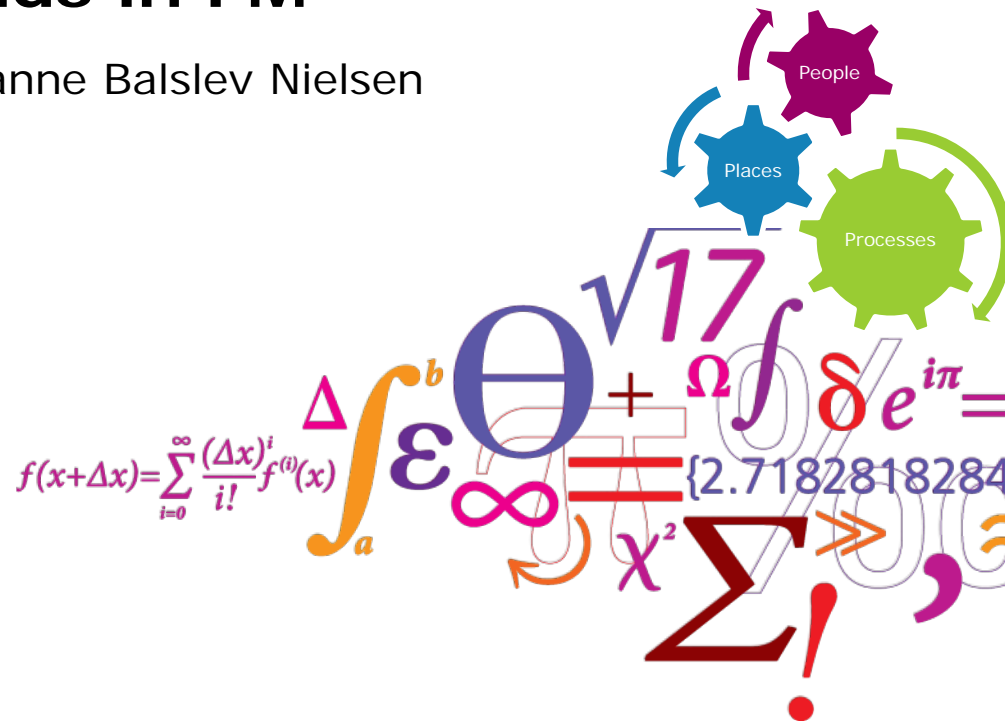


A 360° overview of the most striking drivers and mega trends in FM

Deputy and associate professor Susanne Balslev Nielsen
CFM Second Nordic Conference
30 August 2016



Facilities Management is:

