



present

# EFMC

## 2008 | EUROPEAN FACILITY MANAGEMENT CONFERENCE

## THE European Facility Management Conference 2008

Facility Management: adding value to core business. Strategies – Opportunities – Functionality

10 and 11 June 2008, The Palace Hotel, Manchester (UK)

### Keynote Speakers



**Hamish McRae,**  
Prominent Economist  
and Futurist, UK



**Paul Tiffany,**  
Expert on Business  
and Management, US



### Key Themes / Business Cases / Best Practice

- Strategies in a Global World
- Change Management and Process Orientation
- Adding Business Value and the Economics of FM
- Business Continuity and Risk Management
- Sustainability and Energy Management
- Customer Services and Quality Management
- Future Developments: Business and Technology Trends
- Partnership across Borders
- Workplace Management
- Usability

With the support of



Conference Management Company



**informa**



## Welcome to the EFMC 2008

I would like to extend a very warm welcome to you on behalf of the City of Manchester. I am delighted to have this opportunity to say how pleased we are that the 2008 European Facility Management Conference is being held in our city.

In Manchester you will find a vibrant regional capital which has established itself as a leading European city in its hosting of national and international conferences. A city with style and flair and all the warmth that has made Manchester famous for centuries. A city that has the largest financial, legal and professional community outside of London, add to this unrivalled transport links, first class conference facilities, an excellent range of hotels, cultural and sporting venues and you have an unrivalled destination.

I am particularly pleased to welcome those people who are visiting Manchester for the first time and hope you have time to see something of what the city has to offer.

I offer my good wishes for a successful conference and hope that you will return in the future.



Councillor Glynn Evans,  
Lord Mayor

On behalf of EuroFM and IFMA we feel very honoured to be part of EFMC 2008. IFMA and EuroFM will again jointly present EFMC, the single most well known conference in Europe dealing with facility management topics.

Both streams of the conference, the Business Conference as well as the Research Symposium, will be supported by more than 28 national facility management associations and more than 37 research and educational organizations – amongst which are highly recognised institutions like the British Institute of Facilities Management (BIFM), the Royal Institute of Chartered Surveyors (RICS) and the University of Salford.

One of our Plenary Panels "FM worldwide – similarities and differences in different global areas", has the aim to present highly recognized representatives from different regions of the world the different views and varying global objectives for facility management.

In addition, the Student Poster Gallery Contest and the European FM Awards, both created to recognize outstanding achievements in the FM world, are expected again.

You may also utilize EFMC 2008 as the platform for networking with delegates and speakers with the most professional background as well as students, educators, professors and researchers in facility management.

We invite you to come to Manchester – we would be delighted to welcome you.



Albert MM Pilger  
Chairman EuroFM



Gary Broersma,  
CFM IFMA Chair, IFMA Board of Directors

## Business Conference at a glance

### MONDAY, 9 JUNE 2008

18.30 Welcome Reception at the Town Hall

### TUESDAY, 10 JUNE 2008

9.30

11.00

**Business Session A**  
**Strategies in a Global World/Strategic FM**  
11.30 – 13.15

13.15

**Business Session A**  
**Strategies in a Global World/Strategic FM**  
14.30 – 15.45

15.45

**Business Session D**  
**Partnership across Borders**  
16.15 – 17.15

17.15

18.00

### WEDNESDAY, 11 JUNE 2008

**Business Session E**  
**Change Management and Process Orientation**  
9.00 – 10.15

10.15

**Business Session E**  
**Change Management and Process Orientation**  
10.45 – 12.00

12.00

**Business Session G**  
**Business Continuity and Risk Management**  
13.15 – 15.00

15.00

17.00

## | Research Symposium at a glance

Common Opening Plenary session of both Business Conference & Research Symposium

Opening Keynote by Hamish McRae: Business & State of the art of the global economy

Coffee Break / Exhibition

### Business Session B

Customer Services and Quality Management

11.30 – 13.15

11.30 – 12.00

Separate Plenary Session of Research Symposium | FM Horizons

### Research Part A

EuroFM/CIB research seminar | Usability

12.00 – 13.15

### Research Part B

EuroFM project workshop | FM in healthcare

12.00 – 13.15

Lunch / Exhibition

### Business Session C

Adding Business Value and the Economics of FM

14.30 – 15.45

### Research Part A

EuroFM/CIB research seminar | Usability

14.30 – 15.45

### Research Part B

EuroFM project workshop | Discussion | Sustainability

14.30 – 15.45

Coffee Break / Exhibition

### Business Session C

Adding Business Value and the Economics of FM

16.15 – 17.15

### Research Part A

EuroFM/CIB research seminar | Usability

16.15 – 17.15

### Research Part C

Paper session | Added value

16.15 – 17.15

Plenary Panel: FM worldwide – similarities and differences in different global areas

Networking / Transfer / Gala Dinner / Award Ceremony

### Business Session F

Future Developments: Business & Technology Trends

9.00 – 10.15

### Research Part D

EuroFM postgraduate workshop

9.00 – 10.15

### Research Part C

Paper session | Value analysis

9.00 – 10.15

Coffee Break / Exhibition

### Business Session F

Future Developments: Business & Technology Trends

10.45 – 12.00

### Research Part B

EuroFM project workshop | Workplace management

10.45 – 12.00

### Research Part C

Paper session | FM benchmarking

10.45 – 12.00

Lunch Break / Exhibition

### Business Session H

Sustainability and Energy Management

13.15 – 15.00

### Research Part B

EuroFM project workshop | FM processes

13.15 – 14.30

### Research Part C

Paper session | FM context

13.15 – 14.30

14.30 – 15.00

Separate plenary session of Research Symposium | FM futures

Common Closing Plenary of both Business Conference & Research Symposium

- Business meets Students as their future employees (students poster session)
  - Closing Keynote by Paul Tiffany: Business & Future perspective
    - Closing Remarks

