

Vak: Quality of Housing and Services

credits: 3

Vakcode	IFVB18M&GKHS	Werkvormen	Werkcollege
Naam	Quality of Housing and Services	Toetsen	Quality of Housing and Services - Computer, organisatie ToetsCentrum
Studiejaar	2021-2022		
ECTS credits	3		
Taal	Nederlands		
Coördinator	J.J.T. Kranendonk		

Leeruitkomsten

Main learning outcome

Is familiar with the quality aspects of the work environment, and describes and explains them in the dimensions of a quality model related to buildings and associated services.

The student:

- describes the activities associated with the management of buildings and building-related services
- specifies the service quality (using management tools and measurement criteria) of management processes for buildings and building-related services
- describes and explains all the dimensions of quality models, and applies these models to an organisation in relation to the management of buildings and associated services

Inhoud

Is familiar with the quality aspects of the work environment, and describes and explains them in the dimensions of a quality model related to buildings and associated services.

The student:

- describes the activities associated with the management of buildings and building-related services
- specifies the service quality (using management tools and measurement criteria) of management processes for buildings and building-related services
- describes and explains all the dimensions of quality models, and applies these models to an organisation in relation to the management of buildings and associated services

Opgenomen in opleiding(en)

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

School(s)

Instituut voor Future Environments