Workforce allocation strategies in Service Centre

Abstract

Service processes differentiate from manufacturing in various ways; one of them is dealing with customers directly. "Waiting time" for the customer and "overburden" of the service provider are a few key characteristics of service processes. In addition, the number of servers (workforce) plays a significant role in controlling them. Statistical and Operations Research techniques like distribution fitting, queueing model, simulation are instrumental in deciding workforce requirements. In this study, we will discuss the issues of workforce allocation with some case examples from the financial sector.

Key Words: Service Process, Simulation, Distribution fitting, workforce

Profile of Dr Ashok Sarkar

Ashok Sarkar is a senior faculty of the SQC & OR Unit, Mumbai of Indian Statistical Institute. He received the Post Graduate Diploma in SQC & OR from Indian Statistical Institute and a PhD (Mech. Engg) from Jadavpur University. He is a guest faculty of Xavier Institute of Management Bhubaneswar and SCMHRD, Pune and published more than 25 papers in the reputed national/international Journal

Ashok has more than 30 years of experience in Training, Teaching and project consultancy in the area of Quality Management, Quality Improvement Projects and Data Analytics. Ashok is very actively involved in developing quantitative solutions for industries all over the country and also abroad. Some of them are L&T Infotech, Aditya Birla Group of Companies, Reliance Industries, BHEL, Iran Khodro Limited, TAL Manufacturing Solutions, Equate Petrochemical limited etc. He has designed short-term (about a week) courses on advanced analytics and has successfully delivered the same for several years. He has developed innovative solutions for assessing brand positions, improving cycle times in a wide variety of businesses, designing workflow models applicable in banking and other service scenarios and so on.