LEGAL SUPPORT AND INSURANCE IN TRANSPORT

COURSE SYLLABUS ABSTRACT

Speciality 6-05-1042-01 – Transport Logistics

Concentration Regional transport and logistics systems

	STUDY MODE	
	full-time	part-time (shortened program)
Year	4	4
Semester	7	7
Lectures, hours	34	8
Practical classes (seminars), hours	34	8
Pass/fail exam, semester	7	7
Contact hours	68	16
Independent study, hours	92	144
Total course duration in hours / credit units	160 / 5	

1. Course outline: Fundamentals of Service Logistics. Types of Logistics Services. Logistics Service Quality. Customer Service Logistics. Logistics Service Management. Information Support and Digitalization of Service Logistics.

2. Course learning outcomes: upon completion of the course, students will be expected to:

- **know**: fundamentals, principles, and classification of service logistics; service quality indicators and the factors of their formation; theoretical foundations of customer service, CRM, service supply chains, and international standards; economic models of service, including the "cost-service level" trade-off and the logistics optimum; the role of IT technologies (ERP, WMS, TMS, IoT, AI) in the digitalization of service logistics;
- **be able to**: analyze the types and quality of logistics services across various functional areas; develop customer service strategies considering B2B/B2C approaches and KPIs; calculate models of the logistics optimum and the balance between costs and service quality; evaluate the effectiveness of service activities according to international standards; justify the application of information technologies to support service operations.
- **to possess a skill**: to determine the level of logistics service and its components; use CRM tools and planning organizational service policies; formulate arguments for management decisions regarding quality and costs in logistics.

3. Competencies: Master the fundamentals of research activities; perform search, analysis, and synthesis of information. Solve standard professional tasks through the application of information and communication technologies. Demonstrate a capacity for self-development and continuous professional improvement. Apply the principles of logistics service to optimize and manage a transport organization.

4. Requirements and forms of midcourse evaluation and summative assessment

The module-based rating system. Summative assessment: test. Mid-course evaluation: pass/fail exam.