End of EFMC 2008



## Business Conference Programme: Tuesday 10 June 2008

9.30

### Common Opening Plenary

Welcome Notes (*Associations / Informa*) and Opening Keynote: Business & State of the art of the global economy

**Hamish McRae**, Prominent Economist and Futurist, UK



11.00

Coffee Break / Exhibition

### Session A

#### Strategies in a Global World/Strategic FM

Chair: **Helena Ohlsson**, General Manager, Service Works International, UK

11.30 – 12.00

#### Strategic Global Facility Management – A Corporate Perspective

- Missed opportunities in FM for international corporates
  - Workplace optimization – next step to a strategic level
  - One Global FM organization called Facility Management Solutions
- Maril van Waes**, Management Leader for Europe and IMEA region, Dow Chemical Company, The Netherlands

12.00 – 12.30

#### From running operations to business partners – transforming a FM organisation in StatoilHydro ASA

- Experience from building a FM function as a part of a large multidiscipline Shared Service Organisation
  - Establishing a new FM platform with focus on common terminology, processes, organisation development and IT solutions
  - Challenges with changing a matured FM organisation facing increased customer expectations, need for standardised services and international growth
- Svein Harald Storli**, Vice President Facility Management Services, StatoilHydro ASA, Norway

12.30 – 13.00

#### The connection between facility management, real estate management and urban development

**Rudy Stroink**, CEO, TCN Property Projects B.V., The Netherlands (invited)

13.00 – 13.15

#### Q&A

13.15 – 14.30

Lunch Break / Exhibition

### Session B

#### Customer Services and Quality Management

Chair: **Dave Wilson CFM**, Managing Director, Stratus Management Limited and Deputy Chair, BIFM

11.30 – 12.00

#### Soft factors for the success of FM

- Soft factors defined
  - Our intangible assets in context of FM
  - Incorporate soft factors into our business model
- Maxcene Crowe**, Business Director / Facilities Management, MCFM Consultancy Ltd., UK

12.00 – 12.30

#### Soft factors as hard currency – How 'People Support' creates a competitive edge in an intangible economy

- Why a traditional FM organisation focusing on effectiveness has to change to a 'People Support' organisation focusing on creating value to its individual customers
  - Applying strategies and business governance structures to create environments and services that supports the individual in its effort to collaborate, innovate and share knowledge
  - Examples showing ideas to adding value to services and business environments
- Preben Gramstrup**, CEO, Nykredit Ejendomme A/S (Nykredit Real Estate), Nykredit Ejendomme A/S, Denmark

12.30 – 13.00

#### Service quality as a predictor for contract retention

- Uncovering the relationships between service quality, customer satisfaction and purchase intention
  - Exploring nine clear dimensions of service quality that validate these relationships
  - Finding the main predictors for good quality and satisfactory FM services
- Peter McLennan**, Senior Lecturer, UCL – BSGS and **Hermen Jan van Ree**, Head of Research R&D, IPD Occupiers, UK

13.00 – 13.15

#### Q&A

13.15 – 14.30

Lunch Break / Exhibition



Maybrit Admiraal



Albert Antelman



Stephen Ballesty



Jim Blaschke



Jim Clayton



Maxcene Crowe

## Business Conference Programme: Tuesday 10 June 2008

14.30 – 15.00

### Proving the Benefits of Facilities Leadership: Strategic Planning and the Responsive Workplace

- Strategic facilities management integrates, connects, and proves value by projecting the benefits of facilities change for supporting organizations' future.
- Facilities leadership partners with diverse aspects of the business far beyond the built environment to provide a responsive workplace to the business  
**Ellen Bruce Keable**, Principal Workplace Strategies and **Valerie Short**, Principal, Federal Programs, Jacobs Advance Planning Group, Jacobs Consultancy, US

15.00 – 15.30

### Transforming Corporate Real Estate into a Strategic Function

- Develop a long-range view of capital planning
- Create five-year plans that target areas for cost-savings, increase efficiency and offer scalability to support growth
- Promote a consistent approach to evaluating facility portfolios across multiple geographies  
**Jim Blaschke**, Vice President, Corporate Markets, VFA, US

15.30 – 15.45

### Q&A

15.45 – 16.15

Coffee Break / Exhibition

### Session D

#### Partnership across Borders

Chair: **Wayne Tantrum**, General Manager, Siemens Facility Management, UK

16.15 – 17.15

The new European FM Awards will demonstrate best practice and excellence in European FM. It will also be able to demonstrate the challenge for FM of the national, cultural, regulatory and language differences across the European region. This Award will recognize excellence in delivering FM services to an organization located in more than one European country demonstrated by:

- Partnership between a corporate client and service provider(s)
- The achievements of the partnership towards agreed goals
- The innovation introduced to deliver FM consistently and effectively across European boundaries

(The nominees will be named and presented in Manchester.)

