



You can also book separate modules

Dates 1 <sup>st</sup> Term (Spring 2009)		Dates 2 <sup>nd</sup> Term (Autumn 2009)	
<b>16.01. - 27.01.2009</b>	<b>1<sup>st</sup> on-campus time</b> (10 days, Propädeutikum/Preparatory)	<b>24.08. - 29.08.2009</b>	<b>1<sup>st</sup> on-campus time</b> (6 days)
Hamburg 10 days, incl. 2 Saturdays	Business Fundamentals for International Service Mgt (BFund) • Business Administration • Economics, International Economics • Managerial Decisions	Hamburg 6 days, incl. 1 Saturday	Service Management II (SMgt II) • Workshop Management • Field and Support Management • Service Logistics and Supply Chain Management • Business Cases/Project Work on SMgt II
<b>06.03. - 14.03.2009</b>	<b>2<sup>nd</sup> on-campus time</b> (8 days)	<b>04.09. - 15.09.2009</b>	<b>2<sup>nd</sup> on-campus time</b> (10 days), Dublin Business School
Hamburg 8 days, incl. 1 Saturday	Business Management (Mgt) • Business Management • Enterprise IT-Systems  Skills I (Sk I) • Teambuilding • Potential Analysis • Time and Resource Management • Presentation Skills	Dublin, Ireland 10 days, incl. 2 Saturdays	Finance and Controlling of Services (FiCo) • Finance and Investment in Services • Service Controlling • Business Cases FiCo  Skills II (Sk II) • Teamcoaching • Corporate Governance • Corporate Ethics
<b>04.05. - 12.05.2009</b>	<b>3<sup>rd</sup> on-campus time</b> (8 days)	<b>27.10. - 31.10.2009</b>	<b>3<sup>rd</sup> on-campus time</b> (5 days)
Hamburg 8 days, incl. 1 Saturday	Service Management I (SMgt I) • Strategic Service Management • Operational Service Management • Service Engineering I • Business Cases/Project Work for SMgt I	Hamburg 5 days, incl. 1 Saturday	Legal Aspects (LegAs) • National and International Business Law • Company Law and Labour Law • Legal Aspects in Service Management
<b>22.06. - 27.06.2009</b>	<b>4<sup>th</sup> on-campus time</b> (6 days)	<b>21.11. - 28.11.2009</b>	<b>4<sup>th</sup> on-campus time</b> (7 days), Karlstad University
Hamburg 6 days, incl. 1 Saturday	Service Marketing I (SMa I) • Strategic Service Marketing • Operational Service Marketing • Business Cases on SMa I	Karlstad, Sweden 7 days, incl. 2 Saturdays	Human Resources Management and Organisation (HRMgt) • National and International HR-Management • Service Organisation • Business Cases in HRMgt
Days of Attendance:	32	Days of Attendance:	28
Dates 3 <sup>rd</sup> Term (Spring 2010)		Dates 4 <sup>th</sup> Term (Autumn 2010)	
Overview of dates follows at the beginning of term	4 Modules (9 - 11 days) 3 Modules in Hamburg, 1 Module in Dublin, Ireland	Overview of dates follows at the beginning of term	<b>Final on-campus time (10 days) &amp; Master Thesis</b> ongoing individual supervision and support by your academic advisor
Days of Attendance:	30	Days of Attendance:	10



## Study Course MBA Service Management ISS Hamburg

### 1<sup>st</sup> Year / 1<sup>st</sup> Semester

No.	Module	Course unit	Workload <sup>1)</sup>	Contact Hours	Suppl. Studies	Credit Points <sup>2)</sup>	Exam / assessment
1	Business Fundamentals for International Service Mgt. (BFund)	1.1 Business Administration 1.2 Economics, International Economics 1.3 Managerial Decisions	200	50 20 10	20	Propädeutikum	WT 150 min
2	Business Management (Mgt)	2.1 Business Management 2.2 Enterprise IT-Systems	50 28	20 8	20	3	WT 90 min ASS
3	Service Management I (SMgt I)	3.1 Strategic Service Management (e) 3.2 Operational Service Management (e) 3.3 Service Engineering I (e) 3.4 Business Cases / Project Work for SMgt I	50 35 40 28	20 14 16 6	22	6	WT 150 min ASS
4	Service Marketing I (SMa I)	4.1 Strategic Service Marketing (e) 4.2 Operational Service Marketing 4.3 Business Cases on SMa I	50 23 28	20 9 6	22	3	WT 90 min ASS
5	Skills I (Sk I)	5 Teambuilding, Potential Analysis, Time and Resource Management, Presentation Skills	29	14	15	1	ASS
<b>Total hours 1<sup>st</sup> semester</b>			<b>361</b>	<b>133</b>		<b>13</b>	<b>2 WT 90 min 2 WT 150 min 4 ASS</b>
<b>Suppl. studies 1<sup>st</sup> semester</b>					<b>79</b>		

<sup>1)</sup> Factor 2,5: The students need for one contact hour about 1,5 hours of individual preparation. This factor is only applicable for contact hours, not for exercises, case studies or seminars.

