



EFMC 2007

EUROPEAN FACILITY MANAGEMENT CONFERENCE

26 and 27 June 2007,
Swiss Federal Institute of Technology Zurich, Switzerland



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Keynote speakers



Dr. Kjell A. Nordström
Associate Professor, Institute of International Business (IIB), Stockholm School of Economics, Sweden



Cathy O'Dowd
Mountaineer, The 1st Woman to climb Mt Everest from both south and north sides, South Africa



Prof. Dr. h.c. Lothar Späth
Chairman Merrill Lynch Germany and Austria and former Prime Minister of Baden-Wuerttemberg, Germany

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Welcome to the EFMC2007

Deploying limited capital more economically, and using resources effectively: Switzerland – particularly the economic area of Zurich – has long incorporated these central principles of facility management.

And yet such sustainable action is subjected to a constant process of improvement. Society and technology are constantly developing. It is therefore all the more important to learn from the experience of others.

The European Facility Management Conference 2007 provides an ideal platform for doing just that. A platform from which the city of Zurich itself can also benefit, as it's precisely the city's public administration as a "big business" that can profit from such an exchange of experiences.

For that reason, I would like to thank you for your participation and wish you a highly successful conference. At the same time, I hope that while you are here you will take the opportunity of getting to know better the city with the highest quality of life in the world.

Welcome to Zurich. I look forward to an exciting and rewarding exchange of information.




Dr. Elmer Ledergerber
Mayor of Zurich

The International Facility Management Association (IFMA) is honoured to be a part of this year's European Facility Management Conference (EFMC) in Zurich, Switzerland. Through educational and networking events such as the EFMC, IFMA contributes to the discussion on relevant workplace issues universal to facility management, helping professionals worldwide improve practices and compare standards. By being a part of this global dialogue, IFMA encourages industry professionals to develop benchmarks for excellence in areas critical to today's facility managers.

IFMA is able to broaden our global perspective through partnerships. IFMA proudly joins our professional peers in Zurich to strengthen the channel of communication worldwide and to share with you our efforts in adapting relevant resources for the future of all areas of the global FM world. We look to you to help us understand the needs and concerns of facility managers in Europe. The open dialogue we share with one another is of mutual benefit, as we ascertain ways to assist and represent you to the best of our abilities.

We look forward to seeing you in June!




Teena G. Shouse
Chair Executive
Committee IFMA

IFMA and EuroFM are proud to present EFMC2007. EFMC will host delegates and speakers from more than 19 European countries with the most diverse professional background; from management gurus, to FM students; from researchers to practitioners and educators. It is the only event to hold concurrent and seamlessly, a two-streamed FM conference, the only existing European Research Symposium and the well regarded FM student competition, the Student Poster Gallery Contest. New to this year's event will be the presentation of the 1st European FM Awards ever, created to recognize outstanding achievements in business, research and education.

All conference programmes aim at providing state-of-the-art professional content and EFMC is no exception, as you will see in the programme. However, in my opinion the most valuable aspect of our conference is the engaging professional atmosphere, the sparkling business opportunities and the networking environment which together deliver a unique sense of "FM profession" unrivalled in Europe. Come and meet more than 500 FM professionals from the most diverse backgrounds and countries in the fabulous city of Zurich, at EFMC 2007. We will be delighted to welcome you.



José García Cuartero
Chairman, EuroFM

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Programme at a glance

Monday, 25 June 2007

17.30 Welcome reception and address by **Dr. Elmar Ledergerber**, Mayor of Zurich

Tuesday, 26 June 2007

9.00 Opening and keynote speech by **Prof. Dr. h.c. Lothar Späth** "Strategy Europe – a future model for a globalized world"

