

Master of Engineering

Automotive Service Technology and Processes (ASTP)

Faculty of Automotive Engineering
Wolfsburg, Germany

OVERVIEW

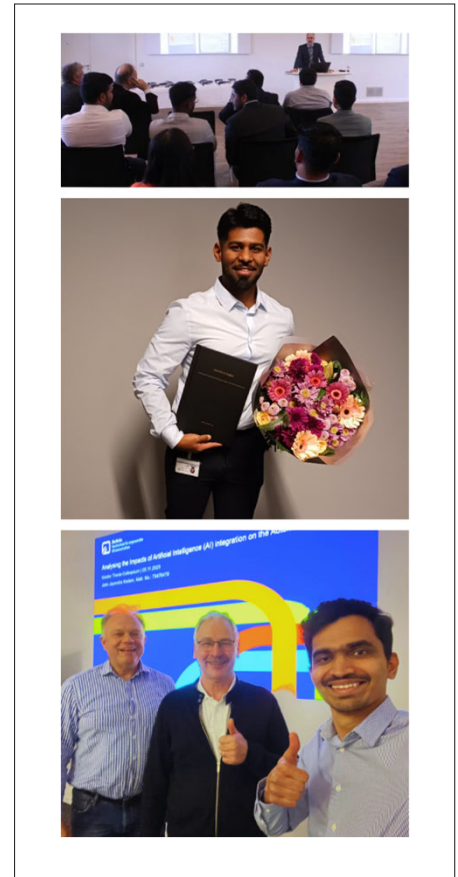
Public University:	Ostfalia University of Applied Sciences
Faculty:	Automotive Engineering
Location:	Wolfsburg, Germany
Degree:	Master of Engineering “Automotive Service Technology and Processes”
Programme Duration:	3 semesters
ECTS:	90
Language of Instruction:	English only
Cohort Size:	Max. 25 students
Team:	8+ professors, guest lecturers and industry-experienced tutors
Learning Approach:	Hands-on, project-based learning with strong industry collaboration
Programme Objective:	Training specialists for after-sales, digital service processes, and customer experience management

WHAT MAKES ASTP UNIQUE

The ASTP Master's programme at Ostfalia University combines the expertise of leading academics and industry professionals to strengthen the technical, managerial and strategic pillars of modern after-sales.

Creating your future with our excellence in shaping service innovation across industries.

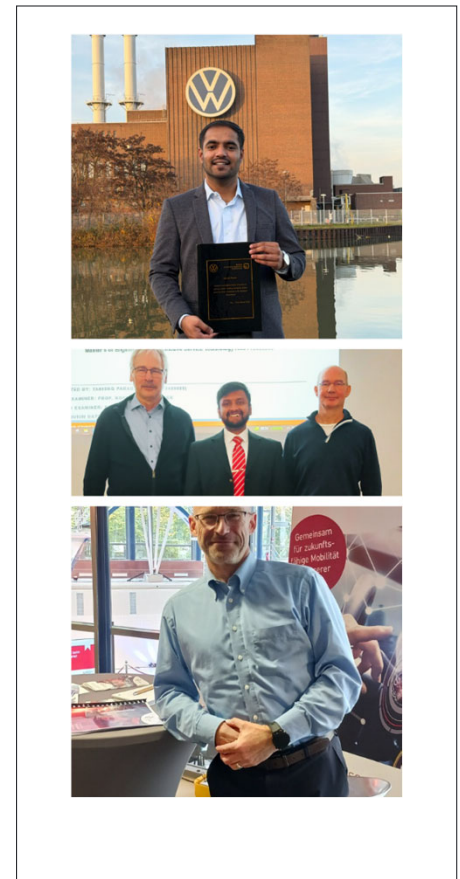
Based in the automotive industry - applicable to many other business areas



IMPORTANCE OF AFTER-SALES

- After-sales is the area where customer relationships are maintained, brand loyalty is secured, and long-term value is created.
- After-sales services represent a major source of revenue and profit not only in the automotive industry but also across other industries.
- Digitalisation, electrification, and new mobility concepts reshape service operations.
- Growing demand for professionals combining technical, managerial, and process know-how.

The ASTP programme directly responds to these evolving industry needs



CORE AREAS OF STUDY

Students learn

- how to reduce warranty and quality costs,
- improve customer satisfaction, and
- design predictive maintenance and service strategies
- integrate technical expertise with management, process, and project competencies

While the programme focuses on the automotive industry, the methods and concepts taught are applicable to many other sectors — including transport, logistics, manufacturing, consulting, telecommunications, and IT.



KEY SKILLS

- Quality and Process Management
- Service Engineering and Innovation
- Vehicle Diagnostics and Communication
- Data Analytics and Digital Transformation
- Intercultural Collaboration and Project Management
- Preparation for Leadership and Management Positions



INDUSTRIES WHERE ASTP-ALUMNI WORK

Agricultural products and services
Architecture
Automation technology
Automotive manufacturer
Automotive supplier
Auditing firms
Construction and construction machinery
Construction industry
Consulting
Electronic components and solutions
Electronics
Engineering
Engineering services
Energy sector
Healthcare sector
Home appliance manufacturer

Infrastructure
IT
Joining technology
Logistics
Mechanical engineering
Metal processing
Mining machinery
Precision components
Precision engineering
Precision mechanics
Railway technology
Supply chain management
Telecommunications
Transport
Water treatment



