

## Vak: Quality of Housing and Services

credits: 3

<b>Vakcode</b>	IFVB18M&GKHS	<b>Werkvormen</b>	Werkcollege
<b>Naam</b>	Quality of Housing and Services	<b>Toetsen</b>	Quality of Housing and Services - Schriftelijk, organisatie tentamenbureau
<b>Studiejaar</b>	2020-2021		
<b>ECTS credits</b>	3		
<b>Taal</b>	Nederlands		
<b>Coördinator</b>	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:

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### Opgenomen in opleiding(en)

Facility Management, major International Facility Management

### School(s)

Institute of Future Environments