

IE 299 Summer Training-Report Guidelines (SERVICE)

A report should contain four 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).

Part 4. Describe your observations of the Diversity, Equity, and Inclusion DEI practices you have faced during the Summer Training:

- How diverse was the worker profile in the workplace? Consider many aspects such as age, gender, race, nationality, religion, language, physical and mental ability, sexual orientation, etc.
- Was equity prioritized? Specify if fair access, opportunity, and advancement for all individuals were prioritized.
- Describe if it was an inclusive workplace.