### Session C

#### Adding Business Value and the Economics of FM

Chair: **NN**

14.30 – 15.00

#### A Framework for Intelligent Whole Life Cost Decision Making

- Whole Life Costing as a technique has been around since the 1960's and yet it remains a black art to many involved in the property/construction industries
- This paper will review the key principles of whole life costing paying particular attention to how the individual components thereof interrelate with one another
- These principles will then be further reviewed through a case study on the development of a benchmarking/modelling tool which uses the lessons learned to provide a framework for proactive whole life costing  
**Mike Packham**, Partner, Bernard Williams Associates, UK

15.00 – 15.30

#### An Enterprise Asset Management Program at a Water and Wastewater Facility in the US – A Life Cycle Approach

- The ownership and buy-in process for a total enterprise asset management program for entities owning and managing assets and facilities
- The program methodology and the process utilized to achieve successful asset management program implementation and the sustenance of the program on an on-going basis that can be applicable to any facility not just a water company
- The comprehensiveness of a total enterprise program with benefits obtained and goals set  
**Yurraj Sivalingam**, Principal Consultant, Global Engineering & Management Services, US

15.30 – 15.45

### Q&A

15.45 – 16.15

Coffee Break / Exhibition

16.15 – 16.40

#### Quality Management of the Facility Function with the Balanced Scorecard

- How the four perspectives of the balanced scorecard relate to the facility function
- Using the balanced scorecard to manage the facility function
- Examples and case studies of facility management success with the balanced scorecard  
**Christopher P. Hodges**, Principal, Facility Engineering Associates, US



Jos Duchamps



Peter Ferguson



Pedro Garcia



Preben Gramstrup



Ken Heaton



Christopher P. Hodges



## Business Conference Programme: Tuesday 10 June 2008

	<p>16.40 – 17.05  <b>Whole Life Cycle Costing in Healthcare Facilities in France</b></p> <ul style="list-style-type: none"> <li>Investment cost in French healthcare facilities</li> <li>Operation cost in French healthcare facilities</li> <li>Relationship between operation cost and healthcare activities</li> </ul> <p><b>Samer Sliteen</b>, Economie et Sciences Humaines,  CSTB Centre Scientifique et Technique du Bâtiment, France</p> <p>17.05 – 17.15  <b>Q&amp;A</b></p>
<p>17.15 – 18.00  <b>Plenary Panel</b>  <b>FM worldwide – similarities and differences in different global areas</b></p> <p>4–6 Members of EuroFM and IFMA (IFMA, JFMA, Global FM, FMA [Australia] etc.) will discuss under the lead of a chairman (participants are invited from Europe, US, Japan, Australia and South America)</p>	
<p>18.00 – 24.00      <b>Networking/Transfer/Gala Dinner/Award Ceremony</b></p>	

## Business Conference Programme: Wednesday 11 June 2008

<p><b>Session E</b>  <b>Change Management and Process Orientation</b></p> <p>Chair: <b>Margit Pindstofte</b>, Management Consultant, Johnson Controls, Denmark</p> <p>9.00 – 9.30  <b>Facility Management in a Real Estate Company: From a Reactive Maintenance Area to a Business Unit in three years</b></p> <ul style="list-style-type: none"> <li>Facility management in design and construction stages</li> <li>Online information about daily results</li> <li>ISO 9001, ISO 14001 and OHSAS 18000 implemented in daily IT tools</li> </ul> <p><b>Pedro Garcia</b>, Corporate Manager / Facility Manager, NEINVER, Spain</p> <p>9.30 – 10.00  <b>Current Change of Conditions for FM Policies and Strategies in Asian Markets</b></p> <p><b>Yvette Fung Yeh Yi Hao</b>, Director and Chairman of the Board, Synergis Holdings Limited, Hong Kong, China (invited)</p> <p>10.00 – 10.15  <b>Q&amp;A</b></p> <p>10.15 – 10.45      <b>Coffee Break / Exhibition</b></p>	<p><b>Session F</b>  <b>Future Developments: Business and Technology Trends</b></p> <p>Chair: <b>Dr David Martinez</b>, Consultancy and Training FM Director of 3G-Office and Secretary of IFMA Spain</p> <p>9.00 – 9.30  <b>Facility Management Information – Today, FM Virtualisation Tomorrow</b></p> <ul style="list-style-type: none"> <li>Virtualisation is all around us: an overview</li> <li>Is today's virtualisation the end of facility management as we know it?</li> <li>A glance at tomorrow's environment and how FM will fit in</li> </ul> <p><b>Jos Duchamps</b>, Group Director, PROCOS, Belgium</p> <p>9.30 – 10.00  <b>The role of the facilities manager in a fast changing organisation Philips Belgium Luxembourg</b></p> <ul style="list-style-type: none"> <li>Necessity of setting up on information system to gather all data of all buildings and contracts</li> <li>Following Philips' corporate strategy and the added value of the facility manager in the change of the Philips organisation between 1990 and today</li> <li>How to deal with a decrease in ownership from 680.000 m<sup>2</sup> to 180.000 m<sup>2</sup></li> </ul> <p><b>Kristof Vanvelk</b>, Facility Manager, Philips Belgium Luxembourg, Belgium</p> <p>10.00 – 10.15  <b>Q&amp;A</b></p> <p>10.15 – 10.45      <b>Coffee Break / Exhibition</b></p>
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Richard L. Horridge



