etc.**
- ❖ **Consider more than just the time required to perform processes – what about other issues: perception, quality, etc.**