

**SYLLABUS**

# **Service Management 7.5 credits U7054N**

**Service Management**

**Course syllabus admitted: Autumn 2012 Sp 1 - Autumn 2013 Sp 2**

**DECISION DATE  
2013-04-17**

# Service Management 7.5 credits U7054N

## Service Management

### Second cycle, U7054N

Education level	Grade scale	Subject	Subject group (SCB)
Second cycle	G U 3 4 5	Företagsekonomi	Business Administration

## Entry requirements

Bachelor's degree of 180 credit, including at least 60 credits business administration courses or a Bachelor's degree of 180 credit and at least 4 years of managerial work experience. Documented proficiency in English is also required. The following international exams and minimum scores will be accepted: International English Language Testing System (IELTS): 6.0 (with no part of the test below 5.0) or Test of English as a Foreign Language (TOEFL) paper based 550 points/computer based 213 points/ Internet based 79 points.

## Selection

The selection is based on 30-285 credits

## Examiner

Åsa Wallström

## Course Aim

Students after the completion of the course should be able to;

- understand the managerial processes.
- understand the concept of service management
- access how managerial processes are different in various settings.
- to operate functional area of production and operations management as practiced in service organizations
- Identify service management problems and deal with within the operations of facilities.
- be able to assess the service concept

## Contents

The course assesses issues such as;

- The customers in terms of their behavior
- Service Management in the domestic and International Arena
- Marketing of Services
- The impact of Technology on services concept and within the management of service
- Design of service availability systems
- Locating Facilities
- Design layouts
- Service inventory

## Realization

Each course occasion's language and form is stated and appear on the course page on Luleå University of Technology's website.

Lectures, seminars and case studies

## Examination

If there is a decision on special educational support, in accordance with the Guideline Student's rights and obligations at Luleå University of Technology, an adapted or alternative form of examination can be provided. Written exams, individual / group assignments.

## Remarks

Contract teaching course  
Presence during compulsory sessions is required Contact: ETKS educational administration eduetks@ltu.se.

## Literature. Valid from Autumn 2012 Sp 1

Management Information Systems by James A. O'Brien and George Marakas  
Literature might be added

## Course offered by

Department of Social Sciences, Technology and Arts

## Items/credits

No items/credits available

## Syllabus established

by Director of Undergraduate Studies Bo Jonsson Department of Business Administration, Technology and Social Sciences 2013-04-17