10.30 Coffee break

Forum A

Forum B

6th EuroFM Research Symposium

11.00 European best practice in the private sector

11.00 FM providing sustainable buildings and a healthy environment

11.00 Opening
11.30 Operational issues

12.30 Lunch break

14.00 IT in FM – space and occupancy costs

14.00 IT in FM – implementation and integration

14.00 Processes and organization

15.30 Coffee break

16.00 European best practice in the public sector

16.00 FM supporting business continuity and risk management

16.00 Workshop: FM in health care
16.00 Workshop: community-based FM

17.30 End of first conference day

19.00 Gala dinner

Wednesday, 27 June 2007

9.00 Plenary session: keynote speech by **Cathy O'Dowd** "Reach for the heights!"

10.30 Coffee break

9.00 Workplace design and management
10.30 Coffee break

11.00 Defining core business

11.00 Trends and innovation in FM – standards, performance and measurement

11.00 Workshop: graduates students

12.30 Lunch break

14.00 Customer care and communication in FM

14.00 Trends and innovation in FM – workplace

14.00 Workshop: FM future
14.00 Workshop: usability of workplaces

15.30 Coffee break

16.00 Closing plenary session and keynote speech by **Dr. Kjell A. Nordström** "Karaoke capitalism and the need for innovation"

17.30 End of conference

The conference languages will be English and German with simultaneous translation provided throughout both days.

Conference programme: Tuesday, 26 June 2007

9.00

Opening plenary session: Strategy Europe – a future model for a globalized world

Prof. Dr. h.c. Lothar Späth, Chairman Merrill Lynch Germany and Austria and former Prime Minister of Baden-Wuerttemberg (D)

Coffee break

Forum A

European best practice in the private sector

Session chair: **Ricarda Berg**, Head Global Sales & Marketing, M+W Zander D.I.B. Facility Management GmbH, Stuttgart (D) and Member of the Board IFMA Switzerland

11.00

Building and organization – making them fit

- Why organizations “feel good” in their buildings
- Critical success factors in managing the fit between building and organization
- The business case of the Friesland Bank

Jaap G. Wijnja, Institute of Facility Management, Hanzehogeschool (NL)

Gerhard de Vries, Director of Facilities, Friesland Bank (NL)

11.30

The vision and implementation of a space optimization programme

- Nationwide reduction of office space with simultaneous location adjustments
- Implementation of a new non-group-specific workplace concept
- Managing approx. 50 projects running in parallel

Patrick Vogel, Partner, reflecta ag, Bern (CH)

William Angst, CEO, Swisscom Immobilien AG, Bern (CH)

12.00

Revolution in FM: What is really happening in Europe?

- Review of the situation and FM options facing multinational organizations
- Discuss what businesses can get from outsourcing FM, based on case studies
- Compare local and Europe-wide outsourcing solutions

Dave Wilson, Director of Corporate Services, macro (UK)

Paul Yearley, CEO Integrated Facilities & Portfolio Management EMEA, Jones Lang LaSalle (UK)

12.30

Lunch break

Forum B

FM providing sustainable buildings and a healthy environment

Session chair: **Victoria Hardy**, Academic Department Head of Design and Facilities, Wentworth Institute of Technology, Boston (USA)

11.00

Dynamic development and sustainable operation of complex industrial areas

- Critical factors for the successful conversion of use of large industrial areas in Switzerland
- Achieving sustainability by means of integrated development management and careful operation and maintenance of infrastructure

Example: Brownfield recycling – Sulzerareal Winterthur
Markus Schmidli, Managing Director of Sulzer Immobilien AG, Winterthur (CH)

Ronald Schlegel, Chairman of the Executive Board of Axima Switzerland, Winterthur (CH)

11.30

A business case for green facilities in SMEs (small and medium-sized enterprises)

- Construction and ongoing management of buildings consumes an enormous quantity of the Earth's renewable and non-renewable resources
- SMEs have been neglected in the challenge to build and operate buildings in a more environmentally responsible manner

The case study of the Waterloo EMS certified green building
Jim Lisowski, Facilities Manager, Lotek Wireless Inc., Newmarket (CDN)

12.00

Energy benchmarking for complex buildings

- Finding energy saving potential
- Cutting energy costs
- Learning from the best

Markus Oberlin, General Manager, Avireal Middle East, Dubai (UAE)
Irène Oertle, Marketing and Sales Manager, Avireal (CH)

12.30

Lunch break

Conference programme: Tuesday, 26 June 2007

Forum A

IT in FM – space and occupancy costs

Session chair: **Prof. Dr. Michael May**, Computer Sciences and Facility Management, University of Applied Sciences Berlin (D)

