



## Course syllabus

School of Business and Economics  
Department of Management

2FE212 Logistikkvalitet och processledning, 6 högskolepoäng  
Logistics Quality and Process Management, 6 credits

### **Main field of study**

Business Administration

### **Subject**

Business Administration

### **Level**

First cycle

### **Progression**

G2F

### **Date of Ratification**

Approved 2014-10-29.

Revised 2024-02-12. Revision of scored examination components and update of standard texts.

The course syllabus is valid from autumn semester 2024.

### **Prerequisites**

Students applying for the course within the Business Administration and Economics Programme need to have:

At least 52.5 credits within Business Administration, within in following courses:  
Business Logistics 7.5 credits, or the equivalent.

and,

at least 52.5 credits within following courses:

Macroeconomics 15 credits,

Microeconomics 15 credits,

Commercial Law I 15 credits,

Business Statistics I 7.5 credits,

Business Statistics II 7.5 credits,

Engslih 6, or the equivalent.

## Objectives

After completing this course the student should be able to:

- account for basic concepts in quality and quality management
- apply quality tools and models for customer satisfaction in a logistics perspective
- explain the impact of process orientation and process management for the development of logistics systems
- conduct process mapping and quality measuring in a limited area, identify and analyze quality deficiencies and critically discuss improvement suggestions

## Content

The course contains:

- quality management. Central concepts, approaches to continuous improvement, quality measurements and quality tools
- quality systems. Business process orientation in developing processes
- customer satisfaction. Importance, measurement methods
- process management. Central concepts
- development of processes. Process mapping, process design, control and improvement

## Type of Instruction

The teaching consists of lectures, group assignments, tutorial meetings and seminars.

## Examination

The course is assessed with the grades A, B, C, D, E or F.

The course is examined through an individual written examination 3 credits, paper in group with written and oral presentation 2.5 credits and an individual written assignment and seminar 0.5 credits.

The grade A constitutes the highest grade on the scale and the remaining grades follow in descending order where the grade E is the lowest grade on the scale that will result in a pass. The grade F means that the student's performance is assessed as fail.

Resit examination is offered in accordance with Linnaeus University's Local regulations for courses and examination at the first- and second-cycle levels.

In the event that a student with a disability is entitled to special study support, the examiner will decide on adapted or alternative examination arrangements.

## Course Evaluation

A course evaluation should be conducted during the course or in connection with its conclusion. The results and analysis of the completed course evaluation should be promptly communicated to students who have completed the course. Students participating in the next course instance should be informed of the results of the previous course evaluation and any improvements that have been made, no later than at the start of the course.

## Overlap

The course cannot be included in a degree along with the following course/courses of which the content fully, or partly, corresponds to the content of this course:  
2FE012, 2FE035:3, 2FE084:3 and 2FE070:3 with 6 credits each.

## Required Reading and Additional Study Material

### **Required reading**

Bergman, B. & Klefsjö, B. *Quality from customer needs to customer satisfaction*.  
Studentlitteratur. Latest edition. About 600 pages.

Ljungberg, A. & Klefsjö, B. *Dare! Win! Business process orientation for everyone*.  
Studentlitteratur. Latest edition. About 160 pages.

Scientific articles. About 100 pages.