<sup>2)</sup> The Credit-Points are related with the total module contact hours

<sup>3)</sup> WT = written test  
ASS = other assessment

(e) in english language

■ on the Dublin Business School, in english language

■ on the Karlstad University, in english language



**1<sup>st</sup> Year / 2<sup>nd</sup> Semester**

No.	Module	Course unit	Workload <sup>1)</sup>	Contact Hours	Suppl. Studies	Credit Points <sup>2)</sup>	Exam / assessment	
6	Finance and Controlling of Services (FiCo)	6.1 Finance and Investment in Services (e)	45	18		4	WT 120 min	
		6.2 Service Controlling (e)	45	18				
		6.3 Business Cases FiCo (e)	28	6	22		ASS	
7	Service Management II (SMgt II)	7.1 Workshop Management	23	9		4	WT 120 min	
		7.2 Field and Support Management	25	10				
		7.3 Service Logistics and Supply Chain Management	25	10				
		7.4 Business Cases / Project Work for SMgt II (e)	28	6	22		ASS	
8	Legal Aspects (LegAs)	8.1 National and International Business Law	30	12		4	WT 120 min	
		8.2 Company Law and Labour Law	30	12				
		8.3 Legal Aspects in Service Management	45	18				
9	Human Resources Management and Organisation (HRMgt)	9.1 National and International HR Management (e)	45	18		4	WT 120 min	
		9.2 Service Organisation (e)	45	18				
		9.3 Business Cases in HRMgt (e)	28	6	22		ASS	
10	Skills II (SK II)	10 Teamcoaching, Corporate Governance, Corporate Ethics (e)	31	14	17	1	ASS	
		<b>Total hours 2<sup>nd</sup> semester</b>	<b>473</b>	<b>175</b>			<b>17</b>	<b>4 WT 120 min 4 ASS</b>
		<b>Suppl. studies 2<sup>nd</sup> semester</b>			<b>83</b>			



**2<sup>nd</sup> Year / 3<sup>rd</sup> semester**

No.	Module	Course unit	Workload <sup>1)</sup>	Contact Hours	Suppl. Studies	Credit Points <sup>2)</sup>	Exam / assessment
11	Process and Project Management (ProcProMgt)	11.1 Efficient Process and Project Management (e) 11.2 IT-Systems in Process and Project Mgt (e) 11.3 Quality Management in Service-Business (e) 11.4 Partnermanagement and Auditing (e)	30 25 30 20	12 10 12 8		4	WT 120 min
12	Service Management III (SMgt III)	12.1 Services Sales Management (e) 12.2 Consultative Selling 12.3 Complaint Management	40 40 43	16 16 17		5	WT 120 min
13	Optional compulsory Module 13 A or 13 B:						
13 A	Service Management IV (SMgt IV)	2 optional Lectures out of: 13.A.1 Call Center Management and Remote Service 13.A.2 Knowledgedatabase 13.A.3 Update, Upgrade and EOL-Policy 13.A.4 Multi Vendor and General Maintenance Mgt. 13.A.5 Root Cause Analysis and Decision Making 13.A.6 Business Cases on SMgt IV	30+30     28	12 + 12     8		3	WT 90 min     ASS
13 B	Maintenance Managemt. I (MainMgt I)	13.B.1 Foundations of Industrial Maintenance 13.B.2 Industrial Maintenance Management 13.B.3 Project Work/Business Cases on MaintMgt I	25 35 28	10 14 8		3	WT 90 min  ASS
14	Optional compulsory Module 14 A or 14 B:						
14 A	Service Marketing II (SMa II)	2 optional Lectures out of: 14.A.1 Internal Marketing 14.A.2 International Communication for Services 14.A.3 eCommerce 14.A.4 Customer and User-Training 14.A.5 Service Engineering II 14.A.6 Business Cases on SMa II	30+30     28	12 + 12     8		3	WT 90 min     ASS
14 B	Maintenance Managemt. II (MainMgt II)	14.B.1 Tools and Quality Monitoring in Indust. Mainten. 14.B.2 Legal Aspects, Safety Standards and Ecological Policy of Indust. Maintenance 14.B.3 Project Work/Business Cases on MaintMgt II	30 30 28	12 12 8		3	WT 90 min  ASS
15	Innovation and Change Management (InChMgt)	15.1 Innovation and Change Management (e) 15.2 Innovation and Change Management in Services (e) 15.3 Seminar InChMgt (e)	40 50 28	16 20 13		4	WT 120 min  ASS
16	Skills III (Sk III)	16 Teamcoaching, Negotiation Skills, Conflict Management, Creativity Techniques (e)	23	8	15	1	ASS
<b>Total hours 3<sup>rd</sup> semester</b>			<b>545</b>	<b>212</b>		<b>20</b>	<b>2 WT 90 min 3 WT 120 min, 4 ASS</b>
<b>Suppl. studies 3<sup>rd</sup> semester</b>					<b>70</b>		



**2<sup>nd</sup> Year / 4<sup>th</sup> semester**

No.	Module	Course unit	Workload <sup>1)</sup>	Contact Hours	Suppl. Studies	Credit Points <sup>2)</sup>	Exam / assessment
17	International Service (IntS)	17.1 International Service Strategies	40	16		4	WT 120 min
		17.2 International Service Operations	50	20			
		17.3 Business Cases / Project Work for IntS	28	6	22		ASS
18	Skills IV (Sk IV)	18. Teamcoaching, Intercultural Training, Leadership of Intercultural Teams	23	8	15	1	ASS
19	Master-Thesis	19 Master – Thesis, Work Load 400...500 h,	450			15	
<b>Total hours 4<sup>th</sup> semester</b>			<b>591</b>	<b>50</b>		<b>20</b>	<b>1 WT 120 min 2 ASS</b>
<b>Suppl. studies 4<sup>th</sup> semester</b>					<b>37</b>		
<b>Total hours MBA Service Management</b>			<b>1957</b>	<b>570</b>		<b>70</b>	
<b>Total Suppl. Studies MBA Service Management</b>					<b>269</b>		