

DETAILED PROGRAMME, VERSION 19 AUGUST 2016

CFM'S 2ND NORDIC CONFERENCE 29-30 AUGUST 2016

FACILITIES MANAGEMENT RESEARCH AND PRACTICE

DOES FM CONTRIBUTE TO HAPPINESS IN NORDIC COUNTRIES?

Technical University of Denmark, Anker Engeldsvej 1, Lyngby, Entrance 101A

Monday 29 August 2016

12:00 Registration and sandwiches *First floor, Foyer*

13:00 Opening session *First floor, Room 1*
Chair Susanne Balslev Nielsen, CFM

Welcome addresses

Claus Nielsen, University Director, DTU

Per Anker Jensen, CFM

Verner Bentzen, Chairman of International Committee, DFM

Keynote presentations:

University Campus of the Future

Tore Haugen, NTNU, Norway

Campus Development at DTU

Jacob Steen Møller, Director of Facilities, DTU Campus Service

Conference introduction

Per Anker Jensen, CFM

14:45 Coffee break *First floor, Foyer*

15:15 Parallel track I *First floor, Room 1*

English track: What do Workplaces of Today and Tomorrow Look Like?

Facilitators: Juriaan van Meel, CFM and Suvi Nenonen, Aalto University

Presentations based on research papers:

Suvi Nenonen: Third Places and User Preferences – Affordances in the Cities

Olli Niemi: Alternative Learning Environments by Alternative Retrofitting Processes

Presentations based on recently published books:

Jurian van Meel: Workplaces today

Ronald Beckers: A Learning Space Odyssey

15:15 Parallel track II *Ground floor, Room S.01*

Scandinavian track: Hvordan kan implementering af IT i FM forbedres?

Facilitator: Jan Bröchner, Chalmers University of Technology

Presentations based on research papers:

Poul Ebbesen: Information System Strategies in Facilities Management – Based on Five Process Studies

Helene Hjort Knudsen: Housing Organizations Using Social Media in Sustainable Building Operation – A Review of Eighteen Danish Cases

Francisco Forns-Samsøe: KPI Visualization Supporting the Involvement of Facility Managers in Early Design

17:00 Guided tours at DTU Campus – 3 choices *First floor, Foyer*

• Behind the scene with building operation

Anders B. Møller, Head of Operations

• Recently developed facilities

Jacob Steen Møller, Director of Facilities

• Building sites of ongoing projects

Claus Møller Rasmussen, Section Head, Real Estate

18:30 Drinks before conference dinner *First floor, Foyer*

19:00 Conference dinner *First floor, Faculty Club*
With entertainment

Tuesday 30 August 2016

09:00 Book presentation *First floor, Room 1*

FM and CREM as Value Drivers

Chair Susanne Balslev Nielsen, CFM

How to Manage and Measure Adding Value?

Theo van der Voordt, Delft University of Technology, and Per Anker Jensen, CFM

Critical book review

Olav Egil Sæbøe, Pro-FM, Norway

10:00 Coffee break

10:30 Parallel track III *First floor, Room 1*

English track: Approaching aspects of value co-creation in relation to service innovation and FM

Facilitators: Giulia Nardelli, CFM, and Anne Vorre Hansen, RUC

Presentation based on research paper:

Vitalija Petrulaitiene: How can FM Service Providers Improve their Service Delivery through Value Co-creation?

Invited presentations:

Claire Esther Staddon Forder: Aspects of Value-Creation in the Experience Economy Service Encounter

Tibbe Knudsen: How to demonstrate the added value of FM to the organisation in the implementation phase: Experiences and reflections from practice

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Tuesday 30 August 2016

10:30 Parallel track IV *Ground floor, Room S.01*

Scandinavian track: Hvordan opnås arealoptimering ved deling (Shared space) og hvordan organiseres FM i kommuner?

Facilitators: Rikke Brinkø and Susanne Balslev Nielsen, CFM

Denne session sætter fokus på at optimere udnyttelsen af indendørs- og udendørs arealer ved at flere brugere gør brug af de pågældende faciliteter. Ideen om Shared space er måske FM's største bidrag til deleøkonomi og reflekterer samtidig nye måder at tilfredsstille behov for arbejdspladser mm. Efter en kort introduktion præsenterer PhD-kandidat Rikke Brinkø sin seneste version af "shared space typologien" samt en undersøgelse af Lyngby Vidensby og medlemmernes udtrykte behov for shared space.

Presentations based on research papers:

Suvi Nenonen: The Evolving Modern Workspace – From Organizational Offering to Serving Communities of Individuals
Susanne Balslev Nielsen: Centralizing Public FM Organizations: Danish Experiences with Success Criteria, Results and Realisation Processes

Med hjælp fra deltagerne ønsker facilitatorerne at kvalificere den FM faglige diskussion af hvordan man kan vurdere om der er potentiale for Shared space i en givet bygningsmasse.

12:15 Lunch

13:15 Parallel track V *First floor, Room 1*

English track: What are the challenges for Sustainable Development of FM?

Facilitators: Antje Junghans, NTNU, and Susanne Balslev Nielsen, CFM

The focus of this session is to share an overview of the current pool of knowledge about sustainable facilities management (SFM), listen to the presentation of three new research papers and to identify the top challenges which need to be managed successfully to promote sustainable development of FM.

Presentations based on research papers:

Dave Collins: Green and Sustainable – How are These Terms Reflected in the Context of Facilities Management?
Andreas Økland: Flexibility as Enabler of Sustainability
Cristian Roberto Valle Kinloch: FM's Role Towards Energy Management in Automated Buildings: A Comparative Analysis Between Passive-House School and Office Buildings in Norway

A knowledge sharing exercise will produce a Top 5 of Challenges for Sustainable Development of FM with the active participations by everybody attending this session.

13:15 Parallel track VI *Ground floor, Room S.01*

Scandinavian track: Hvordan kan vi skabe brugervenlige faciliteter?

Facilitators: Geir Hansen, Aneta Fronczek-Munter and Johan van der Zwart, NTNU

Denne session fokuserer på brugskvalitet / brugervenlighed af faciliteter (usability).

Presentations based on research papers:

Julie E. R. Indrelid: Integrating Security into Building Design and its Effects on FM
Svein Bjørberg: How FM may Contribute to Happiness - The Oscar Approach

Efter præsentationen af to forskningsbaserede papers præsenterer Post Doc Aneta Fronczek-Munter sin nyeste forskning om sammenkobling mellem usability programmering, evaluering, brugerinvolvering og design. Efterfølgende præsenterer Post Doc Johan van der Zwart sin forskning om usability evaluering på St. Olavs hospital i Norge. Afslutningsvis vil de introducere deres ny fælles projekt om Smart Hospital Architecture og vil debattere et par provokerende udsagn om usability emner.

15:00 Coffee break *First floor, Foyer*

15:30 Closing session *First floor, Room 1*

Chair Per Anker Jensen, CFM

Keynote: A 360° overview of the most striking drivers and mega trends

Susanne Balslev Nielsen, CFM and board member of EuroFM

Final remarks – Susanne Balslev Nielsen and Per Anker Jensen, CFM

16:15 Good Bye Reception and Book Launch *First floor, Foyer*

We say good bye and celebrate the publication of the new book over a drink.

You will receive a personal copy to take home or it will be sent to you after the conference.



17:00 End of conference