14.00

Computer-based generation of occupancy groups during relocation or area reduction in large organizations

- Creation of layout plans optimized according to communication relationships and space utilization of specific areas
 - Complexity through iterative planning
 - Evaluation of layout alternatives by means of a performance measurement system and visualization as 3D-Ifc model
- Christiane Rettinger**, Project Manager and research assistant, University of Applied Sciences Berlin (D)
Michael Marchionini, Managing Partner, FMK Services GmbH, Berlin (D)

14.30

Leveraging IP convergence to offer FM services that reduce occupancy cost in office buildings

- Framework to leverage technology advancements combined with radical innovation to develop new facility management business offerings
 - Rationalization of three office facility end-user processes: people circulation, conferencing and workpoint configuration
 - Performance metrics and examples of achievable savings in occupancy cost
- Dr. Vishal Mallick**, CEO, Performance Buildings GmbH, (CH)
Bruno Ruettimann, Head of Service Centre, ABB Headquarter (CH)

15.00

Space management at Migros – common data base for FM and core business

- Introduction to space management at the largest retail company in Switzerland (with 1.2 million square metres of floor space)
- The special requirements created by the decentralized corporate structure and the high level of autonomy of the individual co-operatives
- Areal data as foundation for facility management and core business, particularly sales planning
- Multilingualism at the work-place: the complex IT environment and the needs of individual users as a further challenge

Reto Bühler, Member of the Management Board and Director of IT, Personnel and Administration, Liegenschaften-Betrieb AG, Zurich (CH)

Prof. Dr. Ulrich Walder, Professor of Construction Informatics, Technical University of Graz (A)

Forum B

IT in FM – implementation and integration

Session chair: **Thomas Madritsch**, Director of Studies, Facility Management, University of Applied Sciences Kufstein, (A)

14.00

Things that think – RFID in FM

- Process optimization with RFID
 - Efficient identification with additional possibilities
 - Reliability of data collection.
- Gregor Hotz**, Consultant, pom+ Consulting AG, Zurich (CH)

14.30

The new approach C² & C² in Madrid's public hospitals

- C² & C² – customer care and communication centre: an innovative step ahead
 - Customer care and communication centre is the central and unique information distribution point
 - Implementation of this new approach is IT-based
- Adolfo Molina Esteban**, Consultant Partner, Facilitec S.A., Madrid (E)

15.00

Automation boot camp 103 – design and deployment of CAFM and TIFM solutions in 30 Days

- How to avoid pitfalls by learning how to interpret IFM benchmarks and best practices
 - How to work with an existing organization and effectively use outsourcing agents and consultants
- Bruce Kenneth Forbes**, CEO, Archibus, Boston (USA)

15.30

Coffee break

Conference programme: Tuesday, 26 June 2007

Forum A European best practice in the public sector

Session chair: **Prof. Mark-Erik Nota**, Associate Professor for Hospitality Management (NL)

16.00

GMIS – Lessons learned at the ETH Zurich

- FM on the ETH campus
- A modular approach
- Lessons learned during an FM/IT project

Ruedi Brunner, Member of the Management Board, ETH Immobilien, Zurich (CH)

Ruedi Brunner, Director of Technical Facility Management, ETH Immobilien, Zurich (CH)

Robert Schneider, Member of the Management Board, Amstein + Walthert AG, Zurich (CH)

16.30

Nobody does it better. Or do they? The organization of catering on military missions abroad

- Changing world
- (International) military and civilian catering
- Effectiveness of outsourcing military catering on missions abroad

Marleen Klavers-Bakker, Officer, The Royal Netherlands Air Force, Den Haag (NL)

17.00

A new approach to managing cultural institutions: Faceo at Quai Branly Museum

- The needs of the client: efficiency and focussing on their core business
- The contract: outsourcing and performance-based
- The organization to fit customer needs

Amaury de Varax, Business Development and Marketing Director, Faceo, Montrouge Cedex (F)

