Faculty of Social Sciences

SMMV23, Service Logistics, 7.5 credits

Servicelogistik, 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 2025-08-29 by the board of the Department of Service Studies (STYR 2025/1953). The revised syllabus comes into effect 2025-08-29 and is valid from the spring semester 2026.

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 study	*Specialisation*
-	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

- 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.
- 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.

Competense and skills

- independently identify and formulate issues within service logistics.
- independently analyse supply chains and present results orally and in writing based on theories.
- using different methods and models to analyse supply chains from a retail perspective, and
- 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, seminars, workshops and study visits.

Participation in guest lectures, seminars and study visits is mandatory. Absence will be compensated with replacement activities later during the course or closely connected to the course.

Assessment

The assessment is based on:

Project Work in Groups (4 credits), module code 2501
Individual Assignment (2,5 credits), module code 2502
Individual Seminar Assignments (1 credit), module code 2503

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.

Grades

Grading scale includes the grades: U=Fail, E=Sufficient, D=Satisfactory, C=Good, B=Very Good, A=Excellent
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.

Module code 2501 and 2503 is excluded from the grading scale above. As a grade for this module, one of the designations pass or fail is used.

To pass the course, the student must obtain the grade Pass on module codes 2501 and 2503 and at least grade E on module code 2502. Students who do not fulfil this requirement will receive a fail grade.

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 Programme in Service Management (120 credits), prior to semester 2 of the programme.