Kevin Janus



Ellen Bruce Keable



Aad J.M. Otto



Mike Packham



Valerie Short

## Business Conference Programme: Wednesday 11 June 2008

10.45 – 11.15

### Change Management: People and Process

- To keep up with constant change, our buildings needs to be flexible and responsive to changing management needs
- People also need to change
- People are a problem

**Brian Wood**, Fellow of the Chartered Institute of Building, Oxford Institute for Sustainable Development, UK

11.15 – 11.45

### The Dynamics of Change and the Impact on the Corporate Personnel Culture

- Dynamics: Plan, Notification, Implementation
- Negotiation: Contact, Time, Benefits
- Profitability: Change, Environmental, New Culture

**Richard L. Horridge**, Manager of Facilities Worldwide – BAKER HUGHES/BAKER OIL TOOLS, BAKER HUGHES, US

11.45 – 12.00

### Q&A

12.00 – 13.15

Lunch Break / Exhibition

### Session G

#### Business Continuity and Risk Management

Chair: **Codrutza Timariu**, Director of International Development, IFMA (International Facility Management Association), US and **Gordon McMillan**, GlaxoSmithKline UK Pharmaceuticals, UK

13.15 – 13.45

### Integrating Operational Risk Management with Facilities Management

- Increase facility operational effectiveness by identifying, assessing and managing risk
- Make informed maintenance, repair and alteration decisions by using a formal operational risk management process
- Learn how to manage risk so that the mission can be accomplished with the minimum amount of loss

**Albert Antelman**, Principal Investigator for Facility Asset Management, Naval Facilities Engineering Command, US and **James B. Clayton**, Principal of CALIBRE Systems, Inc, US

13.45 – 14.15

### Risky Business: FM's role in a productive and sustainable Built Environment

- FMA Australia's 'Risk Management Guide'
  - IFMA foundation's 'Pandemic Preparedness Manual'
  - Business continuity planning for the 21<sup>st</sup> Century
- Stephen Ballesty**, Managing Director/Advisory, Rider Levett Bucknall, Australia

10.45 – 11.15

### Catering for Educational Needs –

#### A unique concept involving Practice and Education

- Former situation at the Hague University between commercial caterer Sodexo, the facility services and the Academy of Facility Management
  - Problems, challenges and ideas about cooperation
  - Resolution and outcome in a total catering concept integrated practice and education in a unique learning environment for students
- Aad J.M. Otto**, Director, Academy of Facility Management, The Hague University and **Peter van der Vorm**, Director Division Facilities Management Services, Sodexo, The Netherlands

11.15 – 11.45

### The Current State of Facilities and Information Technology

- Discussion of the new requirements of the FM industry due to enterprise advances in technology
- The latest innovations in technology for building management
- The latest innovations in FM automation and integration into Executive Information Systems (EIS)

**Kevin Janus**, Managing Consultant, Facilities Solutions Group, LLC, US

11.45 – 12.00

### Q&A

12.00 – 13.15

Lunch Break / Exhibition

### Session H

#### Sustainability and Energy Management

Chair: **Colin Woodward**, Unit Head, RICS, UK

13.15 – 13.45

### Facility Management based on the Energy Performance of Buildings Directive (EPBD) means to support effective environment protection

**Jos Delbeke**, Deputy, Director-General for the Environment (DG ENV) European Commission, Belgium (invited)

13.45 – 14.15

### Sustainability – The Challenge for FM

- How sustainability can be positioned in the FM environment
- How the FM profession can influence change/improvement throughout the lifecycle of a property/site
- The various strategies/tools that can be used within an organisation to identify key sustainability themes

**Peter Ferguson**, Director of Corporate Sustainability and Risk, Johnson Controls, UK



Yuraj Sivalingam



Samer Slieten



Svein Harald Torli



Wayne Tantrum



Peter van der Vorm



Herment van Ree



## Business Conference Programme: Wednesday 11 June 2008

14.15 – 14.45

### FM's role in Business Continuity

- Business continuity management (BCM) and its relationship with FM
- The possible roles a facility manager can take with regard to BCM and the skills that are required
- Which steps should be taken to implement matters?  
[Maybrit Admiraal](#) and [Frans van Eersel](#), Interim and Project Manager, Humagement, The Netherlands

14.45 – 15.00

### Q&A

14.15 – 14.30

### A Encouraging Sustainability in the workplace or "Saving the World in 3 minutes"

- Today we need to utilise the worlds limited resources far more efficiently in order to save the world
- This presentation "Saving the world in 3 minutes" and introducing "Captain Environment" was to encourage employees to be more environmentally friendly at the office and home
- It communicate the idea that simple, easy, small changes to daily routines really make a difference in order to advance society the environment.  
[Wayne Tantrum](#), General Manager, Siemens Facility Management, UK

14.30 – 14.45

### Partners in Sustainability – DCMS & MITIE 2007 PFM Award Winners

- What is partnership?
- Innovation and achievement
- Future sustainable actions  
[Ken Heaton](#), Energy Manager, MITIE Managed Services Limited, UK

14.45 – 15.00

### Q&A

## Closing Plenary

15.15 – 15.45

### Business meets Students as their future employees (students poster session)

15.45 – 16.45

### Closing Keynote

#### Business & Future perspectives

[Paul Tiffany](#), Expert on Business and Management, US



16.45 – 17.00

### Closing Remarks – Looking forward meeting you again at EFMC 2009

(Associations / Informa)

