Research Network Group
The Hage meeting

11. February 2015

Chair Susanne Balslev Nielsen
Welcome

Program

• Day 1: Meeting Dutch FM researchers

• Day 2: Moving the RNG community forward
Pointing fingers

1. Starter exercise.
2. In pairs: find a partner which you do not know so well.
3. Stand in a big circle.
4. Today it is not impolite to point fingers! Go around the circle and get hold of all names.

10 minutes
Meeting Dutch FM researchers/students

13.20-13.30: Mark Mobach, Ph.D., Hanze UAS, The Hague UAS, Wageningen UR, moderator intro


Break

15.00-15.25: Joop van Duren, Ph.D., Zuyd UAS, “Facility Management; Focusing on Facility Control”

Research Network Group
The Hage meeting- day 2

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Chair Susanne Balslev Nielsen
Program

9.00-10.00: Issues for general information
   Issues where actions are needed
10.00-10.10: Break
10.10-11.00: Workshop: Improving the process of including EuroFM in your next research project.

Round table: knowledge sharing
Issues for general information

• Status of EFMC – Keith Alexander
  – 1 day + 2 days
  – 14\textsuperscript{th} Research Symposium >EFMC research track
  - Post graduate network group Monday or not
  – Other issues (budget, tickets, space)

• Suggestions for EFMC2016 is welcomed
  – What conference do we need?
  – Themes
  – Processes
  – other
EuroFM RESEARCH NETWORK
BUSINESS MEETING
The Hague University, Netherlands
Friday, February 2015

EuroFM RESEARCH PAPERS

Paper review

Abstracts submitted 50
Papers accepted 35
Final papers expected 28
Rejection rate 30%

EuroFM publication

Edited by Keith Alexander and Ilfryn Price
Online
Conference papers
  Lead papers 3
  Refereed papers 28
  Work in progress 5
Proceedings?

Final acceptance - camera-ready copy due Monday 16 February 2015
EuroFM Research Papers
Advancing knowledge in FM

PEOPLE MAKE FACILITIES MANAGEMENT

March 2015
EuroFM RESEARCH SYMPOSIUM

Fourteenth research symposium

Feedback

Manchester - is FM a scientific discipline?
Amsterdam - do we know, does it matter?
   + is it sustainable?
Madrid – is FM aligned to core business?
Vienna - can FM improve productivity?
Copenhagen – how does FM add value?
Berlin – how can we promote innovation?

Feedforward – this Symposium and beyond

Research context

   EuroFM mission and RNG aims and objectives
   Working groups
   EuroFM research projects
EuroFM RESEARCH NETWORK
BUSINESS MEETING
The Hague University, Netherlands
Friday, February 2015

14th EuroFM RESEARCH SYMPOSIUM
Glasgow, 1/3 June 2015

Authors 61
Presentations 35
Sessions 17
  EuroFM research workshops 4
  EFMC research stream 10
  Postgraduate research 2
Joint practice/research session 1

EFMC 2015

Research stream –speakers 30
EuroFM research project 3

Postgraduate places
  PhD 10
  Masters (poster finalists) 15
EuroFM RESEARCH NETWORK

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14th EuroFM RESEARCH SYMPOSIUM

PEOPLE MAKE FACILITIES MANAGEMENT

Advancing knowledge in FM

Themes:
- People make FM
- Added value of FM
- Sustainability in FM
- FM Innovation

Postgraduate research workshop

EuroFM research project – progress reports
Service excellence in FM
Campus retrofitting
14th EuroFM RESEARCH SYMPOSIUM
Monday 1 June 2015 – Research workshops

TECHNOLOGY AND INNOVATION CENTRE
Strathclyde University
EuroFM RESEARCH SYMPOSIUM

Outline Programme

Day 1  Introduction and keynotes
       Added value
       Sustainability in FM
       Research into practice  4 sessions

Day 2  People make FM (one day workshop)
       Added value
       Sustainability in FM
       FM Service excellence (2 workshops)
       Campus retrofitting  8 sessions (23 papers)
       am  Masters poster competition
       pm  Postgraduate session
       Joint practice/research plenary

Day 3  People make FM
       FM Innovation  4 sessions (12 papers)
EFMC 2015
European Facility Management Conference
1 - 3 June 2015, Glasgow, United Kingdom
EuroFM RESEARCH NETWORK

