



## Course syllabus

School of Business and Economics

Department of Management Accounting and Logistics

2FE212 Logistikkvalitet och processledning, 6 högskolepoäng

Logistics Quality and Process Management, 6 credits

### **Main field of study**

Business Administration

### **Subject Group**

Business Administration

### **Level of classification**

First Level

### **Progression**

G2F

### **Date of Ratification**

Approved 2014-10-29

Revised 2022-03-14 by School of Business and Economics. Revision of prerequisites and update of standard texts.

The course syllabus is valid from autumn semester 2022

### **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,
- Engelsih 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

- 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 - the ISO9000/ISO9000:2000 series, quality management principles
- 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, Fx or F.

The course is examined through an individual written examination (3 credits) and a paper (3 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. Grading criteria for the A–F scale are communicated in writing to the student by the start of the course at the latest, as well as how the weighting and weighting of grades on individual examining elements to the final course grade takes place. The basis for the student's grade is determined by the student's fulfillment of the objectives.

Repeat examination is offered in accordance with Local regulations for courses and examination at the first and second-cycle level at Linnaeus University. An examiner can, in exceptional cases, decide that a student who is close to the level for a passing grade may carry out supplementary assignments in order to reach the passing grade.

If the university has decided that a student is entitled to special pedagogical support due to a disability, the examiner has the right to give a customised exam or to have the student conduct the exam in an alternative way.

## Course Evaluation

During the implementation of the course or in close conjunction with the course, a course evaluation is to be carried out. Results and analysis of the course evaluation are to be promptly presented as feedback to the students who have completed the course. Students who participate during the next course instance receive feedback at the start of the course. The course evaluation is to be carried out anonymously.

## Credit Overlap

The course cannot be included in a degree along with the following 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.