SMMX11, Introduction to Service Management, 7.5 credits
Introduktion till service management, 7,5 högskolepoäng
Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Studies on 2023-03-01 and was last revised on 2026-02-12. The revised syllabus comes into effect 2026-02-12 and is valid from the autumn semester 2026.

General information

The course is a compulsory course in the first semester and included in the Master's (120 credits) programme in Service Management (SASMA). The course is given for all specialisations.

Language of instruction: English

Main field of study	Specialisation
Service Management	A1N, Second cycle, has only first-cycle course/s as entry requirements

Learning outcomes

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

Knowledge and understanding

- demonstrate advanced knowledge of, and understand service logic and other key scientific perspectives, theories, concepts and models in the research area of service management, and
- develop and demonstrate an understanding of critical approaches to theories in service management.

Competence and skills

- describe and problematise independently service logic and other central theories, concepts and ideas in the research area of service management.

Judgement and approach

- show awareness of the importance of a critical approach and consequences for the development of the research domain service management, and
- demonstrate an academic approach.

Course content

The aim of the course is to give an introduction to the research domain service management. The course gives an understanding of the theoretical development and present of the field. The course covers service logic and other central theories and ideas, concepts and models as well as critical perspectives on service management as a field of knowledge. The aim is also that the students should gain a diverse understanding of service logic and other research area of service management.

Course design

The teaching consists of lectures and seminars.

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

Assessment

Assessment of the course is based on the following:

- Academic integrity (0 credits), module code 2401
- Individual written exam (6 credits), module code 2402
- Seminar assignments (1.5 credits), module code 2403

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 must show sufficient results. For the grade of D, the student must show satisfactory results. For the grade of C, the student must show good results. For the grade of B, the student must show very good results. For the grade of A, the student must show excellent results. For the grade of fail, the student will have shown unacceptable results.

Module 2401 and 2403 is an exception to the above grading scale. The grades awarded for this module are Pass or Fail. A grade of Pass for the whole course requires the student to obtain at least the grade of E on module code 2402 and the grade of Pass on module code 2401 and 2403.

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 in the course.

Entry requirements

To be admitted to the course, the student must be admitted to the Master's (120 credits) programme in Service Management (SASMA).

Oral and written proficiency in English equivalent to English 6/B from Swedish upper secondary school is a requirement. International qualifications will be assessed in accordance with national guidelines.

Further information

This course replaces SMMV11 Introduction to Service Management, 7.5 credits, and may not be included in a degree together with this course.