

# Service Science

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Daskin, M.S. 2010. *Service Science*. New York, NY, USA: John Wiley & Sons. ISBN 978-0-470-52588-3.

## Usage

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This source is considered a primary reference for the following articles:

- History of Systems Science
- Service Systems Engineering Stages
- Properties of Services

## Annotation

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This book presents the service industries with the quantitative skills necessary to model key decisions and performance metrics associated with services, such as, management of resources, distribution of goods and services to customers, and the analysis and design of queuing systems. The book provides a brief introduction to the service sector and presents the methodological background needed to analyze service systems. It also includes specialized software packages for location modeling, network optimization, and time-dependent queuing and illustrates how to solve a variety of problems associated with service industries.

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