

## Course: Project Service Design & User Experience

credits: 5

<b>Course code</b>	IFVP21PRJ1	<b>Modes of delivery</b>	Project-based learning
<b>Name</b>	Project Service Design & User Experience	<b>Assessments</b>	Project Service Design & User Experience - Presentation
<b>Study year</b>	2022-2023		Project Service Design & User Experience - Report
<b>ECTS credits</b>	5		
<b>Language</b>	English		
<b>Coordinator</b>	J.W.R. Kamphuis		

### Learning outcomes

#### *First part of semester:*

- Students conduct research on a simple facility management problem and write a research report on it.
- Students analyse and design/redesign a simple facility service process for an organisation using various techniques, indicating how the process is supported by ICT.
- Students are familiar with and understand the theory behind how an organisation and its processes are designed, and the role played by ICT in this regard.
- Students report on policy for an existing facility service, taking recent developments and the requirements of the organisation and clients into account.
- Students are able to identify the main features of the legal aspects of facility services.

#### *Second part of semester:*

- Students conduct research on a simple facility management problem and write a research report on it.
- Students design and describe processes of a facility service using various techniques.
- The student analyses and designs/redesigns a simple facility service process for an organisation using various techniques, can indicate how the process is supported by IT and can advise on how the process can be enhanced in order to improve customer experience.
- Students develop policy for an existing facility service and report on it, taking recent developments and the requirements of the organisation and clients into account.
- Students are able to identify the main features of the legal aspects of facility services.

### Content

***In a project group, students experience the entire research cycle for a simple facilities issue, from defining the scope of the assignment to reporting, including making recommendations. Data are collected based on an internal and external analysis, as well as using various quantitative and qualitative methods. Based on the results of the exploratory study, students develop and report on policy for both new and existing facility services, taking recent developments and the requirements of the organisation and clients into account. Specific attention is paid to hospitality and sustainability, while the latest or adapted services are also elaborated at process and information level.***

### Included in programme(s)

Facility Management, major International Facility Management  
International Facility Management exchange programme

### School(s)

Institute of Future Environments

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