Academic Year/course: 2022/23

62940 - Product-service design

Syllabus Information

Academic Year: 2022/23
Subject: 62940 - Product-service design
Faculty / School: 110 - Escuela de Ingeniería y Arquitectura
Degree: 562 - Master's in Product Development Engineering
ECTS: 6.0
Year: 1
Semester: First semester
Subject Type: Compulsory
Module:

1. General information

2. Learning goals

3. Assessment (1st and 2nd call)

3.1. Assessment tasks (description of tasks, marking system and assessment criteria)

The student must demonstrate that he/she has achieved the anticipated learning outcomes through the following assessment activities:

- Practical work. Throughout the course one work will be carried out, which must be delivered and presented on the day the global assessment test takes place. The quality of the documentation presented by the work team as well as the defense thereof will be valued, and will account for 80% of the student's grade. It will be mandatory to carry out these practical work(s) as a group. For the evaluation of these practical works the professors will be able to propose systems of evaluation by peers, in which the own students will evaluate the performance of their teammates during the accomplishment of the works and / or practical cases and that will serve to determine the qualification of each student in the practical part.
- Research report. Students must carry out a research work about service design individually, and will account 20% of the grade.

Additionally, for those students who can not participate in the learning activities of the course on a regular basis, the evaluation will consist in the realization of a global assessment test identical to other students, with the difference that the practical work will be carried out individually.

4. Methodology, learning tasks, syllabus and resources

4.1. Methodological overview

The methodology followed in this course is oriented towards achievement of the learning objectives. It is based on Project Based Learning (PBL), where students, organized in teams, will carry out a real-life project related to service design. A wide range of teaching and learning tasks are implemented, such as lectures and practice sessions where students can apply the concepts and tools explained in these sessions to their own projects.

4.2. Learning tasks

The course (6 ECTS: 150 hours) includes the following learning tasks:
- Lectures (20 hours)
- Practice sessions (40 hours)
- Project (80 hours)
- Assessment (6 hours)
- Other tasks (4 hours)

4.3. Syllabus

The course will address the following topics:

1. Product, extended product and service experience.
2. Product system service.
3. Development of methodology in the field of the service item.
4. Tools for exploration.
5. Tools for creation and reflection.
6. Tools for implementation.
7. Business model canvas.
8. Service Design Research.
9. Specific seminars about service design in health, industry and sustainability.

4.4. Course planning and calendar

Further information concerning the timetable, classroom, office hours, assessment dates and other details regarding this course, will be provided on the first day of class.

4.5. Bibliography and recommended resources

http://psfunizar10.unizar.es/br13/egAsignaturas.php?codigo=62940&Identificador=C70501