Course: Project Service Design & User Experience — credits: 5

Course code	IFVP23PRJ2
Name	Project Service Design & User Experience
Study year	2025-2026
ECTS credits	5
Language	English
Coordinator	S.C.M. Lechner
Modes of delivery	Project-based learning
Assessments	Project Service Design & User Experience - Report

Learning outcomes

The student:
- Investigates a simple facility issue and writes a research report about it;
- Analyzes and (re)designs a simple facility service process of an organization based on different techniques and advises on improvement of this process for the benefit of the customer experience and/or sustainability;
- Demonstrates adequate verbal skills

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)

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

School(s)

Institute of Future Environments

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