BUSINESS MEETING
The Hague University, Netherlands
Friday, February 2015

EuroFM Publication Platform

ADVANCING KNOWLEDGE IN FM

Best Paper Award

Award for EuroFM researchers
Criteria – originality, relevance, quality

Ranking by scientific committee
Panel review of top 9 papers by track chairs and moderators
Shortlist of 3
Issues where actions are needed:

• New chair of working group: Sustainability in FM
  • Antje volunteer
• New communication coordinator(s)?: successor of Pieter
• Candidates for researcher of the year
  – process 2015/2016
• Candidates for bachelor and master student competition
  – Master students: Process, jury, event
• Boosting the knowledge portal
  – Benefit: dissemination/member ship value
  – RNG strategy? Conference papers, FM popular articles, reports
  – The next 7 steps for boosting the knowledge portal
• Updating the RNG database (Brenda Groen)
• Next numbers of FM Insight (Pieter Le Roux)
  – Annual plan
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<th>Title</th>
<th>Group</th>
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<td>„New ways of working“ and their optimal implementation</td>
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<td>Alexander Redlein; Christian Humhal; Michael Zobl</td>
<td>10-02-2015</td>
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<td>Sustainable Facility Leadership: People first!</td>
<td>Research Network</td>
<td>Ron van der Weerd &amp; Ab Reitsma</td>
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Welcome, Susanne Balslev

Add new document

Title *

Abstract *

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Contact information of the author

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Sponsor of research

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DTU says yes to operational friendly building but how should it be done in practice?

By Helle Lohmann Rasmussen, Susanne Balslev Nielsen and Anders B. Møller

Facilities managers often fight to be allowed to contribute their operational experiences to new building projects, but not at Campus Service of the Technical University of Denmark (DTU), where “ask the operations manager” has become a mantra for every building project in recent years, and there are currently 15 building projects under way. But how is this knowledge transfer organized in practice so that both the buildings department and the operations department maintain a good and effective relationship?

Operational knowledge for building

Knowledge transfer from operations to new construction is a current topic in the building sector and is expected to contribute to increased quality in building. DTU has been a major builder in recent years and with its own operational organization has good prospects for transferring knowledge from operations to new construction. At DTU’s FM organization, Campus Service (CAS), the potential in assimilating operational knowledge was seen a long time ago, and development in the area is rapid. For example, the CAS approach attracts multi-builders such as municipalities, pension funds and others who have concentrated operations and new construction in one organization, or who are trying to achieve operational friendly construction and redevelopment.

This study, based on a long series of recommended approaches to ensure knowledge transfer from operations to construction, looks at how CAS specifically works on the topic and what barriers make the effort more challenging. The programming phase is considered by many to be the most significant phase to help operations and maintenance, and it is in this phase that the study was carried out.

CAS in development

There is considerable knowledge of operations in CAS and there is great ambition to use this knowledge in new construction. However, it was apparent when new buildings were taken over in 2012 that the buildings were not as operational friendly as desired. This experience has led the staff and management to adopting a greater focus on developing a CAS approach which integrates operational knowledge into DTU’s buildings. The challenges in integrating operational knowledge in construction projects include bringing in the right people, making decisions at the right management level, looking for the right knowledge, and delivering the knowledge required in the right form and often within deadlines that conflict with other pressing tasks.

Starting with Helle’s own experiences as the project leader in the operations department followed by
What else will we do?

• Invitation from CIB to joint webinars
  – Videos: with short insights for inspiration
Improving the process of including EuroFM in your next research project

Workshop: Draw the ideal storyboard
INTERVENE as example

Application:
- Idea: EuroFM collaboration
- Developing the idea into an application

The project:
- EuroFM = Dissemination partner
Draw the process, as it will look, when it is in use

- creating a shared understanding of a good process”

- Identify a concept and discuss how to do in practice.
  - What is the process?
  - Who is involved?
  - When and how is this process in use?
  - What actions lays before and after?
  - What problem is the process solving?
  - What value is it creating for us (RNG/Secretariat), EuroFM members, the FM profession...

- In groups of 4-7
- 5-10 simple illustrations of the process (one pr. A4)
- Simple drawings
- Time
EuroFM Roundtable discussion

A roundtable discussion is a great opportunity to converse, interact with fellow network group members about the advancement of FM. The topics during these discussions will be on:

1) In search of the added value of FM
2) Sustainability FM - applications for EU collaborations
3) Workplace research