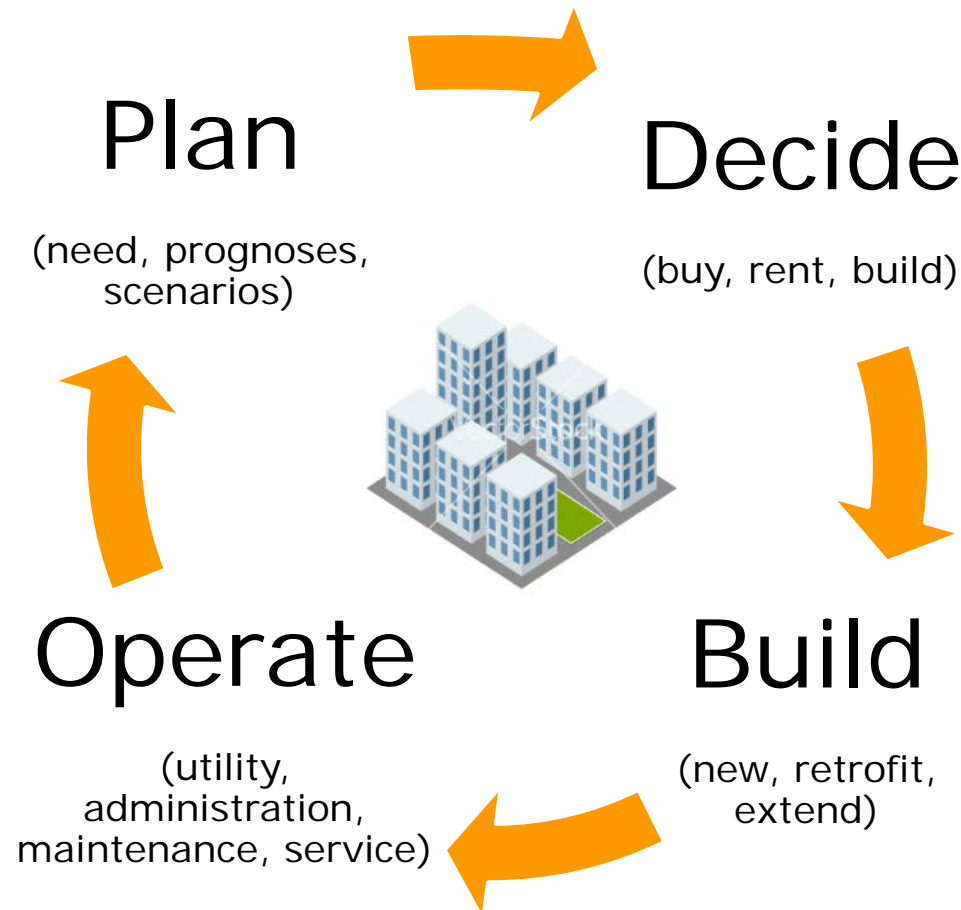
Organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business.

(ISO 41000, 2016)



The full FM circle:

- is the ideal situation for holistic thinking



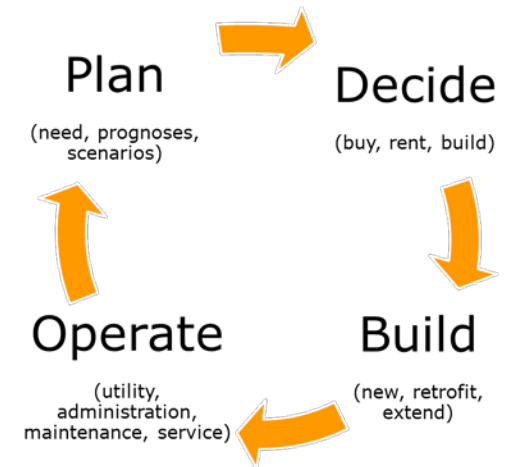
Professionalizing FM

	Level 1	Level 2	Level 3	Level 4	Level 5
	Support	Supervisor	Manager	Senior	Strategic
Typical job titles	Facilities assistant Office assistant Cleaner Security Personnel	Facilities Administrator Coordinator Office Manager Technician	Facilities Manager Premises Manager Contract manager Account Manager	Contract Manager Area Facilities Manager Area Director Head of FM	Regional Director Director of Estates

2016	Non or craftsman education		Short/medium long education	Long education
2026	Non or craftsman education	Short/medium long education	Long education with FM specialisation	Long education in FM

Educating FM professionals

Competences to plan, decide, build and operate on strategic, tactical and operational level



Planning for current and future needs

Scenarios of future users



If an organisations need was a chair
.....intepretive flexibility and negotiations skills

