



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Service Logistics

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### Course

Field of study

Logistics

Area of study (specialization)

Level of study

First-cycle studies

Form of study

full-time

Year/Semester

1/2

Profile of study

general academic

Course offered in

Polish

Requirements

compulsory

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### Number of hours

Lecture

15

Tutorials

15

Laboratory classes

Projects/seminars

Other (e.g. online)

### Number of credit points

2

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### Lecturers

Responsible for the course/lecturer:

Ph.D., Eng. Karolina Werner-Lewandowska

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Faculty of Engineering Management

ul. J. Rychlewskiego 2, 60-965 Poznań

Responsible for the course/lecturer:

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### Prerequisites

The student commencing this course should have a basic knowledge of the basics of logistics, entrepreneurship, logistics processes and operational management in logistics. He should also have the ability to obtain information from the indicated sources and be ready to cooperate as part of the team.



## Course objective

Provide students with basic knowledge in the field of service characteristics, service management, logistics of service enterprises also in relation to Logistics 4.0, sustainable development and reverse logistics and ecology as well as logistics services and their outsourcing and the role of service providers in supply chains. Developing students' skills in solving problems arising in the logistics of services and the logistics services market.

## Course-related learning outcomes

### Knowledge

1. Student knows the dependencies governing service companies and their connections with logistics [P6S\_WG\_01]
2. Student knows the issues of mapping logistic processes in service companies, process orientation in service logistics and simulation [P6S\_WG\_03]
3. Student knows the extended concepts for service logistics and its detailed issues and supply chain management [P6S\_WG\_05]
4. Student knows the conditions of the functioning of service companies as participants of logistic processes and the strategies of their functioning [P6S\_WK\_02]

### Skills

1. Student is able to make a critical analysis of technical solutions used in the analyzed logistics system of a service company (in particular in relation to devices, facilities and processes) [P6S\_UW\_04]
2. Student is able to choose, based on the analysis of the usefulness and limitations, the appropriate tools and methods for solving engineering problems relevant for the construction or reorganization of a logistics system in a service company [P6S\_UO\_02]

### Social competences

1. Student is aware of the responsibility and initiation of activities related to the formulation and transfer of information and cooperation in the society in the field of logistics in service company [P6S\_KO\_02]
2. Student is aware of the responsibility for their own work and the readiness to submit to the principles of teamwork and responsibility for jointly performed tasks [is aware of the responsibility for their own work and readiness to submit to the principles of teamwork and responsibility for jointly performed tasks] [P6S\_KR\_01]

## Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Lecture: The knowledge acquired during the lectures is verified by a colloquium at the last class and / or by tests (quizzes) at individual classes (via the Moodle platform).

Tutorials: Partial evaluations of the progress of the project stages, final evaluation. Passing threshold: 50% of points.



## Programme content

Lecture: Service characteristics, service company and its role in a developed economy, service sections, logistics service, services in logistics and supply chain, place of logistics in a service company in relation to Logistics 4.0, sustainable development and reverse logistics and ecology, service management, role services in logistic customer service, TSM, Service Excellence, methods of service improvement (Kono model, Servquel, VSM, SIPOC, Swimline).

Tutorials: On the basis of the selected service company (any section), students describe the services provided and their material substrates, map the processes implemented in the enterprise at level 0 using the IDEF0 technique, then mapping logistics processes using the SIPOC or Swimline method. They choose the most advanced logistics process and identify problems in its implementation with VSM - they propose improvement actions in relation to Logistics 4.0, sustainable development, reverse logistics and the environmentalist. For the main service provided by the company, it is assessed by customers using Servquel. Based on the results obtained, they identify areas related to logistics that can improve the quality of the service.

## Teaching methods

Lecture: information lecture with multimedia presentation, didactic films, talk, business stories, case study.

Tutorials: brainstorming, case study, design method.

Remote learning methods indicated on the [ekursy.put.poznan.pl](http://ekursy.put.poznan.pl) platform.

## Bibliography

### Basic

1. Werner-Lewandowska K., Kosacka-Olejniki M., Dojrzałość logityczna przedsiębiorstw usługowych, Spatium, Radom, 2020.
2. Biesok G. (red.), Logistyka usług, CeDeWu, Warszawa, 2013.
3. Ciesielski M. (red.), Rynek usług logistycznych, Difin, Warszawa, 2005.

### Additional

1. Bitkowska A., Kolterman K., Wójcik G., Wójcik K., Zarządzanie procesami w przedsiębiorstwie. Aspekty teoretyczno-praktyczne, Difin, Warszawa, 2011.
2. Chrachol-Barczyk U., Jedliński M., Rosa G. (red. nauk.), Marketing usług logistycznych, C.H.Beck, Warszawa, 2017.
3. Filipiak B., Panasiuk A. (red. nauk.), Przedsiębiorstwo usługowe. Zarządzanie, Wydawnictwo Naukowe PWN, Warszawa, 2008.



4. Werner-Lewandowska K., Logistics maturity of 3 PL service providers – empirical research results [w:] Brzeziński Ł., Cyplik P., Adamczak P., Kopeć M. (red.), Modern solutions in production and warehousing, Spatium, Radom, 2019.
5. Werner-Lewandowska K., Logistics maturity of the Polish service sector - research results, LogForum, 16 (4), 2020, s. 561-571.
6. Werner-Lewandowska K., Kosacka-Olejniak M., Logistics maturity model for engineering management – method proposal, IV Konferencja Naukowej „Logistyka w naukach o zarządzaniu”, Wyższa Szkoła Bankowa, Wrocław, 2019.
7. Werner-Lewandowska K., Kosacka-Olejniak M., Logistics engineering application in the logistic maturity model for the service enterprises, Proceeding of The 14th International Conference of Logistics and SCD System, Chinese Maritime Institute, 2019.
8. Werner-Lewandowska K., Logistics maturity in service enterprises – research results, Proceedings of the 35th International Business Information Management Association Conference (IBIMA), 1-2 April 2020 Seville, Spain. Education Excellence and Innovation Management: a 2025 Vision to Sustain Economic Development during Global Challenges, 2020, s. 3619–3634.
9. Werner-Lewandowska, K , Kosacka-Olejniak, M., Model dojrzałości logistycznej przedsiębiorstw usługowych – podstawy teoretyczne, Przedsiębiorczość i Zarządzanie, t. 20, z. 7, cz. 2: Logistyka w naukach o zarządzaniu, 2019, s. 175–189.

#### Breakdown of average student's workload

	Hours	ECTS
Total workload	50	2,0
Classes requiring direct contact with the teacher	30	1,0
Student's own work (literature studies, preparation for tutorials, preparation for tests, project preparation) <sup>1</sup>	20	1,0

<sup>1</sup> delete or add other activities as appropriate