

CIB Facilities Management Conference Using Facilities in an Open World - Creating Value for all Stakeholders

**Joint CIB W070, W111 & W118 Conference
Technical University of Denmark, Copenhagen; 21 - 23 May 2014**

Program at a glance

Tuesday 20 May 2014

18:00 Welcome reception at the Copenhagen Town Hall

Wednesday 21 May 2014 – Conference day 1 with Opening

08:00 Registration for full conference participants
09:00 Conference opening session with welcomes and keynote
10:15 Coffee break
10:45 Parallel sessions – Research tracks
12:30 Lunch
13:30 Parallel sessions – Research tracks
15:15 Coffee break
15:45 Parallel sessions – CIB roadmaps and Workshop for PhD-students: Guide to Get Published
17:00 End of conference day 1

Thursday 22 May 2014 – Conference day 2 with Practice Track

08:00 Registration for one day conference participants
09:00 Day 2 opening session with welcomes and keynote
10:00 Coffee break
10:30 Parallel session – Practice track and Research track
12:15 Lunch
13:15 Parallel session – Practice track and Research track
15:00 Departure by bus to ISS's new international headquarters and ISS University
15:30 Visit at ISS with presentations, guided tour and conference dinner

Friday 23 May 2014 – Conference day 3 with Closing

09:00 Parallel sessions - Research tracks
10:45 Coffee break
11:15 Parallel sessions - Research tracks
13:00 Lunch
14:00 Conference Closing Session with keynote, reflections and best paper award
15:00 End of conference - After conference drinks

Detailed program on the following pages

Wednesday 21 May 2014 – Conference day 1 with Opening

08:00 Registration – *First floor, Foyer*

09:00 Conference opening session – *First floor, Room 1*
Chair Per Anker Jensen, CFM

Welcome to DTU
Søren Salomo, Director of Institute, DTU Management Engineering

Welcome addresses
Danny Then, CIB W070
Geir Hansen, CIB W111
Kim Haugbølle, CIB W118

Keynote: Building a full circle FM organization at DTU
Jacob Steen Møller, Director of Facilities, DTU Campus Service

Conference introduction
Per Anker Jensen, CFM

10:15 Coffee break – *First floor, Foyer*

10:45 Parallel sessions

Research track 1: FM performance and industry maturity – *First floor, Room 1*
Chair Theo van der Voordt

A framework for Key Performance Indicators for a Holistic Facility Performance Assessment (Paper 9)
S. Lavy, J.A. Garcia and M.K. Dixit

Theoretical Underpinnings of the Feeder Factors Integration Framework (Paper 43)
Maulidi A. Banyani and Danny S.S. Then

Making-do – Illusion of Effective Service Processes (Paper 58)
Tuuli Jylhä, Heidi Rasila and Auli Karjalainen

Research track 2: Sustainable building development – *Ground floor, Room S01*
Chair Susanne Balslev Nielsen

Comparison of two passive house schools in Norway and Germany (Paper 6)
Antje Junghans and Thomas Berker

Delivering and operating low-energy buildings in France and Sweden (Paper 56)
Frédéric Bougrain and Paula Femenías

Sustainable Development: High Costs offset by Effective Project Management (Paper 66)
Olive du Preez

12:30 Lunch – *First floor, Foyer*

Business meeting in CIB W111 during lunch break – *Ground floor, Room S01*

13:30 Parallel sessions

Research track 3: Workplace management - First floor, Room 1

Chair Suvi Nenonen

Measuring the Added Value of Workplace Change: Comparison between Theory and Practice (Paper 19)

Chaiwat Riratanaphong and Theo J.M. van der Voordt

Managing workplaces towards sustainability (Paper 54)

Heidi Rasila, Anne Sundqvist and Tuuli Jylhä

The Key Factors Behind Effective Use of University Laboratories (Paper 61)