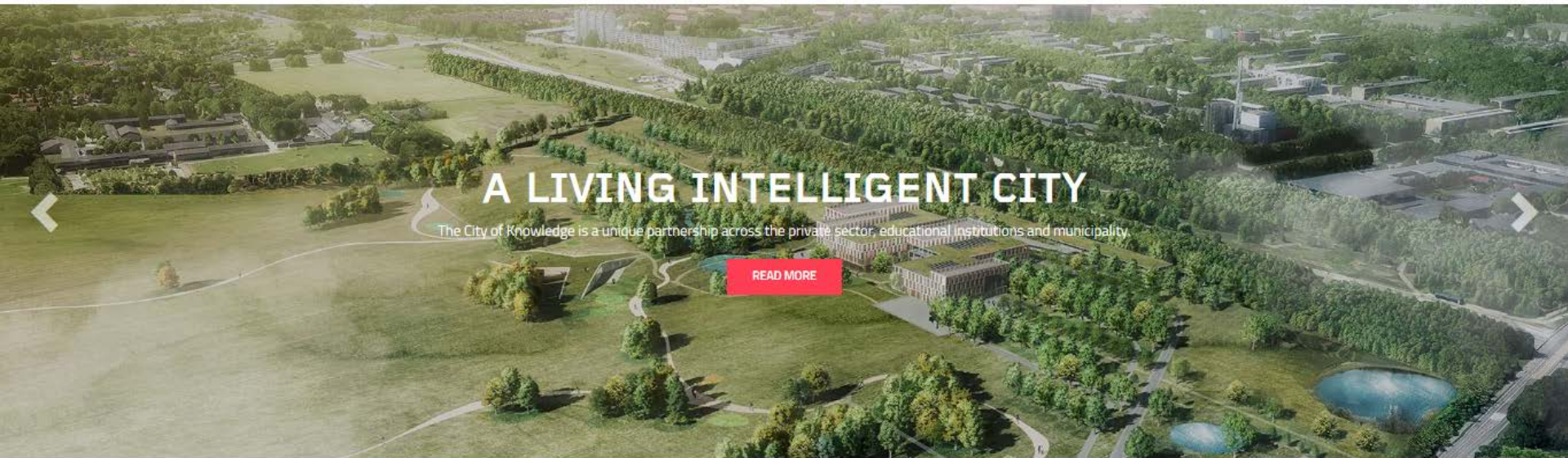


Taking a role in societal development

LYNGBY-TAARBÆK
CITY OF KNOWLEDGE

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A LIVING INTELLIGENT CITY

The City of Knowledge is a unique partnership across the private sector, educational institutions and municipality

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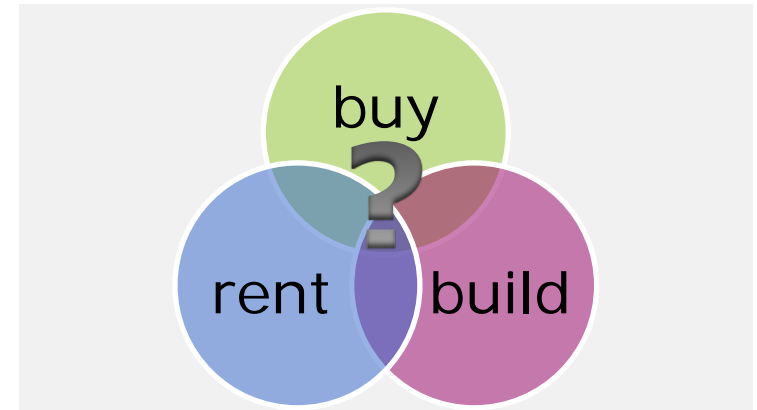
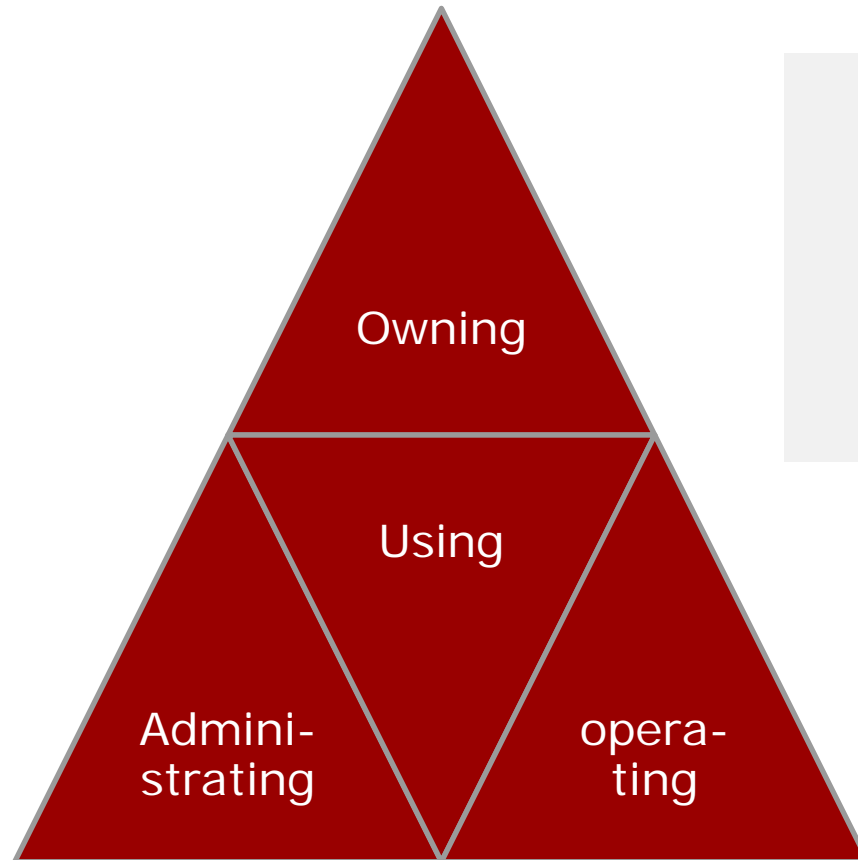
[NEWS](#)