17.30

End of first conference day

Forum B FM supporting business continuity and risk management

Session chair: **Victoria Hardy**, Academic Department Head of Design and Facilities, Wentworth Institute of Technology, Boston (USA)

16.00

The profitable facility: an examination of facility factors that affect profitability

- Know the important considerations about a facility that affect business continuity
- Discuss factors that may affect the actual cost of a facility
- Examine factors that may affect employee turnover and its related cost

Charles Carpenter, Office Service Manager, First American Flood Data Services, Austin, Texas (USA)

16.30

Relocation risks of SMEs: facility owner perspective

- Relocation is considered as a risky and stressful business among SMEs
- Understanding these risks may serve as a competitive advantage in the search for new tenants
- Risk perception divided in five categories: financial risk, functional risks, corporate culture risks, interest group risks and future risks

Heidi Marja Rasila, Research Scientist, Helsinki University of Technology (FIN)

17.00

Proven strategies for effective corporate facility management during crisis situations

- Conducting business in a post-911 world: different disaster scenarios
 - Best practices for disaster preparedness (pre-disaster) and best methods for disaster recovery (post-disaster)
 - Final thoughts, advice, and tips for facility managers
- Ian Marlow**, President, GFS, New York (USA)

17.30

End of first conference day

Conference programme: Wednesday, 27 June 2007

9.00

Opening plenary session – Reach for the heights!

Cathy O'Dowd, mountaineer and adventurer, South Africa
Coffee break

Forum A Defining core business

Session chair: **Guido Walt**, President, Maintenance and Facility Management Society (MFS), (CH)

11.00

Is multiple sourcing useful as a management tool for the facility manager?

- The concept of multiple sourcing and expected advantages
- The research: effect of competition during the whole contract period on quality and costs
- The results and recommendations

Alex de Vries, Contract Manager Facilities, NV Nederlandse Gasunie, Groningen (NL)

11.30

Document management: economies by means of outsourcing and process optimization

- Are you familiar with your document processes?
- Is the outsourcing of document processes an interesting business area for facility managers?
- What are the main factors contributing to the successful outsourcing of document processes?

Konrad Sommer, Vice-President, Océ Business Services, Océ HQ (NL)

Fabrizio Pedrazzini, Head of Employee Care, HR Department, Roche Italia S.P.A. (I)

12.00

Performance-based facility management contracting at the International Monetary Fund (IMF)

- Defining facility management service levels and benchmarking facility costs at the IMF
- Identifying quality improvements and providing incentives for innovation
- Developing a performance-based contracting mechanism for delivery of facility management services

Christopher P. Hodges, Principle, Facility Engineering Associates, Washington DC (USA)

Stephen Sakach, Senior Facilities Officer, International Monetary Fund (IMF), Washington DC (USA)

12.30

Lunch break

Forum B Trends and innovation in FM – standards, performance and measurements

Session chair: **Daniel Berti**, Head of Professional Support, Wetrok AG (CH)

11.00

An FM balanced performance profiling tool

- Learn how to profile of your organization
- Compare your organization's FM strategy against industry best practice
- Understand balanced FM profiling

Prof. John Gilleard, Head of Department of Building Services Engineering, The Hong Kong Polytechnic University (HK)

11.30

"ProLeMo" – process-performance model in facility management

- A standard for processes and performance
- Clear classification of the processes and performance to the costs of use
- Alignment with international standards

René Sigg, Managing Director, Intep, Zurich (CH)

12.00

Can the term "facility management" be saved by the new European Norm?

- Production site analysis facility management
- The new European Norm in facility management
- The facility management business model
- Effects, benefits and further development

Marc Christen, ETH-Rat Real Estate Controlling, Swiss Federal Institute for Technology Zurich (CH)

12.30

Lunch break

Conference programme: Wednesday, 27 June 2007

Forum A
Customer care and communication in facility management

Session chair: **Susanne Hofer**, Lecturer for Hospitality Management, University of Applied Sciences Waedenswil (CH)

14.00
Developing the facility management service value chain

- FM as a source of competitive advantage for the organization
 - Quality dimensions important to supplier performance and customer satisfaction
 - Quality dimensions that benefit suppliers and customers
- Peter McLennan**, Course Director MSc Facility and Environment Management, University College, London (UK)
Hermen Jan van Ree, Senior Research Fellow, Workplace Innovation Centre, University College, London (UK)

