

# SERVICE ENTERPRISE ENGINEERING, MINOR

---

Requirements for a minor may be completed at any campus location offering the specified courses for the minor. Students may not change from a campus that offers their major to a campus that does not offer their major for the purpose of completing a minor.

## Program Description

Service sector represents over 80% of the economy and represents over 70% of jobs in the U.S. Service enterprises constitute a wide range in terms of labor intensity, information intensity, and prevailing productivity. Examples of service enterprises include hospitals, retailers, banks, financial institutions, and airlines. This minor is designed for students interested in learning about applying industrial engineering techniques to service enterprises. Students completing this minor will gain an understanding of applying industrial engineering and operations research tools for modeling, analysis, design and control of service enterprises.

In addition to the stated courses for the minor, students in IE pursuing this minor may be required to take the prerequisites for the courses listed for the Service Cluster. Students in HPA, HDFS and any other major will require MATH 220 as a prerequisite for IE 405. IE 405 and IE 322 (or an equivalent course in probability and statistics) are prerequisites for IE 460.

## What is Service Enterprise Engineering?

Service Enterprise Engineering is the study, design, and implementation of new systems that improve the processes and efficiencies of the service sector, in which 80 percent of the U.S. workforce is employed. The minor answers a critical need for operational expertise in health care and human service fields. Students completing this minor will gain an understanding of applying industrial engineering and operations research tools for modeling, analysis, design and control of service enterprises.

## You Might Like This Program If...

Most applicable for those students in industrial engineering, health policy administration, and human development and family studies, this minor gives students the ability to apply industrial engineering techniques to processes in hospitals, nonprofit organizations, retailers, banks, financial institutions, airlines, and more.