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

Course code	FMVP25PRJ2
Name	Project Service Design & User Experience
Study year	2026-2027
ECTS credits	5
Language	Dutch, with parts in English
Coordinator	H. Tebbes
Modes of delivery	Guest lecture Project-based learning
Assessments	CGI - Oral 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

No content available

Included in programme(s)

Facility Management

School(s)

Arts, Design & Built Environment

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