



Faculty of Arts and Social Sciences
Business Administration

Syllabus

Service Management for engineers

Course Code:	IEAD04
Course Title:	Service Management for engineers <i>Service Management för ingenjörer</i>
Credits:	7.5
Degree Level:	Master's level
Progressive Specialisation:	Second cycle, has only first-cycle course/s as entry requirements (A1N)

Major Field of Study:
IEA (Industrial Management)

Course Approval

The syllabus was approved by the Faculty of Arts and Social Sciences 2020-03-04, and is valid from the Autumn semester 2020 at Karlstad University.

Prerequisites

Degree of Bachelor with a major in Industrial Management or other engineering specialisation, or at least 135 ECTS credits completed in the Master of Science in Industrial Engineering and Management (TACIE), or equivalent

Learning Outcomes

Upon completion of the course, students should be able to:

- discuss concepts, models, theories, and perspectives in service management research,
- explain differences between traditional and current theories in service management research,
- describe, discuss, analyse, and reflect critically upon the role and significance of the service perspective for customers, stakeholders, organisations, and society, and
- analyse and explain concepts and theories used in service management research and their significance for customers, businesses, organisations, and society.

Content

The course describes the development of service management research. Students discuss and analyse key concepts of service management research, such as service, interaction, value creation, and commodity and service logic, and how these concepts have been used in both research and practice. Models for describing, categorising, and analysing value creation through services are treated, with a special focus on how organisations can create value for customers, but also how the customers themselves create value and how value creation happens in direct interaction between customers, stakeholders, organisations, and society.

Students take active part in providing the course content through participation in discussions at seminars focused on content selected and prepared by the students themselves. The coursework requires students to work independently, do a great deal of reading, and participate actively and reflectively in seminars and workshops.

Reading List

See separate document.

Examination

Assessment is based on written and oral, individual and group assignments presented and discussed in mandatory seminars.

If students have a decision from Karlstad University entitling them to Targeted Study Support due to a documented disability, the examiner has the right to give such students an adapted examination or to examine them in a different manner.

Grades

One of the grades 5 (Pass with Distinction), 4 (Pass with Some Distinction), 3 (Pass), U (Fail) is awarded in the examination of the course.

Quality Assurance

Follow-up relating to learning conditions and goal-fulfilment takes place both during and upon completion of the course in order to ensure continuous improvement. Course evaluation is partly based on student views and experiences obtained in accordance with current regulations and partly on other data and documentation. Students will be informed of the result of the evaluation and of any measures to be taken.

Course Certificate

A course certificate will be provided upon request.

Additional information

The local regulations for studies at the Bachelor and Master levels at Karlstad University stipulate the obligations and rights of students and staff.