

## Automotive Service Technology and Processes Master of Engineering (M.Eng.)



## Career opportunities

With the Master of Engineering in Automotive Service Technology and Processes you will acquire valuable technical, strategic and intercultural competences.

Your employment possibilities range from the automotive diagnosis, spare parts management, logistics product support, service training to development of diagnostic methods, market oriented corporate governance and the management of car dealerships – all in an international context.

Positions with vehicle manufacturers and suppliers – both at national as well as in the international range – will be potentially available to you following the completion of this Master course.



## What do alumni say?

*„Investing in knowledge can payback the highest return. Thanks to the classes with automotive experts from Volkswagen and the mandatory internship in the 3rd semester, I was able to start my career as an automotive consultant right after graduation.“*

P. Mehnaz, M.Eng.

*"This is a challenging and life changing experience, for which you would be scared during the start but once you start with it you will figure out what to do next and how to do it."*

P.A. Sangle, M.Eng.

## Fast facts

Course of studies:	Automotive Service Technology and Processes
Degree:	Master of Engineering (M.Eng.)
Study:	full time
Duration:	3 semesters (incl. Master's thesis)
Start of studies:	in winter semester
Deadline for application:	15. May

### Admission restrictions:

- Completed engineering studies (university or university of applied sciences), 7 semesters (210 credit points)
- Bachelor's degree or equivalent degree in a similar technical bachelor programme
- Good English skills
- German skills A2 level during the application process
- German skills B1 level before starting Master's thesis within/after the 3rd semester
- Proof of practical work in a technical field for at least one year

For more information about the course, study fees and application forms please visit:

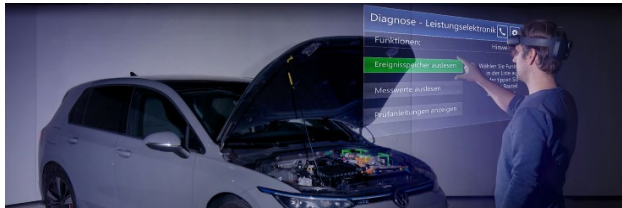
[www.ostfalia.de](http://www.ostfalia.de)

Faculty of Automotive Engineering

Institute for Vehicle System and Service Technologies

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## Master's Degree Automotive Service Technology and Processes

One to two third of the vehicle manufacturer's revenue is generated by after sales. The Master's degree Automotive Service Technology and Processes qualifies you for a career in this multi-billion Euro market.

In order to train you in the best possible way, we focus in this Master's degree on three fundamental aspects of the automotive industry: automotive technology, globalized service processes and international management in a highly innovative, technical industry.

As you know, the complexity of modern vehicles has increased rapidly in the recent years. This is due to the increased use of microprocessors in electronic control units (ECUs) and their networking in the vehicle, resulting in new functions in the field of vehicle safety, driver assistance and ecology.

Vehicle manufacturers are facing the challenging task of offering these technologies to global markets regarding the highest quality standards and offering a lifetime serviceability and manageability.

We will educate you in the best possible way so that you will be prepared to be successful in this challenging industry.

*"In 15 years of this course, over 260 students already earned their Master's Degree and work successfully in the automotive industry and other industries all around the world,"* said Prof. Dr.-Ing. K. Wundram, the manager of this course.

## Structure of Studies

The Master's degree is divided into three thematic blocks.

In the first semester, the emphasis lies on technology and intercultural aspects. The second semester deals with management and quality. The third and final term consists of two priorities in the field of Vehicle Communication Technology and the integrated internship.

The topics of the Master's thesis will be worked on during the integrated internship in a national or international automotive related industries, to ensure highly practical relevance.

All thematic blocks are linked to each other to support a holistic approach.



The course of study begins with a biweekly team building event for the international students with the aim of promoting intercultural, social competence. The students present the specifics of their culture to each other, thereby gaining insights into foreign cultures themselves.

Good German language skills facilitates living in Germany and makes it much easier to get an appropriate internship in the third semester. You need German language B1 level for admission to master's thesis. Therefore, we offer German courses starting in the beginning of the first semester.

## The objective of this study programme

We will teach you the skills that enable you to successfully play a leading role in the aftersales industry in companies operating locally and globally. You will be able to apply the acquired knowledge independently and in a problem-oriented and interdisciplinary manner. Through the intercultural competence you will be able to interact successfully with business partners worldwide. The study period comprises internships in the industry, which will provide you with the opportunity to gather practice-oriented working experience, to make contacts with potential employers in a very early stage or to expand your already existing professional business contacts. This offers you a wide variety of opportunities for your future career in automotive as well as all other areas of industry.

## Curriculum

1 <sup>st</sup> semester	2 <sup>nd</sup> semester
<b>Service Technology and Diagnostics</b>	<b>Management</b>
Service Technology and dedicated Processes	International Strategic Management
Diagnostic and dedicated Processes	Quality Management
incl. Laboratories	Business Management
<b>Workshop Technology and Logistics</b>	<b>Technical Product Quality</b>
Logistics and Spare Parts Management	Technical Product Monitoring
Conceptions of Workshops	and Optimization
	Product Influencing
<b>Project Management and Training</b>	<b>Service Quality</b>
Global Service Training	Service Quality and Organization
Technical Project Management Service	Project II: Real Case
Project I: Intercultural Competence	
3 <sup>rd</sup> semester	
<b>Vehicle Communication Technology</b>	<b>Master Thesis and Colloquium</b>
Infotainment, Driver Assistance-Systems,	Integrated Internship, Master Thesis
incl. Telematics	and Colloquium
Automotive Communication Systems	