14.30
Cementing customer service

L. Kay Allen, Facilities Management, Qatar Foundation, Doha, Qatar

15.00
Service controlling in FM – an important success factor for clients and service providers

- Why performance transparency is a decisive success factor
 - Mutual needs of clients and service providers
 - Deployment of suitable instruments
- Joachim Ziegler**, Head M&A and international projects, M+W Zander D.I.B. Facility Management GmbH, Stuttgart (D)

15.30
 Coffee break

Forum B
Trends and innovation in FM – workplace

Session chair: **Helena Ohlsson**, Senior Consultant, Johnson Controls, London and Member of EuroFM Board

14.00
Workplace management in Japan: the tide of transformation

- Illustration of business climate in Japan that facility managers face
 - Cases illustrating the new workplace management to fit the business climate
 - Emerging workplace creation and management process
- Yoshiki Ikeda**, Director, Japan Facility Management Promotion Association, Tokyo (J)

14.30
Workplace tendencies in Europe

- Flexible working workplace strategies are the tendency in Europe.
 - Flexible office gives flexibility to business.
 - Flexible office is a “win-win” solution for employees and companies.
- Francisco Vázquez**, President and Owner, 3G Office, Madrid (E)

15.00
Integrated workplace management – more connections, greater value

- A discussion of issues presently facing facility management professionals
 - How technology plays a vital role in addressing these issues as well as improving customer service and driving down costs for facility managers
 - Best practices and implementation success stories from the field
- Michael Schley**, CEO and Founder, FM Systems, Raleigh, NC, (USA)

15.30
 Coffee break

16.00
Closing plenary session – Karaoke capitalism and the need for innovation

Dr. Kjell A. Nordström, Associate Professor, Institute of International Business (IBB), Stockholm School of Economics, Sweden

17.30
End of the conference

Programme 6th EuroFM Research Symposium: Tuesday, 26 June 2007

11.00

Opening of the 6th EuroFM Research Symposium

Prof. Dr. Hans-Rudolf Schalcher, Chair of Planning and Management in Construction, ETH Zurich, Swiss Federal Institute of Technology, Zurich (CH)

Operational issues

Session chair: Prof. Jan Bröchner, Chalmers University of Technology, Göteborg (S)

11.30

Analysis of existing maintenance calculation methods via real data comparison

- Building maintenance
- Resource calculation methods for maintenance measures
- Life cycle data.

Carolin Bahr, Research Assistant, Faculty of Facility Management, University of Karlsruhe (D)

12.00

How to identify cost drivers in real estate benchmarking: an empirical survey of heating costs

- The aim of the study: Identifying the determinants of heating expenses in office buildings
- The sample and data
- The statistical analysis and the findings of these analyses
- How to use the findings in practice

Wolfgang Brunauer, Research Fellow, University of Applied Sciences, Kufstein (A)

Matthias Koch, University of Innsbruck (A)

12.30

Lunch break

Processes and organization

Session chair: Prof. Dr. Kari I. Levänen, Helsinki University of Technology (FIN)

14.00

Reference process modelling within FM

- Business process reengineering (BPR) as a basis
- Reference processes as best practise solution
- Methodology: 21 case studies to define reference model
- Presentation of FM process landscape and reference processes

Dr. Alexander Redlein, Vienna University of Technology (A)

Gregor Fleischmann, Ph.D.student, Vienna University of Technology (A)

14.30

The organizational relationships between support function and core business

- What relationships are appropriate between core business and support functions?
- Market relationships can be appropriate for non-strategic support functions
- Establishing of a coalition is important for strategic support functions

Per Anker Jensen, Associate Professor, Technical University of Denmark (DK)

15.00

Event-based simulations: enabling improved life cycle and risk management of facilities

- Accelerating changes do require flexible buildings
- Traditional methods do not consider the long-term behaviour of the facility management and changes of the buildings
- Event-based simulation take into account the behaviour of the system the flexibility of buildings and the behaviour of the facility management