17.00 End of EFMC 2008



Kristof Vanvelk



Brian Wood



## 7<sup>th</sup> EuroFM Research Symposium Programme: Tuesday 10 June 2008

11.30 – 12.00

Separate Plenary Session of Research Symposium | FM Horizons

**Per Anker Jenson**, Chairman EuroFM Research Network

**Prof Keith Alexander**, Chairman, EuroFM Research Symposium

### A. EuroFM/CIB research seminar Usability – context, situation, culture and experience

Facilitator: **Prof Keith Alexander**, University of Salford, UK

12.00 – 13.15

#### A1: Usability – concepts, theory and methods

- Usability: philosophy and concepts  
**Prof Keith Alexander**
- Methods and tools for evaluation of usability in buildings  
**Prof Siri Blakstad**, Norwegian University of Science and Technology, Norway
- Organizational learning, design processes and the usability of buildings  
**Dr Michael Fenker**, Laboratoire Espaces-Travail, School of Architecture, Paris-la-Villette, France

13.15 – 14.30

Lunch / Exhibition

14.30 – 15.45

#### A2: Usability – learning from the cases

- Usability and measureability  
**Dr Goran Lindahl**, Chalmers University of Technology, Sweden
- Customer journey  
**Dr Suvi Nenonen**, Helsinki University of Technology, Finland
- Space for the digital age  
**Per Anker Jenson**, Technical University of Denmark, Denmark

15.45 – 16.15

Coffee Break / Exhibition

16.15 – 17.15

#### A3: Usability – future directions

- Usability of shopping centres  
**Johanna Alho**, Helsinki University of Technology, Finland
- The circle of five for healthy locations  
**Wout Ritzema**, NS Project Consult, The Netherlands
- User oriented benchmarking for real estate  
**Geir Hansen**, Norwegian University of Science and Technology, Norway

17.15 – 18.00

Plenary Panel | FM worldwide – similarities and differences in different global areas

18.00 – 24.00

Networking/Transfer/Gala Dinner/Award Ceremony

### B. EuroFM project workshops

Participatory workshops around outputs from EuroFM research projects, with papers presented by the project partners.

12.00 – 13.15

#### B1: FM in healthcare

Facilitator: **Prof Kunibert Lennerts**, University of Karlsruhe, Germany

- EuroFM healthcare research  
**Prof Kunibert Lennerts**, University of Karlsruhe, Germany
- Lean healthcare assets  
**Prof If Price**, Sheffield Hallam University, UK
- Model to estimate FM costs in hospitals  
**Karin Diez**, University of Karlsruhe, Germany

13.15 – 14.30

Lunch / Exhibition

14.30 – 15.45

#### B2: Sustainability

Facilitator: **Prof Tore Haugen**, Norwegian University of Science and Technology, Norway

##### Open discussion

- Research needs for sustainable FM
- Governance and engagement
- Environmental focus
- Socio-economic development

15.45 – 16.15

Coffee Break / Exhibition

### C. Paper sessions

The presentation of research that responds to themes identified in the open call for papers.

16.15 – 17.15

#### C1: Added value

Facilitator: **Per Anker Jenson**, TU Copenhagen, Denmark

- Added value for FM for the core business  
**Anna-Liisa Lindholm** and **Tuuli Luoma**, Helsinki University of Technology, Finland
- Innovative customer performance measurement and benchmarking  
**Prof Michael Pitt** and **Matthew Tucker**, Liverpool John Moores University, UK
- Economic effective implementation of FM  
**Dr Alexander Redlein** and **Friedrich Sustr**, Vienna University of Technology, Austria



## 7<sup>th</sup> EuroFM Research Symposium Programme: Wednesday 11 June 2008

### D. EuroFM postgraduate workshop

The workshop provides an opportunity for postgraduate researchers (Master of Science through Research, MPhil, Licentiate, PhD) to raise and discuss issues relevant to postgraduate research in FM.

9.00 – 10.15

Facilitator: **Dr Margaret Nelson**, Bolton University, UK

- Strategic FM: hierarchical process mapping in HEIs  
**Yusof Hamid**, University of Salford, UK
- Adoption of flexible working practices & workplaces  
**Nick Nurden**, University College London, UK
- Market for outsourcing TFM in the Netherlands  
**Tessa Bendsorp**, Wageningen University, The Netherlands

10.15 – 10.45      Coffee Break / Exhibition

### B. EuroFM project workshops

Participatory workshops around outputs from EuroFM research projects, with papers presented by the project partners.

10.45 – 12.00

#### B3: Workplace management

Facilitator: **Dr Suvi Nenonen**, Helsinki University of Technology, Finland

- Methods for workplace processes  
**Marja Kauttu**, Nordea Bank, Finland
- Do facilities matter?  
**Theo van der Voort**, Technical University Delft, The Netherlands
- Effect of office design on office users' performance  
**Lucas Windlinger**, Zurich University of Applied Sciences, Switzerland

12.00 – 13.15      Lunch / Exhibition

13.15 – 14.30

#### B4: FM processes

Facilitator: **Prof Keith Alexander**, University of Salford, UK

- Towards a process protocol for FM  
**Andrew Fleming**, University of Salford, UK
- FM implementation processes supported by IT  
**Dr Michael May**, University of Applied Sciences Berlin, Germany
- Reference processes modelling in FM  
**Dr Alexander Redlein**, Vienna University of Technology, Austria

### C. Paper sessions

The presentation of research that responds to themes identified in the open call for papers.

