IFM Institute of Facility Management

EuroFM Member Meeting
6th - 8th March 2019

Zurich – Wädenswil - Switzerland

Program Information
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Zurich University of Applied Sciences (ZHAW)

ZHAW is one of the leading universities of applied sciences in Switzerland. The ZHAW concentrates on important societal challenges, with a particular focus on energy and social integration. With locations in Winterthur, Zurich and Wädenswil, the ZHAW is firmly integrated in the local region whilst also collaborating with international partners. There are eight Schools in the University: Applied Linguistics; Applied Psychology; Architecture, Design and Civil Engineering; Engineering; Health Professions; Life Sciences and Facility Management; Management and Law; and Social Work.
Institute of Facility Management (IFM)

The Institute for Facility Management (IFM) is a leading player in the field of facility management, and the only university-level institution in Switzerland with a broad public mandate for the provision of teaching at BSc and MSc level, further education (MAS), as well as research and development and services. Since Spring 2017 the IFM offers PhD programmes together with the partner universities (LJMU and NTNU).

In all areas the institute works intensively with business and public institutions. Since the first university degree in FM was issued, more than 800 students have graduated from the institute with a Bachelor, Master or MAS degree. The IFM has been active for many years in creating education and training opportunities and promoting innovation through research and its application in practice. The focus is on the application of innovative technologies in the age of digitisation.
Study Programs

Bachelor of Science in Facility Management

The BSc.FM study program is about the management of real estate and services. It is a multidisciplinary study program with elements from architecture, social sciences and economics. The students can choose about 50% of the courses according to their needs and focus more on one of the four majors or generalise their studies. The available majors are as follows: Real Estate Management, Building System Management, Services and Event Management as well as Workplace Management. FM graduates are very well requested by employers and have best labour market entry quotes in comparison with other study programs.

Information see: https://www.zhaw.ch/de/lsfm/studium/bachelor/bachelor-in-facility-management/

Master of Science in Facility Management

A Master of Science ZFH in Facility Management provides students with a nationally and internationally recognised degree. They develop the ability to cope with complexity and build their scientific skills. Internationally oriented organisations increasingly expect a Master's degree as an entrance qualification for leadership positions.

Growing cost pressures and the need to increase productivity mean that expert Facility Managers are in demand, not only in the private sector, but also in public institutions. Master's graduates thus have a variety of professional and managerial opportunities available to them, e.g. working for large corporations such as FM/total service providers, financial services, construction companies and real estate management. Other professional and management positions are found in health care, public services, industry, teaching, research and development at institutes of higher education, independent development of new business areas (consulting, development, services), as well as in specialised functions such as portfolio management and consultancy.

Information see: https://www.zhaw.ch/de/lsfm/studium/master-of-science-in-facility-management/

PhD in Facility Management

For young scientists we offer a PhD program in cooperation with the partner universities John Moores University (Liverpool, UK) and the Norwegian University of Science and Technology (Trondheim, NO). The cooperation program, selected by swissuniversities and co-financed by the Swiss government, is developed and implemented in cooperation with our partners. Doctoral students work at the ZHAW, the doctorate is awarded by the partner university.
EuroFM Program Overview

Wednesday March 6th, Zurich-City
- 13:30 Board Meeting EuroFM, Lagerstrasse 41, Room E0.03, 8004 Zurich
- 18:30 Welcome Apéro, Zurich-City, Location: Möbel Zürich, Kalkbreitestrasse 10, 8003 Zurich

Thursday March 7th, Zurich-Wädenswil
Morning, ZHAW, Seestrasse 55, 8820 Wädenswil
- 9:30 Welcome Coffee
- 10:00 Member Meetings, ENG, RNG, PNG
- 12:30 Sandwich Lunch

Afternoon, ZHAW, Seestrasse 55, 8820 Wädenswil
- 13:30 General Member Meeting
- 15:00 ANG Associations Network Group Meeting

Evening, Castle Au, Hinter Au 1, 8804 Zurich-Wädenswil (Au)
- 19:00 Arrival - Apéro
- 19:30 Start Dinner
Network Dinner Event at Au Castle with: GEFMA Professors Conference, fmpro-swiss, IFMA Switzerland, ALUMNI FM, SVIT FM, Allpura, RICS, IFM ZHAW and EuroFM.

