

Welcome!

Welcome to the course Sustainable Services!

In this course you will get an insight to how to orient services toward more sustainability. The course will introduce you to different definitions of sustainability, provide you with ways to understand challenges of implementing sustainability in service organizations, and develop and implement corresponding managerial tools.

Services have huge sustainability implications. The energy, materials and human resources required to deliver services are a serious challenge to achieving sustainability. Anything else is denial. Correspondingly, this course aims at helping you to develop your ability to become more sustainable managers of services.

All important information for your studies can be found on your course site at Canvas (the student portal that you will get access to once the course starts). Here you will find the schedule, together with detailed information about lectures, literature seminars, deliverables, examination, and other information you need.

You must secure an access to the course literature (see [here](#)) before the course starts. Please note that you will be able to access most articles via the [Lund University's library](#). Keep in mind that if you order the literature online, it might take up to three weeks to receive it.

The first day

The course introduction is on Wednesday November 4 at 1–3 pm, lecture hall C217 at Campus Helsingborg.

Looking forward to meeting you all!

Tullia Jack (course examiner)



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