9.00 – 10.15

#### C2: Value analysis

Facilitator: **Prof Jan Brochner**, Chalmers University, Gothenburg

- Life cycle analysis  
**Carolin Bahr** and **Prof Kunibert Lennerts**, University of Karlsruhe, Germany
- Value engineering of facility services  
**Horst Pichmuller** and **Dr Alexander Redlein**, Vienna University of Technology, Austria
- Longitudinal analysis of facility cost data  
**Michael Geerdink** and **Prof Dries van Wagenberg**, Wageningen University, The Netherlands

10.15 – 10.45      Coffee Break / Exhibition

10.45 – 12.00

#### C3: FM benchmarking

Facilitator: **Prof Dries van Wagenberg**, Wageningen University, The Netherlands

- Computer aided real estate benchmarking  
**Thomas Madritsch** and **David Strexiner**, University of Applied Sciences Kufstein, Austria
- Benchmarking in FM in Nigeria  
**Yewande Adewunmi**, **M. M. Omirin** and **F. Adejumo**, University of Lagos, Nigeria
- Designing programs to stimulate energy saving and waste recycling behaviour  
**Dr Frank Melissen**, **Saskia Siegers** and **Dr Trevor Shields**, Breda University of Applied Sciences, The Netherlands

12.00 – 13.15      Lunch / Exhibition

13.15 – 14.30

#### C4: FM context

Facilitator: **Prof Tore Haugen**, Norwegian University of Science and Technology, Trondheim, Norway

- Spaces for users  
**Satu Haaparanta**, TEKES, Finland
- Changes of FM arrangements in different organisational contexts  
**Sarich Chotipanich**, Chulalongkorn University, Thailand
- Prototypes of strategic FM formulas  
**Fred Corpeleijn** and **Prof Dries van Wagenberg**, Wageningen University, The Netherlands

14.30 – 15.00

### Separate Plenary Session of Research Symposium | FM futures

**Per Anker Jensen**, Chairman EuroFM Research Network and **Prof Keith Alexander**, Chairman, EuroFM Research Symposium

15.15 – 17.00

Common Closing Plenary (see Programme Business Conference/Page 8)

## Social events | Side events | The Learning Experience | The Manchester Experience

In addition to the conference there will be different opportunities to explore the City of Manchester, to relax and enjoy oneself. On the evening before the conference we will invite you to the popular welcome reception.



© Town Hall

### Welcome Reception

Monday, 9 June 2008, from 18.30  
Town Hall, Banqueting Room  
Albert Square, Manchester, M60 2 LA

As a Victorian Gothic masterpiece, Manchester Town Hall provides a perfect place for such an event. With a view to Albert Square you can establish new contacts and prepare for the next two days.

[www.manchester.gov.uk/townhall](http://www.manchester.gov.uk/townhall)



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### Gala Dinner and European FM Awards presentation



Tuesday, 10 June 2008, from 19.00  
The Monastery Manchester  
89 Gorton Lane, West Gorton  
Manchester, M12 5WF

[www.themonastery.co.uk](http://www.themonastery.co.uk)

Enjoy an excellent meal and the company of your colleagues, other conference delegates and speakers and see Europe's best researchers, students, service providers and FMs receive their prestigious European FM Awards 2008. Please note that **you must register separately** for the Gala Dinner so book early for what promises to be a spectacular event.

- For conference participants, tickets cost € 145.00 (+VAT).
- For non-conference participants, tickets cost € 245.00 (+VAT).

The 1<sup>st</sup> prestigious European FM Awards were held in Zurich in 2007 and were welcomed across the the FM community as an excellent and exciting evening that demonstrated best practice and excellence with European facility management across practice, research and education arena's. They also highlighted the challenge for facility management professionals in light of the national, cultural, regulatory and language differences across the different European regions. There are four award categories 1. Partners across borders, 2. European FM of the year, 3. European researcher and 4. European FM student. For more information on how to enter the European FM Awards visit [www.eurofm.org](http://www.eurofm.org) or [www.pfmmagazine.co.uk](http://www.pfmmagazine.co.uk)

### Student Poster Gallery 2008

Have a look at the posters that FM bachelor and master students from all over Europe have produced to present their recent study/research findings. The posters will be judged by an international jury. The five best posters will be presented during the closing plenary session. Your vote will appoint the winners. They will receive a free stay at EFMC 2009 in Amsterdam.

### The Learning Experience

The Business Conference, Research Symposium and associated events will also create a physical and virtual learning experience for all participants to share ideas, knowledge and expertise in a community of practice.

### Creative Facility Management

- Pecha Kucha Night: A show and tell, multi-media participatory event in an informal environment. Monday, 9 June 2008, 20.00-21.30 hours
- Second Life: EFMC 2008 will be created as a virtual conference on second life as part of Digital Manchester.
- Third Places: ...neither home nor workplace, but somewhere between... Places to meet, socialise, relax, hang out, work away from the office – at the Conference and in the City.

### The Manchester Experience

A programme of themed visits, hosted by local partners and supported by sponsors will provide the opportunity of understanding key issues being addressed by facility management practitioners in Greater Manchester (limited to 20 participants/registration necessary).

