



## Syllabus of the educational discipline «Logistical service»

<b>Specialty</b>	073 «Management»
<b>Educational program</b>	Logistics
<b>Level of education</b>	bachelor
<b>Discipline status</b>	selective
<b>Teaching language</b>	English
<b>Course / semester</b>	4 course, 7 semester
<b>Number of credits ECTS</b>	5
<b>Distribution by types of trainings and hours of study</b>	Lectures – 24 hours. Laboratory studies – 12 hours. Practical studies (seminars) – 24 hours. Independent training – 90 hours.
<b>Form of final assessment</b>	Grading
<b>Department</b>	Department of Management, Logistics and Innovations Address: Room 225, main building, 9-a, Nauki Avenue, S.Kuznets KhNUE, Kharkiv, Ukraine, 61166 Phone +38 (057) 702-02-65 (3-02) Website <a href="https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-ekonomiky">https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-ekonomiky</a>
<b>Teacher (-s)</b>	PHd (Economics), Assistant of Professor, Sigaieva Tetiana
<b>Teacher's contacts</b>	<a href="mailto:tetiana.sigaieva@gmail.com">tetiana.sigaieva@gmail.com</a> <a href="mailto:tetiana.sigaieva@hneu.net">tetiana.sigaieva@hneu.net</a>
<b>Days of the classes</b>	according to the schedule of the classes
<b>Consultations</b>	according to the schedule of consultations
<b>The purpose of the discipline is</b>	
Students acquire theoretical knowledge and practical skills to organize logistic customer service	
<b>Prerequisites for learning</b>	
logistics, management	
Knowledge, skills, abilities, which a student must have in order to study the discipline	
Identify the essence of "Logistic", "Management" and their classification. The basic components, the essence of the categories, understanding, etc. Identify the key problems of logistics	
<b>Content of the educational discipline</b>	
<b>Content module 1:</b> Fundamentals of logistic service maintenance	
Theme 1: Logistic approach to service maintenance.	
Theme 2. Principles of building maintenance systems	
Theme 3. Organization of customer logistic service	
<b>Content module 2.</b> Logistic customer service and customer satisfaction system	
Theme 4: Logistic service	
Theme 5 Optimizing customer logistic service level	
Theme 6: Customer logistic service quality system	
<b>Course page on the Moodle platform (personal training system)</b>	<a href="https://pns.hneu.edu.ua/">https://pns.hneu.edu.ua/</a>
<b>Assessment system of learning outcomes</b>	
The student is certified if the sum of points obtained by the results of the current and modular control during the semester reached 60 points or more	
More detailed information on assessment is given in the technological card of the discipline.	



**Accumulation of rating points in the discipline (example)**

<b>Types of training</b>	<b>Max points</b>
lectures	<b>12</b>
practical studies	<b>24</b>
individual task	<b>9</b>
Colloquium	<b>15</b>
Exam	<b>40</b>
<b>Max points</b>	<b>100</b>
<b>Discipline policies</b> <i>Policy of academic integrity,</i> <i>Absenteeism policy,</i> <i>Policy to perform tasks later than the deadline, etc.</i> <a href="https://www.hneu.edu.ua/akademichna-dobrochesnist/">https://www.hneu.edu.ua/akademichna-dobrochesnist/</a>	
<b>More detailed information about competencies, learning outcomes, teaching methods, assessment forms, independent training is given in the Syllabus (working plan )of the educational discipline.</b>	

Syllabus approved at the meeting of the Department «*Management, Logistics and Innovations*».

Protocol №19 from 25.06.2021