Programme overview
The Master’s Programme in Service Management is a unique opportunity for those seeking a management programme at an advanced level with a strong link to research. The programme combines in-depth subject knowledge of the services sectors with an understanding of the specific organisational and managerial needs of service activities. When applying to the Master’s Programme in Service Management, you choose one of five specialisations: Culture and Creativity Management, Retail, Supply Chain Management, Sustainable Service Management or Tourism. We have a mix of students from all around the world.

Features of the programme:
The rapid development in supply chain management, including global challenges and new ways of organising supply chains and conducting business, require more qualified staff. You will study and analyse phenomena and situations such as service management in supply chain management contexts, transports and logistics management, organisational theory, theory of science as well as qualitative and quantitative methods.

Programme modules/courses
COURSES AND NUMBER OF CREDITS: Introduction to Service Management (7.5), Introduction to Supply Chain Management (7.5), Managing Service Organisations (7.5), Philosophy of Science (7.5), Methods in Social Sciences (15), Service Logistics (7.5), Logistics and Supply Chains (7.5), elective course(s) (15), Transport Systems: Inter-Modality and Traceability (15), Master’s thesis (30).

Career prospects
Graduates from this programme will work as project leaders, senior managers as well as consultants and analysts in different organisations, including hospitals and municipal organisations. You are also qualified to perform research projects across a wide spectrum of logistic and supply chain companies and organisations.

Entry requirements and how to apply
ENTRY REQUIREMENTS
The student must have a Bachelor’s degree amounting to 180 ECTS credits or the equivalent, of which at least 90 ECTS credits must be within the area of social sciences, business administration, or the equivalent. English Level 6 (equivalent to IELTS 6.5, TOEFL 90). See www.lunduniversity.lu.se for details on English proficiency levels.

HOW TO APPLY
1. Apply online: Go to www.lunduniversity.lu.se/sm-supply-chain. Click on “Apply” and follow the instructions for the online application at the Swedish national application website www.universityadmissions.se. Rank the chosen programmes in order of preference.

“The programme certainly exceeded my expectations. Not only the programme itself, but the whole package and experience that the University offered. It has inspired me to do more than I thought I would or could do – the two years at Lund changed my whole life. The study environment with the opportunities that Lund University gives to a student is very valuable.”

Ananthram Sundarababu from India
2. Submit your supporting documents:
   - General supporting documents: Check what documents you need to submit (i.e. official transcripts, degree diploma/proof of expected graduation, translations, proof of English, passport) and how you need to submit them at www.universityadmissions.se
   - Programme-specific supporting documents: When applying for the MSc in Service Management, Supply Chain Management, you must also submit a statement of purpose with your application.

3. Pay the application fee (when applicable).

SELECTION CRITERIA/ADDITIONAL INFO
1. Grade on the thesis in the Bachelor’s degree
2. Grades on additional courses in the Bachelor’s degree
3. Statement of purpose

TUITION FEES
There are no tuition fees for EU/EEA citizens. For non-EU/EEA citizens, the tuition fee for this programme is SEK 100,000 per year. See www.lunduniversity.lu.se for details on tuition fees.

About the Department of Service Management and Service Studies
The Department of Service Management and Service Studies is geographically situated in the city of Helsingborg. We are a successful, interdisciplinary department known for its high-quality education, research and collaboration. We generate new knowledge with new perspectives on services and their impact on organisations and businesses of today. Our students are trained to manage and run companies drawing on their understanding of service management and its applications within retail, tourism, supply chain management, culture and creativity, or sustainability.

Our research is diverse and multidisciplinary. We have both a micro perspective in research at an agent level and a structural perspective in which research takes a broader view, from infrastructure to environmental impact.

About Lund University
Lund University was founded in 1666 and is repeatedly ranked among the world’s top 100 universities. The University has 40,000 students and 7,400 staff based in Lund, Helsingborg and Malmö. We are united in our efforts to understand, explain and improve our world and the human condition.

Lund is the most popular study location in Sweden. The University offers one of the broadest ranges of programmes and courses in Scandinavia, based on cross-disciplinary and cutting-edge research. The compact university campus encourages networking and creates the conditions for scientific breakthroughs and innovations. The University has a distinct international profile, with partner universities in over 70 countries.

Learn more at www.lunduniversity.lu.se
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