- Tuesday, 10 June 2008 (pm): Urban Sustainability: Spinningfields redevelopment (Manchester's modern financial centre) – A facilitated visit, with the opportunity to meet key people and organisations involved in its development and management, including Allied London and RBS.
- Wednesday, 11 June 2008 (am): Empowering Communities: Visits to renewal areas in Salford (Salford Innovation Forum) - Meet and work with local stakeholders, enabled by internationally acknowledged mentors and coaches. Understand community needs and create an innovative vision for developing and managing community facilities.
- Wednesday, 11 June 2008 (pm): Media City (Salford Quays/The Pie Factory) – A themed interactive workshop, in creative space, exploring ideas of open sourcing in FM (includes an opportunity to learn about emerging plans for Media City; based at Manchester's waterfront on Salford Quays, mediacity: uk is the most significant media development in the UK).



## Main features of the available sponsorship packages

### Package 1: Main Sponsorship – Platinum

- Exclusivity guaranteed within your market sector.
- One reserved speaking-slot in the Business Conference.
- Cover of the conference brochure showing your company logo.
- Conference brochure contains your company logo and profile.
- Corporate literature/sales brochures, company logo and profile included in the delegate packs.
- 4 banners with your company logo at the podium, near the check-in desk and in the exhibition area.
- Company give-aways included in the delegate packs.
- Exhibition space (12 sqm).
- 5 delegate places incl. gala dinner & award ceremony plus delegate packs.
- Your choice of 2 persons not registered for the conference as stand personnel.
- Additional tickets at preferential rates, i.e. 15% off regular list price.

**Price: € 50,000 \***

### Package 2: Main Sponsorship – Gold

- Cover of the conference brochure showing your company logo.
- Conference brochure contains your company logo and profile.
- Corporate literature/sales brochures, company logo and profile included in the delegate packs.
- 4 banners with your company logo at the podium, near the check-in desk and in the exhibition area.
- Exhibition space (9 sqm).
- 3 delegate places incl. gala dinner & award ceremony plus delegate packs.
- Your choice of 2 persons not registered for the conference as stand personnel.
- Additional tickets at preferential rates, i.e. 15% off regular list price.

**Price: € 25,000 \***

### Package 3: Co-Sponsorship – Silver

- Conference brochure contains your company logo and profile.
- Corporate literature/sales brochures, company logo and profile included in the delegate packs.
- 4 banners with your company logo at the podium, near the check-in desk and in the exhibition area.
- Exhibition space (6 sqm).
- 2 delegate places incl. gala dinner & award ceremony plus delegate packs.
- Your choice of 1 person not registered for the conference as stand personnel.
- Additional tickets at preferential rates, i.e. 15% off regular list price.

**Price: € 15,000 \***

### Package 4: Exhibition (stand scheme)

- Conference brochure contains your company logo and profile.
- Corporate literature/sales brochures, company logo and profile included in the delegate packs.
- Exhibition space (9 sqm).
- 1 delegate place incl. gala dinner & award ceremony plus delegate packs.
- Your choice of 1 person not registered for the conference as stand personnel.
- Additional tickets at preferential rates, i.e. 10% off regular list price.

**Price: € 4,000 \***

### Additional/Sponsoring Options

- Catering: coffee/tea, snacks, lunch
- Visibility: hospitality/registration, lanyards, delegate bags, stationary, etc.
- Others: speakers/press/exhibitor room, internet lounge, transportation, production/equipment, etc.

\* All prices plus applicable VAT.

Services are subject to availability. For specifications on the services provided visit our website at [www.efmc2008.com/sponsoring.asp](http://www.efmc2008.com/sponsoring.asp)

## The Expertise of EFMC Sponsors – a benefit to all

The selected sponsors cover virtually all branches of the FM world and provide a host of solutions for delegates:

- What innovative, integrated and comprehensive FM concepts exist?
- What are the latest trends in architecture and design?
- How can a company's competitiveness be effectively increased by FM?
- How can FM be integrated strategically in corporate operations?
- What is the ideal percentage of internal activity in FM?
- How does an ideal mix of suppliers help reduce costs?
- How can strategic partnerships promote a higher level of concentration on the core business?
- How do service level agreements ensure effective quality management in outsourcing?
- Where are the limits to FM outsourcing?

For more information, a tailored sponsorship plan and on prices, please contact:

### Hans-Jörg Klecha



(Sales Manager)  
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phone: +49-2 11-96 86-37 57

## Partners

### Exhibitor

Planon International is an independent software house with a global reach specialising in workplace management solutions: the convergence of facility management, maintenance management, services management, and corporate real estate disciplines. Planon has a wealth of professional expertise in these areas and advises organisations at operational and also strategic levels.

Through offering proven practice oriented solutions Planon has rapidly established itself as Europe's leading supplier with more than 1,300 customers. The Planon solutions are promoted by six company-owned subsidiaries and an extensive global partner network.

#### Planon B.V.

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fax: +31-24-642-2942  
E-mail: info@planon.nl



### With support of



### Media Partners



## Pre- and post-conference events

### European IFMA Leaders Conference, 9 June (preceding EFMC 2008)

This one-day conference will provide IFMA chapter leaders with the opportunity to make connections, develop leadership skills and learn about resources available from IFMA Headquarters. Conference highlights include: sharing chapter management best practices and IFMA resources, membership growth ideas, updates from IFMA about education, certification and international initiatives, and more.

