

NEW BOOK ON FACILITIES MANAGEMENT

THE ADDED VALUE OF FACILITIES MANAGEMENT CONCEPTS, FINDINGS AND PERSPECTIVES

Per Anker Jensen, Theo van der Voordt and Christian Coenen (editors)

During the last decades the perception and application of Facilities Management (FM) has gradually shifted from primarily steering on cost reduction towards managing of facilities as a strategic resource to add value to the organisation and its stakeholders and to contribute to its overall performance.

This book shows why and how this shift occurred and how the supply of facilities can or should be aligned to the different interests and needs of various stakeholders. It connects concepts, theoretical frameworks, research data and measurement tools from different countries and different disciplines, including Facilities Management, Corporate Real Estate Management, and Business to Business Marketing. The case studies explore different sectors such as offices, higher education, industry and health care. Much attention is being paid to value adding management, performance measurement and Key Performance Indicators covering economic issues, the needs and preferences of clients, customers and end users, shareholder value, relationship value and sustainability.

The starting point for this international collaboration was the so-called FM Value Map that visualizes the links between input (resources), throughput (process), output (provisions) and outcomes i.e. the impact on the core business and the surroundings. The book ends up with many lessons learned, both from an academic and a practical point of view, and input for the future research agenda. As such this book is appropriate to be used in academic research, educational settings and practical decision making.

The Added Value of FM is a result of an international collaboration between eighteen authors representing the perspectives of seven nationalities. It was edited by Per Anker Jensen, Professor in Facilities Management at the Technical University of Denmark (DTU), Theo van der Voordt, Associate Professor in Corporate Real Estate Management at the Delft University of Technology, and Christian Coenen, Professor of Marketing and Services Management at the Zurich University of Applied Sciences.

The publication has been made in collaboration between Centre for Facilities Management –Realdania Research and the European network EuroFM.

The book has 312 pages in colour print, format 170 x 240 mm and hardback.

The price is 249 DKK + postage (approx. Euro 33, £ 28 and \$ 42).
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You are welcome to contact CFM:

Professor Per Anker Jensen
Centre for Facilities Management – Realdania Research
DTU Management Engineering,
Technical University of Denmark, Produktionstorvet 424
DK 2800 Kgs. Lyngby, Denmark
Tel. +45 4525 1674
e-mail: pank@dtu.dk
www.cfm.dtu.dk

