Updates on RNG research group:

The Added Value of Facilities Management

Per Anker Jensen
February 2014
Purpose

• Overall:
  – To advance the knowledge of the Added Value of FM

• At this stage
  – How to manage and measure different types of value in FM
New book presented at EFMC2012

THE ADDED VALUE OF FACILITIES MANAGEMENT
CONCEPTS, FINDINGS AND PERSPECTIVES

Per Anker Jensen  Theo van der Voorde  Christian Coenen
Joint award winning research paper in 2012

In Search for the Added Value of FM: What we know and what we need to learn

– Published in *Facilities*, Vol. 30, No 5/6, 2012
– Authored by:
  • Per Anker Jensen, DTU
  • Theo van der Voordt, Delft University of Technology
  • Christian Coenen, Zurich University of Applied Sciences
  • Daniel von Felten, Zurich University of Applied Sciences
  • Anna-Liisa Sarasoja, Aalto University
  • Susanne Balslev Nielsen, DTU
  • Chaiwat Riratanaphong, , Delft University of Technology
  • Mirjam Pfenninger, Zurich University of Applied Sciences
– Highly Commended Paper Award 2012 from Emerald
Joint conference paper presented in 2013

How Can Facilities Management Add Value To Organisations As Well As To Society?

– Presented at CIB World Congress May 2013 in Brisbane

– Authored by:
  • Per Anker Jensen, DTU
  • Anna-Liisa Sarasoa, Aalto University
  • Theo van der Voordt, Delft University of Technology
  • Christian Coenen, Zurich University of Applied Sciences
## Position paper with FM Value Matrix

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<thead>
<tr>
<th>Relationship</th>
<th>Company &lt;-&gt; Society</th>
<th>FM &lt;-&gt; Client</th>
<th>FM &lt;-&gt; Customer</th>
<th>FM &lt;-&gt; End user</th>
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<tbody>
<tr>
<td><strong>Value dimension</strong></td>
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<tr>
<td>Use value</td>
<td>Topic 3 Sustainability and CSR</td>
<td>Topic 1 Corporate Strategy</td>
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<td>Topic 2 FM Value Map</td>
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<tr>
<td>Customer/consumer/user value</td>
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<td>Economical/financial/exchange value</td>
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<td>Social value</td>
<td>Topic 4 Branding</td>
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<td>Relationship value</td>
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<td>Topic 5 Relationship Management</td>
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<td>Environmental value</td>
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EFMC2013
RESEARCH WORKSHOP - 22 MAY 2013

HOW TO MANAGE AND MEASURE DIFFERENT VALUE DIMENSIONS

Mini-survey, presentations and discussions

Chairman: Per Anker Jensen
Arranged together with Theo van der Voordt and Christian Coenen
New joint research paper published in 2013

Facility management value dimensions from a demand perspective

– Published in *Journal of Facilities Management, Vol. 11, No. 4, 2013*

– Authored by:
  • Christian Coenen, Zurich University of Applied Sciences
  • Keith Alexander, CFM Manchester
  • Herman Kok, Wageningen Universiteit
New joint research paper

ADDING VALUE TO FACILITIES MANAGEMENT BY FUTURE RESEARCH

– Accepted by *Facilities* – will be published in *Facilities* 32(11/12).
– Authored by:
  • Per Anker Jensen, DTU
  • Theo van der Voordt, Delft University of Technology
  • Christian Coenen, Zurich University of Applied Sciences
  • Anna-Liisa Sarasoa, Aalto University
On-going activity

- Practitioners’ perception of the Added Value of FM
  - Interview survey in Denmark and The Netherlands (Van der Voordt & Jensen)
- EFMC 2014
  - Paper session on Added Value
  - The results of interview survey will be presented in a paper (accepted)
  - Many papers deals with Added Value
- CIB 2014
  - Paper on measuring the added value of workplace change (Riratanaphong & Van der Voordt)
- Plan to develop a second book edited by
  - Per Anker Jensen, DTU
  - Theo van der Voordt, Delft University of Technology
Why a new book on Added Value of FM?

• Reviewers’ responses to our first book:
  – This is not the end but the beginning!

• A great need to make Added Value of FM easier to manage and measure
  – A lot of research activities is going on
  – Companies are increasingly working on documenting added value

• Many different conceptual models exist
  – There is a need to develop one commonly accepted framework

• A strong network with a core unit with good collaboration
  – CFM has resources to finance publication
What should the book include

- A focus on how to manage and measure Added Value of FM in practice
- An anthology with contributions from a number of authors
- A leading chapter with a proposal for a common framework
- Other chapters mainly with empirical based research and case studies from practice; one chapter per value

- Divided in different parts, for instance
  - A part representing specific value dimensions
  - A part representing different types of industry
Preliminary schedule for the new book

• EuroFM RNG meeting in Helsinki 12-14 February 2014
  First presentation of the idea
• Theo is guest researcher at CFM 31 March – 1 April 2014
  Planning meeting and workshop
• EFMC June 2014
  Paper session on Added Value of FM followed by a lunch meeting for people interested
• Summer/autumn 2014
  Contact to potential authors and a workshop
• 2015: Development of the book with workshops, writing, reviewing and editing
• 2016: Publication
"I'm in value-adding. What do you folks do?"