COMPANIES WHERE ASTP-ALUMNI WORK

A3Ds	Ericsson	mine&make
Accenture Services	Essity	Minebea
Alstom	ETO	Molex
BMW	Evomotiv	Optimas Solutions
BOMAG GmbH	Expleo	PowerCo
Bosch	Gewo Feinmechanik	Rivian
Capgemini	Hilti	Roos Vehicle Logistics
CEVA Logistics	Hyundai	Simon
Continental	Lear	Trumpf
Daimler Truck	MAN	Vitskar Agro
De Nora	Maxion Wheels	Volkswagen
Deloitte	Mercedes Benz	Wassermann
Edag	MHP - A Porsche Company	Witzenmann



POSITIONS HELD BY ASTP-ALUMNI

Advanced Product Planner
Aircraft Quality Engineer
Automotive Projektmanagement
Business Process Expert SAP
Commodity Buyer
Configuration Manager
Consultant Process and Project Management
Controller
Customer Quality Manager
Dealer Network Representation & Retail Digitalization
Development Engineer
Expert Planning and Project Management
Global Supply Chain Manager
Innovation and Business Development Analyst
Lead Error Management
Logistics Engineer / Specialist / Planner
Mechanical Engineer
Operations Supervisor After Sales Customer Experience

Procurement Operations Analyst
Procurement Specialist IT
Product Cost Engineer
Product Management
Product Engineer
Project Manager
Project Quality Engineer
Purchasing Quality Assurance Manager
Quality Engineer
Quality Expert Cell Production Processes
Quality Specialist Navigation
Rollout Manager
SAP Technical Release Manager
Scrum Master
Senior Consultant
Senior Consultant Cyber Emerging Technology
Supply Chain Manager
Testmanager / Text Engineer



STUDY PROGRAMME



1st **Semester**

Service Technology & Diagnostics,
Workshop Technology & Logistics,
Project Management & Training

2nd **Semester**

Technical Product Quality,
Management, Service Quality

3rd **Semester**

Vehicle Communication Technology,
Master's Thesis and Colloquium

Free **German Course**

WOLFSBURG – LOCATION BENEFITS

Campus
Short distances

Cost of Living
Great value

Safety
Low crime

Employability
Industry close

Housing
Student apts

Class Size
8:25 ratio

Region
Central location

Innovation
Top 6 ranking*



* Out of more than 2,000 cities in Germany, Wolfsburg ranks 6th in the Prognos Future Atlas – as one of the cities with the best future prospects

MEET THE TEAM



Head of Studies

Kai

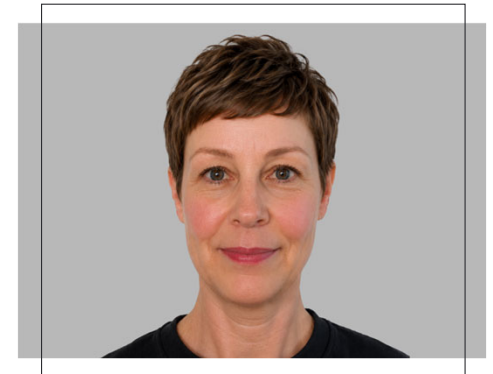
Professor Dr.-Ing. Kai Wundram is the ASTP Programme Director.



Honorary Professor

Norbert

Honorary Professor Dr.-Ing. Norbert Grawunder-Dageförde is ex-VW-Manager and founder of ASTP.



Programme Coordinator

Stefanie

M.A. Stefanie Demann is the ASTP Study Programme Coordinator.

+ 8 professors, guest lecturers and industry-experienced tutors

PROGRAMME FEES

One-Time Registration Fee: EUR 1,400

Student Services Fee: EUR 234

Tuition Fee - Semester 1: EUR 4,900

Tuition Fee - Semester 2: EUR 4,900

Tuition Fee - Semester 3: EUR 3,900

Extended Study Fee (Semester 5+): EUR 400 per semester



First-hand experiences

Curious about what it's really like to study the Master of Engineering in Automotive Service Technology and Processes (ASTP) at Ostfalia, live in Germany, do an internship, or start a career here? In this section, you'll find first-hand experiences full of insights, cultural impressions, and practical tips for your own path.

Adapting, learning, achieving – my student life in Wolfsburg



5 years – living, learning and working in Germany



Why ASTP was the right choice for my future



How ASTP shaped my career and life in Germany



Studying in Germany: lessons, life, and advice



TESTIMONIALS



©Momen Ahmad Ibrahim Daoud

Momen Ahmad Ibrahim Daoud
BA

My experience in the ASTP programme at Ostfalia marked a true turning point in my professional journey. The strong engineering depth and the direct exposure to the German industry sharpened my skills and gave me the confidence to compete and succeed on a global level. The project-based work provided practical experience closely aligned with real working-life challenges, making the transition to industry highly tangible.

Vivekanand Selvaraj



Living in "Studentenwohnheim" was a wonderful experience. It provided me very good opportunity to speak with other local students which improved my language skills day by day. German language is very important for day to day life.

Rushiprasad Watpade



The teaching style here is much more focused on real-life application rather than just theory. The syllabus is well-structured, practical, and not overwhelming. I find it very relevant and up-to-date with what is needed in the job market.

Atul Shelar



The academic environment at Ostfalia was highly supportive, with practical, hands-on learning that helped me develop both technical and soft skills. The interaction with students from diverse backgrounds broadened my perspective and prepared me well for working in multicultural environments.

HOW TO APPLY

Use the Ostfalia Application Portal via the ASTP-Website:

<https://www.ostfalia.de/en/f/master/automotive-service-technology-and-processes>



Scan QR-Code to get to the ASTP-Website

Get news and insights on [Instagram](#) and [LinkedIn](#)



THANK YOU

If you have any further questions, please feel free to contact our
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Office Hours:

Monday to Friday, 9:00 AM – 12:00 PM (CET)