

## ISE 307 Summer Internship – Report Guidelines (SERVICE)

A report should begin with a few pages containing the summary of work done and the content of the work accomplished for each week (according to a specific format that will be provided later). The rest of the report should contain the following sections, should be in a continuous text format, with a length of at most 10 pages.

### Section 1. Company Identity

Fill out the identity card about the company.

Company Name:	
Location:	
Date of Establishment:	
Ownership:	
Area (m <sup>2</sup> )	
Outdoors:	
Indoors:	
Number of Employees	
White Collar:	
Blue Collar:	
Number of IEs:	
Annual Production Capacity for Major Products/Services	

### Section 2. Organizational Structure and Service System

Describe the company and its service system by addressing the following items.

- Provide general information about the company: (its sector, services, sales volume, its suppliers and customers, etc.)
- Describe the organization of the company by providing:
  - Organization chart
  - Relations between units and the responsibilities of each unit
  - Duties of industrial engineers in the organization

- Provide an overview of the service system (identify the resources, inputs, and constraints)
  - Prepare a chart that shows the relations between the major components such as marketing, finance, purchasing, and sales
- Prepare a flow chart for a major service or subassembly<sup>1</sup>. Identify productive and non-productive elements in the production process of this service.
- Provide the layout of the service system (state whether it can be categorized as process/functional layout, product layout, etc.)
- Discuss service operations planning activities
  - Who is responsible for the planning of service operations?
  - How are these decisions made?
- Discuss how engineering economic decisions are made in the company (capital/operational expenditures, investment decisions, debt/equity financing, replacement decisions, etc.).

### **Section 3. Analysis of an Activity**

Analyze an activity of your choice belonging to the service system of the company and describe this activity in detail (include work measurement and time study related analyses –if applicable– and provide appropriate data such as photos, figures, charts, etc.) with maximum 3 pages.

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<sup>1</sup> Subassembly refers to the components of a major service. Example: if a health inspection is the main service for a hospital, then diagnostic tests such as computed tomography, blood test, etc. or any other sub-service can be subassemblies.