

Module Handbook

TUK MODHB Homepage

Course WIW-BWL-IDL-K-1

Industrial Services (2V+2U, 6.0 LP)

Course Type

SWS	Type	Course Form	CP (Effort)	Presence-Time / Self-Study	
-	K	Lecture with exercise classes and tutorials (V/U/T)	6.0 CP		
2	V	Lecture		30 h	60 h
2	U	Exercise class/tutorial (in small groups)		30 h	60 h
(2V+2U)			6.0 CP	60 h	120 h

Basedata

SWS	2V+2U
CP, Effort	6.0 CP = 180 h
Position of the semester	1 Sem. in WiSe
Level	[1] Bachelor (General)
Language	[DE] German
Lecturers	Corsten, Hans, Prof. Dr. (PROF DEPT: WIW)
Additional informations	Informations about the course
Lifecycle-State	[NORM] Active

Notice

Size of exercise classes/tutorials:

- tutorials: max. 30 students

- exercise classes: max. 150 students

Contents

Lecture Industrial Services (WIW-BWL-IDL-V-1):

- Service business
- Design of internal and external incentives
- Service portfolios
- Capacity design
- Cooperation
- Performance Measurement
- Process Design
- Organizational classification of the service business

Exercise Industrial Services (WIW-BWL-IDL-U-1):

Use of the contents conveyed in the lecture on the basis of case studies.

Literature

Will be announced in the lecture.

Exercise Industrial Services:

Exercise sheets as download.

Requirements for attendance (informal)

None

Requirements for attendance (formal)

None

References to Course [WIW-BWL-IDL-K-1]

Module	Name	Context	
[WIW-BWL-IDL-M-1]	Industrial Services	P: Obligatory	2V+2U, 6.0 LP