REPUBLIC OF UZBEKISTAN

MINISTRY OF HIGHER EDUCATION, SCIENCE AND INNOVATION

KARSHI STATE TECHNICAL UNIVERSITY

"APPROVED"
Rector of Karshi State Technical University
Sh.K.Nematov
"12" 08 2025

COMMERCIAL SERVICE LOGISTICS

MODULE GUIDE

Field of knowledge: 400000 - Business, management and law
Field of education: 41000 - Business and management
Direction of education: 60410100 - Economics

Module links

Module name:	The Commercial Service Logistics
Code (if applicable)	CSLOG2705
Courses (if applicable)	4
Module teaching semesters	8
Language	Uzbek
Curriculum relevance	Elective
Type of teaching, contact hours	Lecture, practical.
Workload	Total workload: 150 hours, Auditory hours: 60 hours; Lecture: 30 hours, Practical: 60 hours, Self-study: 90 hours
Credit points:	5
Recommended previous subjects	Theory of Economic, Statistics,Fundamentals of Logistics

Module objectives / expected learning outcomes	To teach students the theoretical foundations of commercial service logistics, the role and functions of the logistics system in customer service processes, the factors that shape service levels, and the principles of managing logistics services. It also aims to develop students' practical skills in applying this knowledge. The objectives enable students to acquire the following competencies: • knowledge of key terms, concepts, and theoretical approaches related to commercial service logistics; • ability to analyze service level, consumer needs, delivery times, and factors affecting the quality of logistics services; • ability to evaluate analytical tools used in service logistics processes and assess the relationship between logistics costs and service level; • skills to clearly, logically, and coherently express ideas on service logistics in written and oral form; • ability to apply service logistics concepts in practical logistics activities, customer service processes, and commercial operations. **Expected learning outcomes of the module:** **1. Theoretical knowledge and concepts.** Students will acquire fundamental theoretical knowledge of commercial service logistics, service levels, elements of the logistics chain, customer needs, and service strategies. They will be able to use service logistics terminology correctly and explain theoretical concepts. **2. Analytical skills.** Students will analyze service levels and logistics efficiency, identify problems in service processes, compare data logically, and draw conclusions. They will learn to assess the quality of logistics services, including indicators of time, cost, and reliability. **3. Use of research and analytical tools.** Students will develop skills in using analytical methods applied in service logistics processes, evaluating logistics costs, and working with charts and tables. They will learn to use service logistics models in practical situations. **4. Communication and expression skills.** Students will learn to present scientific and practical ideas on commercial service logistics clearly, logically, and coherently. They will justify opinions on the quality of logistics services and service level according to methodological requirements. **5. Application in practice.** Students will be able to apply commercial service logistics concepts in real logistics processes, customer service systems, after-sales service, and business practices. They will develop service strategies based on practical examples and research, and propose practical solutions to improve service.

Content	This course is one of the modern branches of logistics and aims to explain to students the role of the logistics system in customer service processes, the factors that determine service levels, and the principles of managing service operations in commercial activities. Commercial service logistics is one of the core first-year subjects and teaches students how to meet customer needs in market conditions, ensure the efficiency of delivery processes, and understand the interdependence between service quality and logistics practices.
Study and exam requirements	**a) To obtain 90-100 points, the student's level of knowledge must meet the following requirements:** - fully explain the essence and content of the subject; - maintain scientificity and logic in presenting the topics in the subject, avoiding scientific errors and confusion; - have a clear idea of the theoretical or practical significance of the subject materials in the subject; - demonstrate the ability to think independently within the scope of the subject; - can answer the questions asked clearly and concisely; - has carefully prepared the outline; - has completed independent assignments completely and clearly; - has fully mastered the laws and other regulatory and legal documents related to the discipline; - has published a scientific article on one of the topics related to the discipline; - can interpret historical processes; **b) To obtain 70-89.9 points, the student's level of knowledge must meet the following requirements:** - understands the essence and content of the subject, does not allow scientific and logical confusion in explaining the topics in the subject; - understands the practical significance of the content of the subject; - performs the assigned tasks and assignments within the framework of the curriculum; - can correctly answer the questions asked in the subject; - has carefully formulated a subject outline; - has fully completed independent assignments in the subject; - has mastered laws and other regulatory documents related to the subject. **c) To obtain 60-69.9 points, the student's level of knowledge must meet the following:** - has a general understanding of the subject; - has some intricacies in covering and presenting the topics in the subject in a narrow scope; - if the presentation is not smooth; - if complex and confusing answers are given to questions on the subject; - if the text on the subject is not well-formed.

	d) In the following cases with a score of 0-59.9, the student's level of knowledge may be assessed as unsatisfactory: - if there is no preparation for the subject exercises; - if there is no idea about the subject exercises; - if it is noticeable that the texts on the subject have been copied from others; - if serious errors and confusions are made in the text on the subject; - if the questions asked about the subject are not answered; - - if the subject does not know the subject.
Exam formats	Oral, written, test
Means used	Complete subject assignments and successfully pass current, midterm, and final tests.
List of educational literature	Burns, M. G. (2016). *Logistics and Transportation Security: A Strategic, Tactical, and Operational Guide to Resilience*. Gadjinskiy, A. M. (1999). *Logistics: Textbook*. Moscow: Pr. izd. komb. VINITI. Saidova, F. K. (2023). *Commercial Logistics: Textbook*. Bukhara: Kamolot Publishing House of "BUXORO DETERMINANTI" LLC. Kusenko, E. I., & Brezhnaya, L. Yu. (2017). *Logistics: Practical Course. Academic Bachelor Training Manual*. Moscow: Yurayt.
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Confirmed place and time	Developed and approved by Karshi State Technical University (Report No. 1, 26.08.2025)