

IE 299 Summer Training-Report Guidelines (SERVICE)

A report should contain three parts.

Part 1. Fill out the Company Identity Card

Part 2. Write a report of maximum 10 pages about the company and the service system that emphasizes the items listed below. This report should be a self-contained report in a continuous text format.

About the Company

- General Information
 - Ownership
 - Sector
 - Services
 - Sales volume
 - Market shares and competitors
 - Suppliers and customers (domestic and/or international)
- Organization
 - Organization Chart
 - Organizational Analysis (Division of responsibilities, Hierarchies established: mechanic or organic structure)
 - Roles of Industrial Engineers in the organization
- Service System
 - Describe the service system by preparing a chart that shows the relations between the major components (marketing, finance, purchasing, sales, etc.)
 - Productivity
 - Prepare a flow chart for one of the major service or subassembly. Specify productive and non-productive elements of this service and the elaborate on its performance.

Part 3. Analyze an activity that you are interested in and write a free form essay of maximum 5 pages that describes this activity in details. To support your analysis, provide and interpret necessary data to generate relevant performance measure(s).