



Faculty of Arts and Social Sciences  
Business Administration

# Syllabus

## Service Management for engineers

<b>Course Code:</b>	IEAD04
<b>Course Title:</b>	Service Management for engineers <i>Service Management för ingenjörer</i>
<b>Credits:</b>	7.5
<b>Degree Level:</b>	Master's level
<b>Progressive Specialisation:</b>	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 2023-03-06, and is valid from the Autumn semester 2023 at Karlstad University.

### Prerequisites

A Bachelor degree in Industrial Management or other engineering specialisation as a main area of study, or 105 ECTS credits from semesters 1-4 and 22.5 ECTS credits from semester 5 completed in the Master of Science programme in Industrial Engineering and Management (TACIE), or equivalent

### Learning Outcomes

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

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