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1 Introduction to Operations Management

2. Service Strategy 3. New Service Development 4. Service Quality 5. Supporting Facility 6. Forecasting Demand for Services (Part A) 7. Forecasting Demand for Services (Part B) 8. Managing Capacity and Demand 20.10.2011 Univ.-Prof. Dr.-Ing. Wolfgang Maass Slide 2 9. Managing Waiting Lines 10. Capacity Planning and Queuing Models 11. Services and Information Systems 12.

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