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: Junior status or consent of instructor.

B. COURSE EFFECTIVE DATES: 08/22/2016 - Present

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