



Faculty of Arts and Social Sciences
Business Administration

Syllabus

Servitisation for engineers

Course Code:	IEAD08
Course Title:	Servitisation for engineers <i>Tjänstefiering för ingenjörer</i>
Credits:	7.5
Degree Level:	Master's level
Progressive Specialisation:	Second cycle, has second-cycle course/s as entry requirements (A1F)

Major Field of Study:
IEA (Industrial Management)

Course Approval

The syllabus was approved by the Faculty of Arts and Social Sciences 2020-02-24, and is valid from the Spring semester 2021 at Karlstad University.

Prerequisites

At least 30 ECTS credits completed in the Master in Industrial Management (SAIND) 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:

- give an account of theories of servitisation,
- analyse and explain how businesses can create value for customers and themselves through increased services, and
- assess and critically reflect upon how servitisation can be implemented in practice, with support from relevant theories.

Content

The course covers theories of servitisation in order to define what servitisation is. Students also discuss why businesses increase their service offers, how servitisation can be implemented, when servitisation is not relevant, and what challenges may arise. Topics include service offers, service strategies, service organisation, and business models.

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 presentations.

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 special pedagogical 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.