Jyrki Yläoutinen, Suvi Nenonen and Kalle Kähkönen

Research track 4: Clients and users – Ground floor, Room S01

Chair Kim Haugbølle

Mapping fields of interest - A systematic literature review on public clients in construction (Paper 8)

Pieter Eisma and Leentje Volker

The shared building portfolio: An exploration and typology (Paper 23)

Rikke Brinkø, Juraan van Meel and Susanne Balslev Nielsen

Different Perspectives on Facilities Management to Incorporate in BIM (Paper 27)

Mohammad Mayouf, David Boyd and Sharon Cox

15:15 Coffee break – *First floor, Foyer*

15:45 Parallel sessions

CIB Working Commission Road Maps – First floor, Room 1

Chair Per Anker Jensen

Workshop for PhD-students: Guide to Getting Published – Ground floor, Room S01

Arranged by Emma Steele, Emerald together with the co-editors Sarel Lavy and Joseph Lai from the journal Facilities.

Chair Susanne Balslev Nielsen

17:00 End of conference day 1

Thursday 22 May 2014 – Conference day 2 with Practice Track

08:00 Registration – *First floor, Foyer*

09:00 Day 2 opening session - *First floor, Room 1*
Chair Per Anker Jensen, CFM

Welcome address

Liselotte Panduro, DFM - Danish Facilities Management Association

Keynote: From cubicles to coworking – workplaces in an open world
Juriaan van Meel, Senior Researcher at CFM and Partner in ICOP

Conference day introduction

Per Anker Jensen, CFM

10:00 Coffee break – *First floor, Foyer*

10:30 Parallel sessions

Practice track 1: Invited speakers and case studies – *First floor, Room 1*
Chair Poul Henrik Due

Effective Facility Management and Operations via a BIM-based Integrated Information System
(Paper 35)

Pouriya Parsanezhad and Johannes Dimyadi

Space design as a strategic tool for better performance

Per Feldthaus, Partner at SIGNAL Architects and Adjunct Professor

Benchmarking of FM departments of 8 Scandinavian hospitals (Paper 10)

Håkon Kvåle Gissing and Marit Støre-Valen

Workplace management – a missing piece in the FM-puzzle?

Siri Blakstad, Vice President at Reinertsen and Adjunct Professor, NTNU

Research track 5: Building condition and evaluation – *Ground floor, Room S01*

Chair Danny Then

The office users' experience of mixed-mode systems: behavioural thermoregulation (Paper 28)

Angela Alessi, Christopher Heywood and Scott Drake

A Rating System for Buildings Condition Ranking (Paper 59)

Mario Claudio Dejaco, Fulvio Re Cecconi and Sebastiano Maltese

Questionnaire Design for Objective Evaluation of Performance of Built Facilities (Paper 69)

Gopikrishnan, Seshadhri and Dr VM Topkar

12:15 Lunch

Business meeting in CIB W118 during lunch break – *First floor, Room 1*

13:15 Parallel sessions

Practice track 2: Invited speakers and industry studies – *First floor, Room 1*
Chair Siri Blakstad

Facility Management in Novozymes – from local -> global
Søren S. Prah, Manager in Novozymes

Analysing Facilities Management Industry Maturity: A Qualitative Approach (Paper 42)
Maulidi A. Banyani and Danny S.S. Then

FM Friendly Buildings – Approach, Tools and Results
Poul Henrik Due, Chief Consultant at Grontmij A/S

Outsourcing: A cost-saving approach in FM? (Paper 51)
Alexander Redlein and Michael Zobl

Research track 6: Energy management – *Ground floor, Room S01*
Chair Keith Jones

Investigating the energy performance and maintenance resources of quality hotels in Hong Kong (Paper 4)
Joseph H.K. Lai

A Facility Management Approach to Reducing Energy and Carbon Footprint of Built Facilities (Paper 18)
M.K. Dixit, C.H. Culp, J.L. Fernandez-Solis and S. Lavy

Assessing the Energy Efficiencies of Individual Departments within Universities with the 'DEA Energy Management System': An Empirical Study (Paper 46)
Kung-Jen Tu

