

OM 4 4th Edition Collier Solutions Manual

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OM4 Chapter 5: Technology and Operations Management

Discussion Questions

1. Describe at least one application of modern technology in each of these service industries:
 - a. Financial services
 - b. Public and government services
 - c. Transportation services
 - d. Educational services
 - e. Hotel and motel services

How does your example application improve things, or does it?

These should be easy to identify with a bit of literature or web-based research. Hotels, for example, use electronic keys that improve patron security while a one-person automated garbage truck greatly boosts city government productivity. GPS improves transportation routing and efficiency while electronic medical records improve health care clinical and service quality, and help control costs. eReaders for education, on-line banking, and cell phone apps are others that are good candidates for this assignment.

2. Describe a situation where self-service and technology help create and deliver the customer benefit package to the customer. Provide examples of how such a system can cause a defect, mistake or service upset.

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SJ Ball



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