

# **BUS428 - Service Design and Management (2 Units)**

**Department of Business Management**

**Covenant University**

# **1. BUS428**

## 1.1. BUS428 - Service Design and Management (2 Units)

Concept of service, role of services in the economy, nature of services, service design, Quality in service management, Service strategy, design of service facilities, management of service operations, planning in health care services, financial services, managing capacity and demand, service supply chain