Details: [barbara.zlatnik@ifma.org](mailto:barbara.zlatnik@ifma.org)

### CFM Exam Review Course, 12 to 13 June (following EFMC 2008)

The definitive course of preparation for the CFM Exam, this two-day course is designed to assist experienced facility professionals seeking certification in preparing for the competency-based CFM Exam. In addition to assessing your knowledge and skills related to each competency area, you can learn about the format of the exam and gain a greater level of confidence in your ability to successfully complete the exam and earn the premier internationally recognized certification in facility management.

Details: [leslie.scantlebury@ifma.org](mailto:leslie.scantlebury@ifma.org)

### CEN/TC 348 Meeting, 12 to 13 June 2008, Manchester (following EFMC 2008)

At this meeting the goal is to accept the content (text and structures) of 4 European Standards on Facility Management to benchmark.

Details: [wiene.wijnstra@nen.nl](mailto:wiene.wijnstra@nen.nl)

## Plus

### EuroFM Members Meeting and the EuroFM Leadership Meeting

EuroFM invites all their members to their EuroFM Members Meeting as also all European FM-Association Leaders to their EuroFM Leadership Meeting. Both meetings will be organised within the conference schedule.



## At a Glance – Who we are

### Who should attend

Board members, CxOs, senior management, decision makers and experts who have an interest and responsibility for

- Facility Management
- Real Estate Management
- Asset Management
- Architecture and Project Development

from all industries, public administration and academia.

### Good reasons to attend

- EFMC 2008 is THE European Facility Management Conference
- More than 60 top speakers from Europe and abroad
- Best Practice + Case Studies + Research
- Up-to-date information and insights
- Valuable experiences and new ideas
- Exhibition
- Welcome reception + Gala dinner
- European FM Awards ceremony
- Networking opportunities
- Technical/study tours

### Programme Advisory Group (Business Conference)

Chair: **Gordan McMillan**, GlaxoSmithKline UK Pharmaceuticals (UK)

#### Members

- **Peter Altes**, EUROFORUM/Informa, the Conference Management Company (Germany)
- **Stephen Bennett**, BIFM (UK)
- **Fred Child**, BIFM (UK)
- **Kari Hamre-Hanssen**, StatoilHydro (Norway)
- **Lennart B. Harpe**, Humagement (The Netherlands)
- **Verena Hotter**, FHS Kufstein Tirol Bildungs GmbH (Austria)
- **Mariantonetta Lisena**, IFMA (Italy)
- **Dr Michael May**, GEFMA/FHTW Berlin (Germany)
- **Margit Pindstofte**, Johnson Controls (Denmark)
- **Gert Potoms**, IFMA (Belgium)
- **Colin Woodward**, RICS (UK)

### Scientific Committee (Research Symposium)

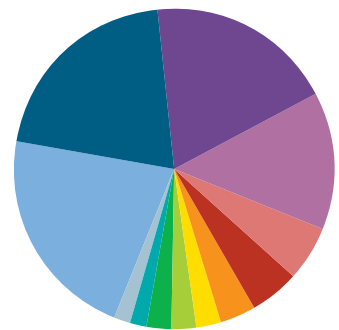
- **Prof Jan Brochner**, Chalmers University of Technology, Sweden
- **Prof Tore Haugen**, NTNU, Trondheim, Norway
- **Prof Kunibert Lennerts**, University of Karlsruhe, Germany
- **Prof Kari I. Levainen**, Helsinki University of Technology, Finland
- **Prof Andreas van Wagenberg**, University of Wageningen, The Netherlands
- **Assoc Prof Alex Redlein**, TU Vienna, Austria

### Organising Committee (Research Symposium)

- **Per Anker Jensen**, Chairman of the Research Network Group
- **Prof Keith Alexander**, Chairman of the Scientific Committee
- **Dr Margaret Nelson**, Postgraduate Research Network
- **Stephen Bennett**, BIFM Representative of the Programme Advisory Group of the Business Conference

### Delegate Profile by Industry Sector (EFMC 2007)

Industry Sector	Percentage
Academia/Sciences	20,8%
Real Estate	18,9%
Consultants	13,7%
Financial Institutions	5,6%
Utilities	5,1%
Municipalities	3,6%
Software	2,5%
Health Care	2,5%
Publishers	2,3%
Government	1,7%
Commerce	1,7%
Others	21,6%
Total	100,0%



## At a Glance – Who we are

### Hosted by:



#### IFMA – International Facility Management Association

This is the world's largest and most widely recognized international association for professional facility managers, supporting more than 19,000 members in 60 countries. The association's members between them manage more than 37 billion square feet of property and annually purchase more than \$ 100 billion in products and services. Formed in 1980, IFMA certifies facility managers, conducts research and provides educational programs for example.



#### EuroFM – European Facility Management Network

This is a network of more than 75 organisations based in more than 15 European countries, all focussed on facility management. They represent professional (national) associations, education and research institutes and corporate organisations. EuroFM members are involved in an open exchange of information and experience through meetings, seminars and workshops, through collaboration in research projects and through the development of joint education programmes. EuroFM's mission is the advancement of knowledge in facility management in Europe and its application in practice, education and research.

### Organised by:



informa

#### EUROFORUM – Conference Management Company

Part of the informa plc group, a leading international conference organiser and publisher, Euroforum is an established conference management company in central Europe and organiser of major meetings for top executives, decision makers and recognised experts. In 2007 EUROFORUM organised over 1,000 events drawing approximately 45,000 delegates. Euroforum invites top speakers from industry, research and government to highlight the very latest developments and trends in practical business management.



For further information please contact:

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