

Study Programme: Engineering Management			
Course Unit Title: Service Engineering			
Course Unit Code: IM1103			
Name of Lecturer(s): Slavko Rakić, Nenad Simeunović			
Type and Level of Studies: bachelor			
Course Status (compulsory/elective): elective			
Semester (winter/ summer): winter			
Language of instruction: english			
Mode of course unit delivery (face-to-face/distance learning): face-to-face			
Number of ECTS Allocated: 5			
Prerequisites: none			
Course Aims: The goal of course is to master the knowledge and skills necessary for the design of services and service process, including any specific properties of service products. The course studies the relationship between the service concept, service process and services systems and their importance for the effective and efficient production of services matched to user requirements.			
Learning Outcomes: Students will be able to design and develop service and services systems, using tools and techniques of services engineering, and to adequately identify the resources and technology to create better service performance. This course gives competencies for managing and improving a system whose a dominant output are services.			
Syllabus. Introduction to services engineering, nature and characteristics of services and identify different types of services and service processes, service transaction analysis; services concept, design and development services, service process management; engineering tool for service processes management, quality of service and service process, service process control , repositioning of service processes, participants in the service process, customer relation management, system utility, service resources, engineering tools for conceptual design of utility systems, technology management, capacity management			
Required Reading: Relevant literature in English, tbd			
Weekly Contact Hours:2	Lectures: 3	Practical work: 1	
Teaching Methods: Teaching is conducted through lectures and auditory and computers exercises, the theoretical treatment of the required number of case studies. Exercises include computers introduce students observed in the problem, a case study of interactive processing. Students work in small groups specific terms of reference which aims to use the knowledge acquired. The final exam is conducted in the written and/or verbally form.			
Knowledge Assessment (maximum of 100 points):			
Pre-exam obligations	points	Final exam	points
Attendance			
Computer exercises			
Tests (4x)			

