



Syllabus of the educational discipline «Logistical service»

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| Specialty | <i>073 Management</i> |
| Educational program | <i>Logistics</i> |
| Level of education | <i>first (Bachelor) level of higher education</i> |
| Discipline status | <i>mandatory</i> |
| Teaching language | <i>English</i> |
| Course / semester | <i>4 course, 7 semester</i> |
| Number of credits ECTS | <i>5</i> |
| Distribution by types of trainings and hours of study | <i>Lectures – 24 hours.</i> |
| | <i>Laboratory – 12 hours.</i> |
| | <i>Practical studies (seminars) – 24 hours.</i> |
| | <i>Independent training – 90 hours.</i> |
| Form of final assessment | <i>Grading</i> |
| Department | <i>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</i> |
| Teacher (-s) | <i>PHd (Economics), Assistant of Professor, Sigaieva Tetiana</i> |
| Teacher's contacts | <i>tetiana.sigaieva@gmail.com tetiana.sigaieva@hneu.net</i> |
| Days of the classes | <i>Lectures according to the schedule of the classes http://rozklad.hneu.edu.ua/schedule/schedule?employee=422759</i> |
| | <i>Laboratory according to the schedule of the classes http://rozklad.hneu.edu.ua/schedule/schedule?employee=422759</i> |
| | <i>Practical studies (seminars) according to the schedule of the classes http://rozklad.hneu.edu.ua/schedule/schedule?employee=422759</i> |
| Consultations | <i>at the department of management, logistics and innovation, according to the schedule of consultations, chat at the PNS</i> |
| 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 | |



Material and technical (software) support for the discipline

Multimedia projector

**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/>

Assessment system of learning outcomes

The system of assessment of formed competences takes into account the types of classes, which include lectures, laboratories, practical classes, as well as the performance of self-study work. The assessment of the formed competencies of students is carried out by the cumulative 100–point system. The final control, which is carried out during the semester during the practical, laboratory classes and self-study work is evaluated by the sum of the points scored. The maximum possible number of points for the final and summative control during the semester – 100 and the minimum possible number of points – 60.

Final control includes the following controls: assignments for the topics; flow control works; presentations on topics.

More detailed information about the evaluation and accumulation of points in the academic disciplines is given in the work plan (technology chart) in the academic disciplines.

Discipline policies

The study of the discipline is based on the principles of academic integrity. The following shall be considered violations of academic integrity: academic plagiarism, fabrication, falsification, misrepresentation, deception, fraud, negligence, and biased assessment. For breach of academic integrity, education graduates will be held academically liable for the following: re-passing the assessment of the appropriate type of educational work

More detailed information on competencies, study outcome, study methods, forms of assessment, self-study can be found in the Work Programme of the discipline

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

Protocol №25 from 01.07.2022