Course: Project Service Design & User Experience   credits: 5

Course code	FMVP23PRJ2	**Modes of delivery**	Guest lecture
Name	Project Service Design & User Experience		Project-based learning
Study year	2023-2024	**Assessments**	Project Service Design & User Experience - Report
ECTS credits	5		
Language	Dutch, with parts in English		
Coordinator	S.C.M. Lechner		

Learning outcomes

The student:
1.   Researches a simple facility issue and writes a research report on it;
2.   Designs and describes processes of a facility service through various techniques;
3.   Analyzes and (re)designs a simple facility service process of an organization using different techniques and advises on improvement of this process for the benefit of the customer experience and/or sustainability;
4.   Develops and reports policy for both an existing and renewed facility service taking into account recent trends and the needs of the organization and customers.

Content

No content available

Included in programme(s)

Facility Management

School(s)

Institute of Future Environments

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