Friday March 8th, Zurich-Wädenswil
IFM-Day, Seestrasse 55, 8820 Wädenswil, “Management in Times of demanded Customer Happiness”
- 8:30 Registration and Welcome Coffee
- 9:00 Welcome, Key Note Speeches, Presentations and Panel discussion

- 13:00 Lunch
- 14:30 Coffee Break and Networking
- 15:30 Farewell
Welcome Apéro, Wednesday March 6th, Zurich-City

Location: Möbel Zürich, Kalkbreitestrasse 10, 8003 Zurich

18:30 - Kalkbreite

The cooperative Kalkbreite www.kalkbreite.net has created a socially and ecologically pioneering urban living space on the site of an inner-city tram facility. In 2014, the Kalkbreite residential and non-residential areas was occupied with 97 apartments and a variety of small business enterprises, with clever, innovative solutions for living and working. Comprehensive and forward-looking thinking on various topics such as energy and land consumption, car renunciation and participation have produced a lively cooperative that develops and exemplifies a wide range of new ideas for urban life, urban development, non-residential and residential concepts, outdoor spaces or participatory processes and self-organisation. The Welcome Apéro is held in one of these small business enterprises, at Möbel Zürich https://moebel-zuerich.ch, a second-hand furniture shop with vintage design furniture from the 20th century.
Dinner, Thursday March 7th, Castle Au

Networking Dinner, Castle Au, Hinter Au 1, 8804 Zurich-Wädenswil (Au)

19:00 – Schloss Au

19:00 Arrival and Apéro, 19:30 Start Dinner, Dresscode: Casual or Business Casual

We are very pleased to invite you to this network dinner. We welcome the guests of EuroFM (European Facility Management Association) and the GEFMA (German Facility Management Association) Professors' Conference, as well as the Presidents and Board Members of: Allpura Association of Swiss Cleaning Companies; ALUMNI ZHAW FM; fmpro Swiss Association for Facility Management and Maintenance; IFMA Switzerland Chapter; SVIT FM Switzerland - FM Chamber of the Swiss Real Estate Industry.

Brief historical outline: In 1651, the agricultural farm “Untere Au” on Lake Zurich together with the surrounding land was converted and rebuilt into a general's country house in the Venetian baroque style, a picturesque lake and an exotic plant garden were created. In 1928-29 the old manor house was demolished and a manor house in the style of a baroque hunting lodge was built. The castle comprises about 50 rooms, some with marble floors, carpets and art objects from the old country house. Since 1989, the estate has been owned by the Canton of Zurich, which uses it as a conference centre for the Zurich University of Applied Sciences.

The Sponsors of this unique network event:
**IFM Day, Friday March 8th, Zurich-Wädenswil**

Management in Times of demanded Customer Happiness

FM-Education meets FM-Practice

ZHAW IFM, Seestrasse 55, 8820 Zurich-Wädenswil

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>08:30 - 09:00</td>
<td>Registration and Welcome Coffee incl. Poster-Forum</td>
<td>Foyer</td>
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<tr>
<td>09:00 - 09:15</td>
<td>Welcome Speech by Prof. Dr.-Ing. Antje Junghans, Director of Institute, IFM Institute of Facility Management and Prof. Dr. Andrea Ch. Kofler and Prof. Dr. Christian Coenen Programme Directors MSc</td>
<td>Auditorium</td>
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<tr>
<td>09:15 - 10:30</td>
<td>Keynote Speeches</td>
<td>Auditorium</td>
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<td>• Glückliche Kunden alleine machen nicht glücklich: Ganzheitlicher Kundenfokus</td>
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<td>Glenn Oberholzer, Partner und Verwaltungsrat, Stimmt AG</td>
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<td>• Unsere Kundinnen und Kunden verstehen: Customer Experience bei SBB Immobilien</td>
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<td>Bruno Lochbrunner, Leiter konzeptionelles Bahnhofmanagement, SBB AG</td>
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<td>10:30 - 11:00</td>
<td>Coffee Break incl. Poster-Forum</td>
<td>Foyer</td>
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<td>11:00 - 12:15</td>
<td>Short Presentations Selectet MSc theses</td>
<td>Auditorium</td>
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<td>12:15 - 13:00</td>
<td>Panel discussion with FM executives</td>
<td>Auditorium</td>
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<td>13:00 - 14:00</td>
<td>Lunch</td>
<td>2nd Floor</td>
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<tr>
<td>14:00 - 15:30</td>
<td>Coffee Break / Networking</td>
<td>Foyer</td>
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In the morning translation from German into English. Programme is subject to change.
Accommodation, some recommendations