Dietmar Wiegand, Senior Researcher and Project Manager, Swiss Federal Institute of Technology Zurich (CH)

Dipl.-Ing. Veronika Pichler, Ph.D.student, Swiss Federal Institut of Technology Zurich (CH)

Dipl. math. Priska Mebes, Senior Researcher, Swiss Federal Institute of Technology Zurich (CH)

15.30

Coffee break

16.00

Workshop: FM in health care

Session chair: Prof. Dr.-Ing. Dipl.-Wi.-Ing. Kunibert Lennerts, Head of Department FM, Institute for Technology and Management in Construction, University of Karlsruhe (D)

The workshop will provide an opportunity for sharing the results of related research and discussing the emerging findings and issues raised. It will also discuss theoretical and methodological issues of facilities management studies in health care, and will consider the practical implications for health care professionals.

Facilities management in the NHS: can the contribution of FM be measured in terms of health outcomes?

- The aim of the study and the results
- The challenge for NHS facilities directors to prove the contribution of FM to patient well-being

Daryl May, Senior Research Fellow, Facilities Management Graduate Centre, Sheffield Hallam University, Sheffield (UK)

6th EuroFM Research Symposium, Tuesday, 26 June 2007 and Wednesday, 27 June 2007

Performance-based facility management costs risk assessment for OP-units in hospitals within a diagnosis-related grouping system

- Cost budgets and cost allocation
- Operation theatre performance

Karin Diez, research assistant, University of Karlsruhe (D)

16.00

Workshop: community-based FM

Session chair: Prof. Keith Alexander, University of Salford (UK)

Chair EuroFM Research Network Group

The EuroFM Community-based FM project focuses on issues of sustainability at different levels, from building to urban, using collaborative ways of working and issues of governance and empowerment, environmental impact and socio-economic development.

Wednesday, 27 June 2007

Workplace design and management

Session chair: Prof. Andreas van Wagenberg, University of Wageningen (NL)

9.00

Complex effects of work and office design

- Theoretical framework and the aim of the study
- Method, sample and findings
- Practical implications: how to design offices

Lukas Windlinger, Lecturer and Research Fellow, Department of Facility Management, University of Applied Sciences Waedenswil (CH)

9.30

Human resource management and the office environment

- A look at the reasons why HRM professionals should engage in decisions about the office environment
- An insight into how HRM professionals view the impact of the office environment on their organization
- A discussion about how FM and HRM professionals can work together to deliver better office environments

James Pinder, Lecturer and Senior Research Fellow, Facilities Management Graduate Centre (FMGC), Sheffield Hallam University, Sheffield (UK)

10.00

Parameters for an effective implementation of FM

- A study to prove potentials for cost reduction, increase of productivity and cost drivers within FM
- Several scientific surveys with very large samples
- In addition: description of trends within FM

Dr. Alexander Redlein, Vienna University of Technology (A)
Susanne Hauk, Vienna University of Technology (A)

10.30

Coffee break

11.00

Workshop: postgraduate students: innovative research in FM

This is an opportunity for postgraduate researchers (Master of Science through Research, MPhil, Licentiate, PhD) to raise and discuss issues relevant to postgraduate research in FM. This session starts off with the postgraduate poster session at coffee time, leading to a combination of round table discussions as well as a breakout session where questions arising from posters and submitted abstracts will be addressed in detail. We will be joined by experts from both practice and academia to contribute their perspectives to discussions.

Dr. Margaret M. Nelson, University of Bolton, Department of the Built Environment, Bolton (UK)

12.30

Lunch break

14.00

Workshop: European FM future

Session chair: Prof. Dr. Hans-Rudolf Schalcher, Swiss Federal Institute of Technology, Zurich (CH)

The workshop will be organized as one of a series of strategic conversations about FM futures using role play and will provide an opportunity for sharing the results of related research and for discussing the emerging findings and issues raised.

14.00

Workshop: usability of workplaces

Session chair: Prof. Dr.-Ing. Tore I. Haugen, Dean, Faculty of Architecture and Fine Arts, NTNU, Trondheim (N)

Usability of workplaces is a collaborative project between CIB Working Commission W111 and the EuroFM Research Network Group. Presentations of three case studies from Phase 2 of the work, and conclusions from the project will be discussed at the workshop.

