

Industrial Service Development

Programme course

6 credits

Industriell tjänsteutveckling

TEIM10

Valid from: 2017 Spring semester

Determined by
Board of Studies for Industrial
Engineering and Logistics

Date determined
2017-01-25

Main field of study

Industrial Engineering and Management

Course level

Second cycle

Advancement level

A1X

Course offered for

- Design and Product Development
- Energy-Environment-Management
- Industrial Engineering and Management - International, M Sc in Engineering
- Industrial Engineering and Management, M Sc in Engineering
- Mechanical Engineering, M Sc in Engineering

Entry requirements

Note: Admission requirements for non-programme students usually also include admission requirements for the programme and threshold requirements for progression within the programme, or corresponding.

Prerequisites

Courses in marketing and industrial management.

Intended learning outcomes

The course gives an understanding of how industrial services influences, and have an impact on, companies' offering and business development. More specifically shall the students, after the course, be able to:

- Explain and analyse the impact and role of services in industrial companies' offering and business development processes (both strategically and on an operative level).
- Describe and explain how services and offerings are developed, among other things through ICT (Information and Communication Technologies).
- Evaluate the advantages and disadvantages with services in an industrial context, especially in relation to industrial products.
- Analyse and structure service and offering development related problems.
- Communicate service development related analyses and reasoning.

Course content

Focus is on how industrial services can enable companies' long-term competitive advantage. New opportunities for value creation, for example through ICT. The changing relationships between companies as a result of increased service content. How industrial offerings can enable differentiation and business development, and what impact this has on the profitability and results of the firm.

Teaching and working methods

Lectures, seminars and a project (carried out in groups).

Examination

UPG4	Approved seminars	0.5 credits	U, G
UPG3	Project work during the course	2.5 credits	U, 3, 4, 5
UPG2	Written examination during the course	3 credits	U, 3, 4, 5

Grades

Four-grade scale, LiU, U, 3, 4, 5

Department

Institutionen för ekonomisk och industriell utveckling

Director of Studies or equivalent

Johan Holtström

Examiner

Christian Kowalkowski

Course website and other links

<http://www.iei.liu.se/indek/utbildning/industriell-marknadsforing/teim10?l=sy>

Education components

Preliminary scheduled hours: 31 h

Recommended self-study hours: 129 h

Course literature

Kursbok samt artiklar.

Common rules

Regulations (apply to LiU in its entirety)

The university is a government agency whose operations are regulated by legislation and ordinances, which include the Higher Education Act and the Higher Education Ordinance. In addition to legislation and ordinances, operations are subject to several policy documents. The Linköping University rule book collects currently valid decisions of a regulatory nature taken by the university board, the vice-chancellor and faculty/department boards.

LiU's rule book for education at first-cycle and second-cycle levels is available at http://stydokument.liu.se/Regelsamling/Innehall/Utbildning_pa_grund-_och_avancerad_niva.