# Supplementary Course (EVA) at ZHAW School of Engineering

## Title: Smart Service Innovation Sprintweek

## Short Code: rEVA_SmartServInn

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| Credits | 3 |
| Profile | Data Science (DS) |
| Responsible Institute /Centre | Institute of Data Analysis and Process Design (IDP) |
| Responsible lecturer and contact informtion | IDP: Dr. Jürg Meierhofer |
| Type and duration of examinations | • Oral final presentation incl. demonstration in the plenum, typically in an existing fromat of the IDP (e.g. IDP colloquium) (30 minutes + max. 15 minutes questions and discussion).<br>• Additional Deliverables: written documentation of the sprint week.<br>The two parts each flow 50% into the grade. |
| Start date and duration | Semester: Spring<br>Detail: - |
| Location | Zürich or Winterthur, potentially visits to industrial clients at their lcoations |
| Course type | Practical work. Students work in small groups. They will receive a practical case which is typically a service innovation brought in by a problem sponsor (typically an SME). The students prepare this case several weeks before the sprint week. To prepare for the sprint week, the students receive a briefing before the start of the sprint week, in which the supervisor of the ZHAW is present.<br><br>During the sprint week, they continue the case supported by moderators and take it to a solution.<br><br>The practical work will be concluded after the sprint week with a final presentation with demonstration at ZHAW. |
| Language of instruction | English |
| Short description (max. 300 characters) | The topic is prepared on the basis of the briefing in the weeks before the sprint week.<br>• Issuance of the challenge (service engineering problem of a company or ecosystem)<br>• Reading into the literature, desk research<br>• First empirical problem analysis (e.g. interviews)<br><br>During the sprint week: |

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| | • Intensively progressing the case, typically two fixed days present at the ZHAW, the rest self-organized in the small groups.<br>Several "elevator pitches" in front of the group or the supervisor. | | | |
| Contents and Learning Objectives | • Students gain an in-depth insight into the practical application of service engineering and service innovation.<br>• The students can familiarize themselves independently and efficiently with the given topic and bring it to a solution in a short time.<br>• Students get to know the problems and working methods of companies in practice.<br>• Students can clearly convey the results in a presentation. | | | |
| Prerequisites | The module is explicitly for students in the focus area SSM (Smart Services and Maintenance). In addition, the following requirements should be met:<br>Sound knowledge of service engineering available, either from the Bachelor's degree or in the MSE from TSM_OpMgmt, TSM_ServMan or CM_SmartSer | | | |
| Literature | Depending on the task | | | |
| Special requirements | - | | | |
| Offer for profiles | Aviation (Avi) | ☐ | Business Engineering (BE) | ☒ |
| | Computer Science (CS) | ☐ | Data Science (DS) | ☒ |
| | Electrical Engineering (ElE) | ☐ | Energy & Environment (EnEn) | ☐ |
| | Mechanical Engineering (ME) | ☐ | Mechatronics & Automation (MA | ☐ |
| | Medical Engineering (Med) | ☐ | Photonics (Pho) | ☐ |
| | | | Civil Engineering (CE) | ☐ |