

Course: Project Service Design & User Experience

credits: 5

Course code	IFVP23PRJ2	Modes of delivery	Project-based learning
Name	Project Service Design & User Experience	Assessments	Project Service Design & User Experience - Report
Study year	2023-2024		
ECTS credits	5		
Language	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

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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