

EUROPEAN CREDIT TRANSFER SYSTEM (ECTS)

### Consecutive Sheet

<b>Study Programme</b>	MSc in Facility Management				
<b>Study Year</b>	2018_19				
<b>Course</b>	<b>Service Value Management Elective</b>				
<b>Code</b>	n.MA.FM.Elec2.16FS				
<b>Module</b>	Elective				
<b>Status</b>	Compulsory Course				
<b>*Type</b>	<b>C</b>	<b>X</b>	<b>R</b>	<b>M</b>	
<b>Regulations applicable</b>	RPO vom 29. Januar 2008, Studienordnung für den Masterstudiengang MSc in Facility Management vom 24. März 2011, Anhang für den Masterstudiengang MSc in Facility Management vom 30. August 2011				
Total Workload (hours)					
	<b>1. Sem.</b>	<b>2. Sem.</b>	<b>3. Sem.</b>	<b>4. Sem.</b>	<b>5. Sem.</b>
<i>Lectures</i>		20		20	
<i>Coached Self-study</i>		10		10	
<i>Autonomous selfstudy</i>		60		60	
<i>Total Workload</i>		90		90	
<b>Course Co-ordinator</b>	Prof. Dr. Christian Coenen				
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<b>Lecturer(s)</b>	Prof. Dr. Christian Coenen				
<b>Speaker(s)</b>					
<b>Associate(s)</b>					

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<p><b>Learning Outcomes and Competencies</b></p>	<ul style="list-style-type: none"> <li>• Students are familiar with the Service Value Management (SVM) framework.</li> <li>• Students understand the key stakeholders' success factors of FM within the SVM framework.</li> <li>• Students are capable of analyzing the delivery mode and value perception of key value dimensions of FM within the SVM framework.</li> <li>• Students are capable of researching and critically assessing research literature in the context of FM within the SVM framework.</li> <li>• Students know how to write a report in regards to a specific problem setting in the context of FM within the SVM framework.</li> </ul>
<p><b>Course Content</b></p>	<p>The elective course aims to introduce students to research fields of interest for the Institute of Facility Management (IFM). The Service Value Management (SVM) framework is one of these research fields.</p> <p>The Service Value Management framework considers the delivery mode and client, customer and end user perceptions of value. The proposed approach is consistent with the thinking that underpins the European standards in FM (EN 15221) and provides a conceptual foundation for considering a demand driven, service-oriented and user focused approach to FM.</p> <p>In this course, the opportunities and challenges encountered by the key FM stakeholders will be discussed. The course encourages students to critically assess theories and concepts.</p> <p>The introduction session takes place during the semester and is followed by a self-study session. In June students are participating in a 2.5 days bloc-course.</p>
<p><b>Language of Instruction</b></p>	<p>English</p>
<p><b>Expected Attendance</b></p>	<p>Attendance is expected and strongly recommended. Mandatory attendance on selected dates – the exact dates will be provided at the beginning of the course.</p>
<p><b>Assessment</b></p>	<p>Written Report (70%) and Presentation (30%)</p>
<p><b>Course Materials / References</b></p>	<p>Students will be provided with selected texts at the beginning of the course.</p>
<p><b>Entrance Requirements</b></p>	<p>Case Study 1, Advanced FM, Managerial Skills</p>

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<b>Follow-up Courses</b>	Master's Thesis
<b>Comments</b>	Students are expected to acquire the theoretical background in self-study mode. In class, more in-depth knowledge will be developed by working on case studies, practice reports and exercises.

*Typus (Type)	<b>C</b> Core Course/Module (Kerngebiet eines Studienprogramms)
	<b>R</b> Related Course/Module (Unterstützung des Kerngebiets mit Vermittlung von Vor- oder Zusatzkenntnissen)
	<b>M</b> Minor Course/Module (Wahl- oder Ergänzungskurs/-modul)

*This document is for the planning process only. Once the new curriculum is ready on Eventoweb, all course descriptions will be transferred.*