



Syllabus of the educational discipline « Logistical service »

Specialty	073 «Management»
Educational program	Logistics
Level of education	bachelor
Discipline status	selective
Teaching language	English
Course / semester	4 course, 7 semester
Number of credits ECTS	150
Distribution by types of trainings and hours of study	Lectures – 24 hours. Practical studies (seminars) – 24 hours. Independent training – 102 hours.
Form of final assessment	Exam
Department	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 https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-ekonomiky
Teacher (-s)	PHd (Economics), Assistant of Professor, Sigaieva Tetiana
Teacher's contacts	tetiana.sigaieva@gmail.com tetiana.sigaieva@hneu.net
Days of the classes	according to the schedule of the classes
Consultations	according to the schedule of consultations
The purpose of the discipline is	
Students acquire theoretical knowledge and practical skills to organize logistic customer service	
Prerequisites for learning	
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	
Content of the educational discipline	
Content module 1: 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	
Content module 2. 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	
Course page on the Moodle platform (personal training system)	Логістичне обслуговування. Сайт персональних навчальних систем ХНЕУ ім. С. Кузнеця – [Електронний ресурс]. – Режим доступу: https://pns.hneu.edu.ua/mod/assign/view.php?id=180914
Assessment system of learning outcomes	
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)

Types of training	Max points
lectures	12
practical studies	24
individual task	9
Colloquium	15
Exam	40
Max points	100

Discipline policies

Policy of academic integrity,

Absenteeism policy,

Policy to perform tasks later than the deadline, etc.

<https://www.hneu.edu.ua/akademichna-dobrochesnist/>

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, independent training is given in the Syllabus (working plan) of the educational discipline. <https://pns.hneu.edu.ua/mod/assign/view.php?id=180914>

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

Protocol №19 from 25.06.2021