Usability attributes of business parks

- The framework of usability
 - Assessing usability attributes by usability walkthrough
 - Usability in Business parks – empirical results
- Peggie Rothe, Researcher, Constructions Economics and Management, Facility Services Research, Helsinki University of Technology (FIN)

15.30

Coffee break

Social events

In addition to a fascinating conference there will be plenty of opportunities for enjoying yourselves, relaxing and establishing new contacts.

Welcome reception

Monday, 25 June 2007, from 17.30

Dozentenfoyer, Hauptgebäude, ETH Zentrum,
Rämistrasse 101, CH-8001 Zurich



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On the evening before the conference, we cordially invite you to the popular welcome reception. The incumbent Mayor of Zurich, Dr. Elmar Ledergerber, will welcome you personally. Simply enjoy the view over the city and use the opportunity to exchange views with other participants and speakers – and maybe drink a toast to the forthcoming conference.

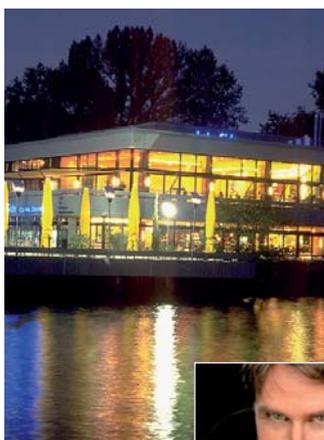
The wine at the welcome reception is offered by SV Switzerland

SV
catering & services

Gala dinner

Tuesday, 26 June 2007, from 19.00

Lake Side Restaurant,
Bellerivestrasse 170, CH-8008 Zurich



© Lake Side

There will be a gala dinner on the first evening of the conference at the Lake Side Restaurant. Spend a summer evening by the Lake of Zurich with a view of the Alps. And at the same time, enjoy an excellent meal, stimulating conversations in the company of other participants and speakers and the appearance of the Australian-Swiss comedian Rob

Spence.



Please note that you have to register separately for the gala dinner and that the number of places is limited. The cost of the gala dinner for conference participants is CHF 150.

Study tours*

Wednesday, 27 June 2007, from 10.30

There is a choice of three different study tours.

Zurich University Hospital

Electronic ordering system for patient transportation

At Zurich University Hospital, between 300 and 400 patients are moved daily with accompanying staff. Part of this study tour will involve an introduction to software used in patient admissions, and a visit to the central patient admission area.

Technical facilities

The technical facilities used in hospitals are highly complex. Part of this study tour will involve an introduction to the concepts behind the emergency power system, the district heating supply and the control and communication system.

Phonak Hearing Systems, Stäfa

Learn more about "Phonak", a leading Swiss company in the technological field. During a visit to the Phonak's headquarters we will see how the company's corporate culture is reflected in the architecture and the design of the workplace environment.

* Please note that the number of study tour places is limited. Places will be allocated on a first come, first served basis.

Exhibition

Visit the trade exhibition that accompanies the conference. Ask the various exhibitors about their latest products, range of services and innovations.

Poster gallery

Have a look at the posters that FM students from all over Europe have produced to present their study/research findings. The posters will be judged by an international jury. The five best posters will be announced during the closing plenary session and the winners will receive awards.

Discover Switzerland

The travel agency 'Ryffel Reisen' has organized a three-day excursion to the most beautiful places in Switzerland and a trip to Central Switzerland. For further information see www.efmc2007.com



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Océ Business Services

Océ Business Services: leading Document Process Outsourcing specialist. Océ Business Services is one of the leading providers of document process outsourcing. We improve organization's document processes, while reducing costs.

Our outsourcing services span printing, consulting and assessment, fleet management, document distribution, imaging, archiving and records management. Furthermore, our customers also outsource entire processes like technical documentation, customer facing communication and claims processing to Océ Business Services. About 8,000 professionals serve our customers across the globe. Océ Business Services is part of the Océ Group, a multinational leader in printing and document management with revenue over € 3 billion.

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