

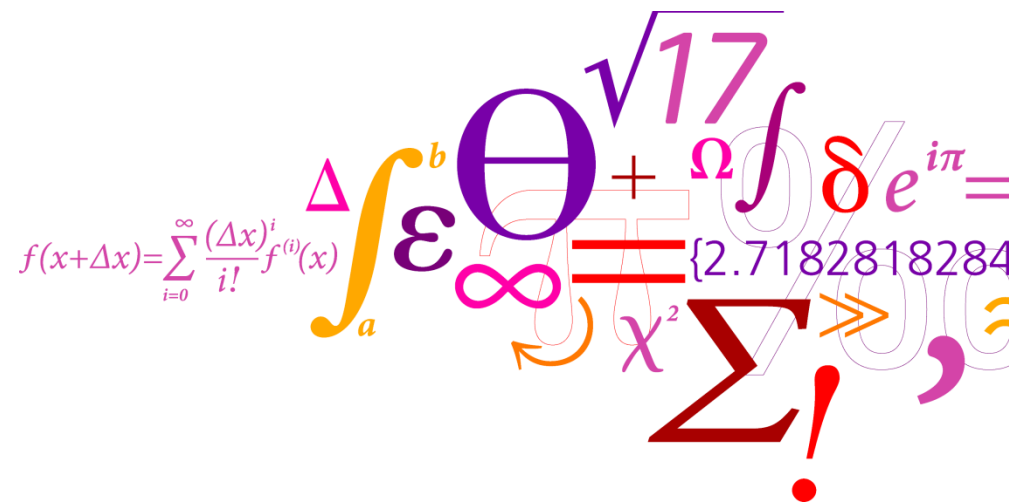
# CIB FACILITIES MANAGEMENT CONFERENCE USING FACILITIES IN AN OPEN WORLD – CREATING VALUE FOR ALL STAKEHOLDERS

Joint CIB W070, W111 & W118 Conference

Technical University of Denmark, Copenhagen; 21 - 23 May 2014



DTU Management Engineering  
 Department of Management Engineering



# Opening session - 21 May 2014 – 9:00-10:15

*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*

# Opening session - 21 May 2014 – 9:00-10:15

Welcome to DTU



*Søren Salomo*

*Director of Institute*

*DTU Management Engineering*

# Opening session - 21 May 2014 – 9:00-10:15

## Welcome address



*Danny Then*

*CIB W070*

*Facilities Management and Maintenance*

# Opening session - 21 May 2014 – 9:00-10:15

## Welcome address



*Geir Hansen*

*CIB W111*

*Usability*

# Opening session - 21 May 2014 – 9:00-10:15

## Welcome address



*Kim Haugbølle*

*CIB W118*

*Clients and Users*

## **Opening session - 21 May 2014 – 9:00-10:15**

Keynote:

Building a full circle FM organization at DTU



*Jacob Steen Møller*  
*Director of Facilities*  
*DTU Campus Service*

# Opening session - 21 May 2014 – 9:00-10:15

## Conference introduction



*Per Anker Jensen*

*Chairman of Organising and Scientific Committees*

*Professor, DTU Management Engineering, Head of CFM*



# 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 – 2 Research tracks

12:30 Lunch

13:30 Parallel sessions – 2 Research tracks

15:15 Coffee break

15:45 Parallel sessions:

CIB roadmaps

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 – 2 Research tracks

10:45 Coffee break

11:15 Parallel sessions – 2 Research tracks

13.00 Lunch

14:00 Conference Closing Session with reflections, keynote  
and best paper award

15:00 End of conference - After conference drinks

# Conference Proceedings and Presentations

- Content and structure of Proceedings
  - Foreword, committees and introductions by CIB W070, W111 and W118
  - 38 papers, keyword index, 484 pages
  - 12 chapters
    - Chapter 1-10 = Research track 1-10
    - Chapter 11-12 = Practice track 1 and 2
  - Publisher: Polyteknisk Forlag
  - ISBN 9788750210696
- Availability
  - Printed version of Proceedings
    - Copy for conference participants
    - Sold by Polyteknisk Forlag, DKK 199, incl. 25% VAT (€27)
  - Electronic version will be free for download from
    - [www.cfm.dtu.dk](http://www.cfm.dtu.dk) – *presentations as well*
    - [www.cibworld.nl](http://www.cibworld.nl)

# Thanks to our sponsors!

- Realdania:
  - Supporting CFM in general
- ISS:
  - Arranging the site visit
  - Sponsoring the conference dinner
- Emerald's *Facilities* journal:
  - Arranging the PhD-workshop
  - Sponsoring the best paper award
  - Special issue based on selected conference papers



# Wednesday 21 May 2014 – Detailed programme

10:15 Coffee break

*First floor, Foyer*

10:45 2 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

*S. Lavy, J.A. Garcia and M.K. Dixit*

Theoretical Underpinnings of the Feeder Factors Integration Framework

*Maulidi A. Banyani and Danny S.S. Then*

Making-do – Illusion of Effective Service Processes

*Tuuli Jylhä, Heidi Rasila and Auli Karjalainen*

# Wednesday 21 May 2014 – Detailed programme

10:15 Coffee break

*First floor, Foyer*

10:45 2 parallel sessions, **Research track 2:**

**Sustainable building development**

*Ground floor, Room S01*

*Chair Susanne Balslev Nielsen*

Comparison of two passive house schools in Norway and Germany

*Antje Junghans and Thomas Berker*

Delivering and operating low-energy buildings in France and Sweden

*Frédéric Bougrain and Paula Femenías*

Sustainable Development: High Costs offset by Effective Project Management

*Olive du Preez*

# Wednesday 21 May 2014 – Detailed programme

12:30 Lunch

*First floor, Foyer*

Meetings during lunch break:

Business meeting in CIB W111 during lunch break **Ground floor, Room S01**  
*Open for everybody interested in Usability – bring your lunch along*

Editorial meeting in *Facilities* **Ground floor, Room S02**  
*Only for invited participants – sandwiches and water in the meeting room*

13:30 Parallel sessions – *please refer to the printed programme*



# We wish you all a great conference!

