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Published in:
EuroFM Insight

Publication date:
2016

Document Version
Publisher's PDF, also known as Version of record

Link back to DTU Orbit

Citation (APA):

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education in Europe; to encourage and facilitate student exchanges between EuroFM member universities; to encourage and facilitate an active sharing of knowledge and staff exchanges between the EuroFM member universities; and to enhance relationships with the FM industry and other FM-related organizations.

At the moment in many EuroFM member universities, emphasis is being placed on developing complex service processes when providing facility services. Observing end-user experiences and innovating new services or developing existing ones based on those observations is also one of the focal points of service design. The service design approach in an FM context is a visible trend at the moment in Europe and some universities have even included a service design philosophy into their FM curriculum. In fact, experience levels are starting to be identified instead of service levels (SLAs). Experience management is also another hot topic among FM educators. Developments in the digital environment create endless opportunities for innovations in this field. Of course, this described development is only one focus within the FM industry.

All developments on the FM agenda can be easily put into practice at our EuroFM Winter and Summer Schools, where our students can work further on the issues through multidisciplinary development projects. Students often come up with innovative ideas and readily think outside of the box, whereas we “elderly professionals” are often stuck with traditions and biased thinking. I would like to invite all our members to utilize this expert potential of our students. Formulate your development ideas and bring them forward as projects for our upcoming EuroFM Schools. We can also find you a single university or a group of universities, which could tackle your challenges with their students. If you have any ideas or requirements, get in contact with our Team Office and they will help you.

I am also very excited to meet our Latin American colleagues (CIFMers) in Madrid this September. As we all know, face-to-face-meetings in seminars and conferences are the essence of networking, matchmaking and collaboration. It is also a well-known fact that the FM environments and development phases are very versatile and diverse in Europe. To my understanding, this is the situation also the case for CIFMers. We should utilize this momentum in Madrid for the benefit of the global FM environment.

As a network and an institution, we are now in a very interesting and demanding phase that will extend over the coming years. Therefore, I would like to see as many of you as possible in Madrid this September. Bring all your innovative ideas and openly join the discussions for the benefit of our future FM world!

Looking forward to Madrid!

Practice Network Group

Renske van der Heide, Chair

On June 9 at 9am, the votes were in and it was official, I would be the new Chairperson of the Practice Network Group! During the General Members Meeting in Milan, I shared what I would like to achieve:

- Closing the gap between research, education and practice, and
- Bringing national FM associations together.

Those are two challenging ambitions for just two short years, so I better get started.

As a network, our first steps will concentrate on motivating members and tweaking meetings. The upcoming Members Meeting in Madrid will be slightly different. A combined PNG/CANG meeting will take place where FM professionals will share their experiences on benchmarking. We will discuss its needs, requirements and benefits. Researchers and educators are invited to share their conclusions and recommendations. Any unanswered questions will be valuable input for new research topics. This could be the start of an interesting benchmarking project within EuroFM.

Furthermore, the next FM Associations Meeting is scheduled. It will be there that the national FM associations (and IFMA chapters) will discuss more strategic matters: how to organize an association, how to attract new members, how to show your added value, how to have a shared voice within Europe, and how to improve facilities management in general and anything we had in the previous meeting, they will also discuss the methods to be employed in supporting their members with FM benchmarking.

Above all, I am really looking forward to working more closely with all the enthusiastic members of EuroFM. Thanks, Karin, for all your hard work and dedication to EuroFM. You started some great initiatives, which I will finish with respect. It will be my pleasure to take over from you as chair of the Practice Network Group. For sure I will enjoy it as much as you did!

Practice Network Group
Karina Schaad

It was great to see so many of you at the EFMC in Milan. We had many very interesting presentations and side events. I hope you enjoyed the activities, as well as the venue of MiCo, while meeting old friends and making new acquaintances.

The program of this year’s EFMC was again so packed that there was hardly any time for the PNG to meet. We had a short update of what was going on in the different national associations and I am proud to see that progress is being made on several issues, not least of which is the rolling out of the Site Manager. Also, after having waited several years, thanks to Alex Redlein and his team at TU Vienna, we were able to present the long awaited Market Data Report during the morning session.

At the General Members Meeting on Thursday morning, the members voted for the constitution to be changed with respect to the Network Chair also being the Board Manager. Also, after having waited several years, thanks to Alex Redlein and his team at TU Vienna, we were able to present the long awaited Market Data Report during the morning session.

The next Members Meeting is just around the corner. It will take place in Madrid at the end of September, in conjunction with the Spanish CIFMers conference.

All Practice Network Group members are very welcome to give input about any FM-related topics they wish to put forward or discuss at the PNG meeting or offer research suggestions.

I am very much looking forward to hearing from you or to meeting you again in Madrid on September 28.

Hasta la vista

EuroFM Insight September 2016