[EVENTS](#)

Deciding real estate strategies

Configurations of stakeholders:

- owning, using, administrating and operating



Breathing new life into under-utilized buildings



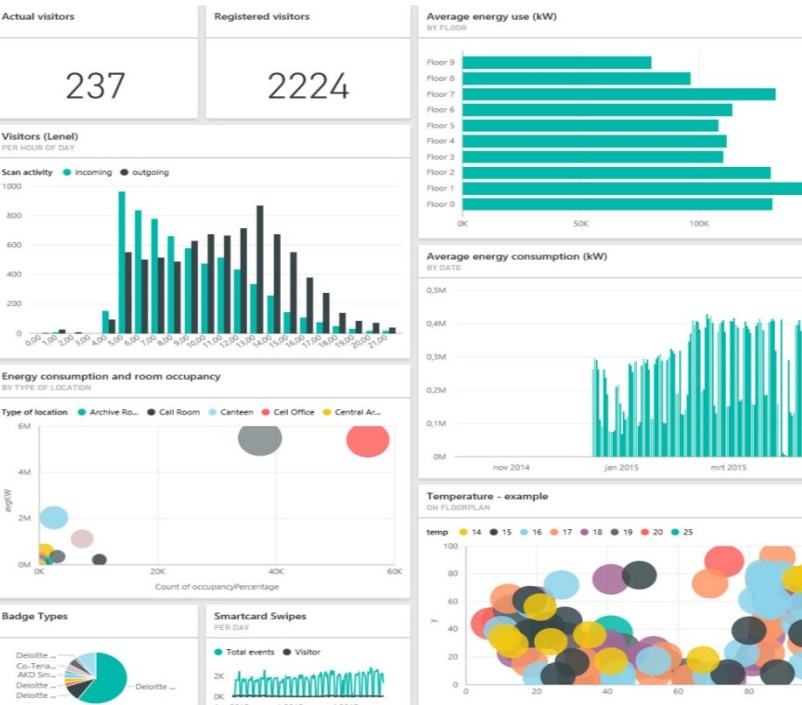
Take a walk through a busy city on a weekday afternoon and the number of spaces used only on a part-time basis starts to rack up (<http://www.jllrealviews.com/trends/>)

