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

Vakcode	IFVP25PRJ2
Naam	Project Service Design & User Experience
Studiejaar	2026-2027
ECTS credits	5
Taal	Engels
Coördinator	H. Tebbes
Werkvormen	Projectonderwijs
Toetsen	CGI - Mondeling Project Service Design & User Experience - Verslag

Leeruitkomsten

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

Inhoud

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.

Opgenomen in opleiding(en)

International Facility Management exchange programme

School(s)

Kunst, Ontwerp & Ruimte

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