Preface

This thesis was written as a part of the learning process during the 3rd-4th and final semesters at the Master in International Technology Management at Aalborg University. My final project, which is this thesis, is the outcome of an extended final project which included an internship abroad for 6 months and a period of thesis writing after finishing the internship. The entire period has lasted from August 23rd 2010 to May 31st 2011. A process report of the internship explaining my role and outcome in terms of learning can be found in Appendix A.

My internship was conducted at Mercuri Urval's office in Sydney, Australia and the theme of my thesis naturally became service operations design which allowed me to research and analyze the service operations at Mercuri Urval and find improvement opportunities within the management of service operations in challenging large projects requiring team work from Mercuri Urval's employees.

I would like to thank Mercuri Urval for giving me a fantastic opportunity to gain experience within a large global service company and for being very welcoming and friendly. The experience allowed me to research the service operations close by and I could not have written my thesis without the many inputs I observed and received from the staff at Mercuri Urval Australia. I would furthermore like to thank everyone at Mercuri Urval who made my stay in Australia pleasant and memorable.

Finally I would like to show my appreciation to family and friends for supporting me in the challenging task of writing this thesis in the period after finishing my internship, returning to Denmark and reestablishing myself at home. The support and help from everyone were essential to creating the result which we can now enjoy.