Multifunctional space – shared space



Building for current and future needs

Smart green buildings



Caring for project boards



Operating facilities

Integrating operational knowledge in building projects

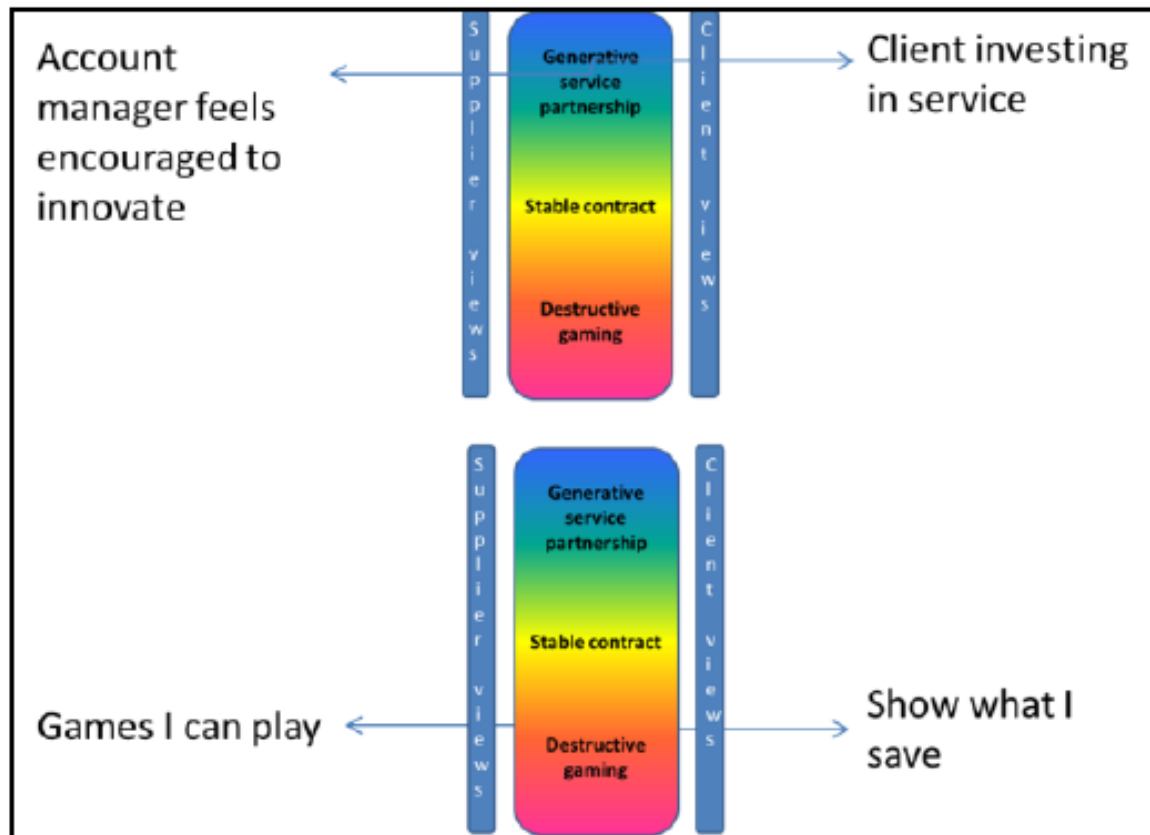
Pre-project		Project				Post - project	
Strategic definition	Preparation and brief	Concept design	Developed design	Technical design	Construction	Hand-over	In use



User experience



Service excellence



Closing remarks

FM contributing to unhappiness and inefficiency



Navigating between bureaucracy, guidelines and common sense

Lørdag 23. marts 2013 | POLITIKEN

Bagsideredaktøren Oliver Skilling
(Mail: bagsiden@politik.dk)

BAGSIDEN | 20

HERRE SNEVEJR. Bagsideredaktør Peter Grøn har indsendt dette foto, som hans kollega Tine tog forleden formiddag nord for en by et sted i Jylland. «Hvorfor det var vigtigere at slå rabatten end at rydde sne, melder historien intet om», skriver hun i sin e-mail til ham. Og han skriver til Bagsiden: «Det siger vel en hel del om kommunal planlægning». Det har Bagsiden ikke den nødvendige snerydningslaglige viden til at gå ind og vurdere.



Snow in march 2013

Why is it more important to cut grass than to remove snow?



- Our professional **intentions**
- Our professional **actions** and
- the **effects** of this effort



Thank you!

sbni@dtu.dk