



LUND
UNIVERSITY

Faculty of Social Sciences

SMMV23, Service Logistics, 7.5 credits *Service Logistik, 7,5 högskolepoäng* Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2019-09-30 and was last revised on 2023-10-04 by the board of the Department of Service Studies. The revised syllabus applies from 2024-03-20, spring semester 2024.

General Information

The course is included in the Master's (120 credits) Programme in Service Management. It is the second specialisation-specific course in the specialisations Retail and Supply Chain Management and is offered in semester 2.

Language of instruction: English

Main field of studies

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Depth of study relative to the degree requirements

A1F, Second cycle, has second-cycle course/s as entry requirements

Learning outcomes

For a Pass on the course, the students shall be able to

Knowledge and understanding

- show advanced knowledge of theoretical concepts in the area of supply chain connected with retail logistics in order to critically reflect on, and determine, the organisation's level of delivered service.
- show advanced knowledge of the theoretical and practical frame of reference with respect to the service element in the supply chain and,
- use different methods and models to analyse and develop the supply chain in different types of retail organisations.

Competence and skills

- demonstrate the ability to independently identify and formulate issues within service logistics.
- independently analyse supply chains and present results orally and in writing based on theories.
- demonstrate proficiency in using different methods and models to analyse supply chains from a retail perspective.
- demonstrate proficiency in analysing and identifying problems related to service logistics and service elements in the supply chain from a retail perspective.

Course content

The course starts with a thorough, in-depth review of the most important theoretical areas that cover service aspects along with the supply chain. The course creates an understanding of how service is achieved along with the integrated supply chains and the used logistic solutions. Important differences between national and international supply networks are described and discussed.

The course covers service logistics from a retail and e-commerce perspective. The course creates an understanding of how service aspects at the end of the supply chain are affected by choices that are made early in the value chain. The role of packaging in service logistics is analysed. The dependence of customer service on service elements in the supply chain is discussed. A thorough in-depth review covers how the service perspective affects the "last mile" concept and its role in the supply chain.

Students will learn how to discuss and present different theoretical perspectives and explanatory models based on a service logistics context.

Course design

The teaching consists of lectures, guest lectures, seminars, workshops and study visits.

Unless there are valid reasons to the contrary, participation in guest lectures, seminars and study visits is compulsory. Students who have been unable to participate due to circumstances such as accidents or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have been absent because of duties relating to elected office, e.g as a student representative.

Assessment

The course is examined through three components:

Component 1: Project work in groups, 4 credits

Component 2: Individual reflection paper, 2.5 credits and

Component 3: Individual seminar assignments, 1 credit.

The course includes opportunities for assessment at a first examination, a re-examination close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). Within a year of a major change or discontinuation of the course, at least two further opportunities for assessment are offered on the same course content. After this, further re-examination opportunities are offered but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the

regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without a disability.

Subcourses that are part of this course can be found in an appendix at the end of this document.

Grades

Marking scale: Fail, E, D, C, B, A.

Component 2003, individual seminar assignment, is excepted from the grading scale above. The grades awarded for this component are Pass (G) or Fail (U).

The grade for a non-passing result is Fail. The student's performance is assessed with reference to the learning outcomes of the course. For the grade of E, the student has demonstrated acceptable results. For the grade of D, the student has demonstrated satisfactory results. For the grade of C, the student has demonstrated good results. For the grade of B, the student has demonstrated very good results. For the grade A, the student has demonstrated excellent results. For the grade of Fail, the student has demonstrated unacceptable results.

Provided that the individual seminar assignment component is passed, the course grade is according to the following: In grading, the grades from two (reflection paper and project work) of the course's three components are weighted together and become one of the grades A, B, C, D or E that are given for the course as a whole.

The grade for the course as a whole is calculated as follows: Each examination component gives grade points according to a 1-5 scale. The grade points 1-5 correspond to grades E-A. For 1 point, the student must demonstrate acceptable results (E). For 2 points, the student must demonstrate satisfactory results (D). For 3 points, the student must demonstrate good results (C). For 4 points, the student must demonstrate very good results (B). For 5 points, the student must demonstrate excellent results (A).

The examinations are then weighted in the following manner: Grade on reflection paper (x 40%) + grade on project work (x 60). This leads to:

A = 4.5 - 5 p

B = 3.5 - 4.4 p

C = 2.5 - 3.4 p

D = 1.5 - 2.4 p

E = 1 - 1.4 p

At the start of the course, students are informed about the learning outcomes stated in the syllabus and about the grading scale and how it is applied on the course.

Entry requirements

To be admitted to the course, students must have earned 15 credits in the Master's (120 credits) Programme in Service Management prior to semester 2 of the programme.

Subcourses in SMMV23, Service Logistics

Applies from V20

- 2001 Project work, 4,0 hp
Grading scale: Fail, E, D, C, B, A
- 2002 Individual written paper, 2,5 hp
Grading scale: Fail, E, D, C, B, A
- 2003 Individual written assignment, 1,0 hp
Grading scale: Fail, Pass