



Master's Programme in Service Management and Engineering

In modern economies, services are becoming increasingly important. Service elements are added to products, service-based business models are adopted by manufacturers, and new innovative service concepts and systems are emerging and developing rapidly. The Master's Degree Programme in Service Management and Engineering aims at providing the participants with a solid basic knowledge on the key issues of the field. It focuses on service design and production with the help of information and communication technologies. The programme places emphasis on customer involvement and productive assets; its lectures, design and implementation are designed to promote a systemic and interactive view of services.

Contents of the Programme

The courses of the programme are linked with current and recent research carried out in collaboration with companies and international university partners. They provide a theoretical framework for services and link it with real-life cases in the fields of e.g. healthcare, IT, telecommunications, retail and industrial services.

Course topics include:

- Service operations management, including the design and management of service supply chains, processes, quality, life cycles, assets, and installed base
- Service business economics, including revenue models, contracting and outsourcing
- Human resource management, including staffing, scheduling, recruiting and retention
- Service innovations, including co-production and co-creation

Aalto University School of Science and Technology

The Nordic countries have a long tradition of world-class innovations enabled by close cooperation between universities, companies and flexible public-private funding mechanisms. In particular, the mobile communication industry and the open source competence clusters are thriving, producing new technological and regulatory breakthroughs. The Nordic countries are leaders in multi-disciplinary organisational and social innovations.

The Aalto University School of Science and Technology is the oldest and the most prestigious university of technology in Finland. It has approximately 15 000 students pursuing either a bachelor's or master's degree, 1 200 of which are international students. The campus is located some 10 km from the Helsinki city centre, in Otaniemi, Espoo. Otaniemi boasts the highest concentration of high technology in the Nordic countries. This unique combination of education, research and business has twice been granted the EU Award of Excellence for Innovative Regions and is home to the headquarters of several large multinational Finnish companies with global reach, such as Nokia, Kone, and Fortum.

Department of Industrial Engineering and Management

The Department of Industrial Engineering and Management (DIEM) has designed this master's degree

programme based on current research conducted in close cooperation with industry.

The Department combines academic rigour and practical relevance in its teaching, and carries out research in close cooperation with industry. Cooperation partners include Nokia, Metso, and IBM, as well as healthcare service providers such as the Helsinki University Central Hospital and Kaiser Permanente. The research focuses on the interface between business and technology. Its goal is two-fold: firstly, it aims to explore new ways of improving business performance, and secondly, to discover new goals for businesses to pursue. This forward-looking approach to research helps keep our faculty and students abreast of the changing needs and interests of industry. Recent research findings have facilitated the development and adoption of practices that have contributed to operational excellence in the mobile phone supply chain, helped retailers change our shopping behaviour, and taught original equipment manufacturers to create value across the product life cycle.

The professors involved in this master's degree programme have wide-ranging experience of both industry and academia.

Additional information

Service Management and Engineering [brochure \(pdf\)](#).

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