Zurich-City

Advantage: direct in Zurich City, 5 Min walking distance to Zurich central station.

Travel time by train:
- Zurich Airport to Zurich HB, 10-15 Min.
- Zurich HB to Zurich-Wädenswil, 17-20 Min.

a) Hotel Central Plaza, 4-Star, ca. Euro 200-220 per night, https://central.ch/
b) Hotel St. Gotthard, 4-Star, ca. Euro 200 per night, https://www.hotelstgotthard.ch/

Zurich-Horgen

Advantage: closer to Zurich-Wädenswil, around 15 Minutes from (HB-Zurich) central station.

Travel time by train:
- Zurich Airport to Zurich-Horgen, 30 Min.
- Zurich-Horgen to Zurich-Wädenswil, 6-7 Min.

Hotel Meierhof, 3-4 Star, ca. Euro 135 per night, http://www.hotelmeierhof.ch/

Zurich-Wädenswil Au

Advantage: Very nice nature / area on the top of the half-island Au. 8 Minutes to walk from the train station Au ZH. Travel time by train: - Zurich Airport to Au ZH, 45 Min. - Au ZH to Waedenswil ZH, 4 Min. Landgasthof Halbinsel Au, ca. Euro 145, (but only 18 rooms), https://halbinselau.ch/

Zurich-Wädenswil

Advantage: direct at the train station Zurich-Wädenswil and in walking distance to the University, 7 Min.

Travel time by train:
- Zurich Airport to Zurich-Wädenswil ZH, 35 Min.

Hotel Engel, ca. Euro 115, (easy and nice, but only 10 rooms), http://www.engel-waedenswil.ch/
Travel

ZHAW – IFM Institute of Facility Management, Seestrasse 55, 8804 Wädenswil
The Institute of Facility Management (RA - part of Reidbach campus) is situated a seven minute walk from the train station Wädenswil at Seestrasse 55.

Dinner Event, Thursday Evening – Castle Au, Hinter Au 1, 8804 Zurich-Wädenswil (Au)
The Train S8 runs every 30 minutes from Zurich Mainstation or Wädenswil to Au (Zurich-Wädenswil Au). A short walk of approx. 10 minutes leads to the Castle and conference centre.

Welcome Event – Wednesday Evening, Möbel Zürich, Kalkbreitestrasse 10, 8003 Zurich
From Zurich Mainstation by tram No 3 to Zurich Kalkbreite (11 Min) or train S2 or S8 or S24 to Zurich Wiedikon (3 Min).
Public Transport and Tickets

The public transports in Switzerland are very punctual and convenient. You can take trains to travel between cities, and take trams and buses inside cities. You can check and purchase train tickets:

- From the SBB website: www.sbb.ch or
- From the SBB ticket machines

Tickets are valid for either 2 hours or 24 hours.
Registration

Please register for the Meetings and the Events through EuroFM https://eurofm.org/ → EuroFM Event calender, EuroFM Spring Member Meeting 2019 Zurich-Waedenswil, Switzerland.

Mail: team@office-eurofm.org

Data protection
With your registration you agree that your contact data may be used in connection with this event (e.g. list of participants). The organizer is granted permission to take photos and films during the event and to use these in connection with the event for public relations and documentation, analog and digital.

If you have any questions please do not hesitate to contact:

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We are looking forward to welcome you!