15:00 Departure by bus to ISS's new international headquarters and ISS University

15:30 Visit at ISS

Workplace of the Future – Presentation of White Book
Peter Ankerstjerne, Head of Group Marketing, ISS

Light refreshment

Introduction to ISS's new headquarters and workplace layout followed by a guided tour
Caspar Isager Hansen, PMO Manager, ISS

18:00 Conference dinner sponsored by ISS



Friday 23 May 2014 – Conference day 3 with Closing

09:00 Parallel sessions

Research track 7: Usability and user experiences – *First floor, Room 1*
Chair Geir Hansen

People Flow and Experienced Safety – Use-Centric Method to Improve the Product (Paper 60)
Hannu Nousu, Terhi Väistö, Suvi Nenonen and Astrid Mangs

The Users' Relocation Process: A University Faculty's Staff Experiences (Paper 29)
Christopher Heywood, Peggie Rothe and Anna-Liisa Sarasoja

User Experience of Creative Class District: Studying Punavuori Neighborhood in Helsinki (Paper 26)
Sari Tähtinen, Inka Kojo and Suvi Nenonen

Usability Briefing – A Process Model for Healthcare Facilities (Paper 39)
Aneta Fronczek-Munter

Research track 8: Sustainability and climate change – *Ground floor, Room S01*
Chair Antje Junghans

An Essay on the Notion of Sustainability: Opportunities and Dangers (Paper 3)
Paul Dettwiler

International trends for sustainability in FM: Evaluation of policy and FM competence in Norway and UK (Paper 7)
Antje Junghans, Abbas Elmualim and Ingemund Skålnes

Employing back casting principles for the formation of long term built asset management strategies - A theoretical approach (Paper 12)
Keith Jones, Apeksha Desai and Mark Mulville

Sustainable Resilience in Property Maintenance: Encountering Changing Weather Conditions (Paper 38)
Rimante Andrasiunaite Cox, Susanne Balslev Nielsen and Carsten Rode

10:45 Coffee break

Poster presentations by master students during lunch break – *First floor, Room 1*

11:15 Parallel sessions

Research track 9: Usability and learning environments – *First floor, Room 1*
Chair Keith Alexander

User Experience in an Academic Coworking Place: The Case of Aalto University's Design Factory (Paper 14)

Inka Kojo and Suvi Nenonen

Facilitating interdisciplinary learning communities a case study from Finland (Paper 32)
Eelis Rytkönen and Erica Österlund

Value Adding Space Management in Higher Education (Paper 49)
Mette Tinsfeldt og Per Anker Jensen

Usable and Affordable Physical and Virtual Learning Environments (Paper 62)
Niclas Sandström, Robert Eriksson, Kirsti Lonka and Suvi Nenonen

Research track 10: FM innovation and technology - Ground floor, Room S01
Chair Jan Bröchner

Big Data as innovative approach for usability evaluations of buildings (Paper 5)
Nils Olsson, Heidi Bull-Berg and Antje Junghans

Tools for Stakeholder Involvement in Facility Management Service Design (Paper 30)
Giulia Nardelli and Ada Scupola

Identifying Concepts for Studying Implementation of Information Technology in Facilities Management (Paper 40)
Poul Ebbesen and Sten Bonke

13:00 Lunch

Poster presentations by master students during lunch break – *First floor, Room 1*

Business meeting in CIB W070 during lunch break – *Ground floor, Room S01*

14:00 Conference Closing Session - *First floor, Room 1*
Chair Susanne Balslev Nielsen, CFM

Keynote: FM Research – Meeting the needs of Industry?
Keith Jones, Professor, Anglia Ruskin University

CIB coordinators' reflections
Danny Then, CIB W070

Best paper award from the Emerald journal *Facilities*
Per Anker Jensen, Danny Then and representative from Facilities/Emerald

Final remarks from the hosts
Per Anker Jensen, CFM

15:00 End of conference

After conference drinks