



MF2039 Advanced Service Design 9.0 credits

Avancerad tjänstedesign

This is a translation of the Swedish, legally binding, course syllabus.

Establishment

On 15/10/2025, the Director of First and Second Cycle Education of School of ITM has decided to establish this official course syllabus to apply from spring term 2026 (registration number HS-2025-2632).

Grading scale

A, B, C, D, E, FX, F

Education cycle

Second cycle

Main field of study

Mechanical Engineering

Specific prerequisites

MF1061 Introduction to Design and Product Realisation (or MF1018 Industrial Design Prop), MF1062 Design and Product Realization and MF1040 Design and Product Realization Methodology, or the equivalent knowledge.

Intended learning outcomes

Upon completion of the course, students should be able to:

1. Create a service concept by applying the service design process and methods introduced in the course.
2. Describe their own design process and the key decisions made during the project.
3. Integrate sustainability aspects into the service concept and evaluate its contribution to sustainable development.
4. Create a film that communicates the key elements of the service concept, including its context and the user problems and needs it addresses.
5. Explain the basic meaning of service design principles, the service design process, methods and key theoretical concepts, and explain how these relate to the project carried out in the course.
6. Describe the ecological, economic and social dimensions of sustainability and analyse their relevance and interrelationships in the project carried out.

Course contents

Central to the course is problem-based learning in the form of service design projects that students carry out in collaboration with a client.

The work is carried out in groups that are offered continuous supervision. Supervision creates opportunities for feedback on the design process and continuous monitoring of learning.

Lectures, exercises and literature studies provide background and knowledge to students during the course of their work.

Skills that are trained and the course content include:

- theory, case studies and background to the field
- sustainability dimensions and how these can be applied in the development of service concepts
- service design process and methods such as interview methodology, empirical analysis, customer journey, synthesis and production of trigger material
- concept development of a service offering that clearly links to insights into user experiences and needs
- visualisation and communication

Examination

- PRO2 - Project work 2, 4.0 credits, grading scale: A, B, C, D, E, FX, F
- INL3 - Hand-in assignment 3, 2.0 credits, grading scale: A, B, C, D, E, FX, F
- INL4 - Hand-in assignment 4, 3.0 credits, grading scale: A, B, C, D, E, FX, F

Based on recommendation from KTH's coordinator for disabilities, the examiner will decide how to adapt an examination for students with documented disability.

The examiner may apply another examination format when re-examining individual students.

If the course is discontinued, students may request to be examined during the following two academic years.

Other requirements for final grade

To pass the course, you must actively participate in the project work and attend at least 80% of the lectures, exercises and tutorials.

Attendance at the final presentation is mandatory.

Ethical approach

- All members of a group are responsible for the group's work.
- In any assessment, every student shall honestly disclose any help received and sources used.
- In an oral assessment, every student shall be able to present and answer questions about the entire assignment and solution.