

Working Table - Facility Management

April 26/28/30

We invite you to attend a new digital working table. This time we have decided to present three different themes and allocate them to three different days. Each day will include one or more lectures, discussions, group work or other kind of involvement of the participants. We will establish a “red thread” through the whole activity. Formal invitation will be sent to you by email before Easter. All participants will receive links to the three activities end of April,

We will have the following program:

Day 1

Monday April 26th 9:00-11:30 CET

Follow up from last meeting in Copenhagen

Presentation of participants and program for this Working Table.

First session: Johannes Nilsen from Standards Norway (former Statsbygg employee) will give the first lecture on:

“An introduction to facility management standards and terminology”

Why use EN/ISO standards?

What is the scope of facility management and facility service provision?

Miro session:

- Case study: Procurement of facility services, best practices
- Case study: End user satisfaction and how to improve it

End of day one and link to next session.

Day 2

Wednesday April 28th 9:00-11:30 CET

Reflection: Results and follow up from Monday session.

This session will focus on *interface of sustainability/energy and digitalization in FM*.

We aim to touch upon questions, such as: What are the implications of the digital transformation on FM? How can we use technology in the management of buildings and work environments to achieve sustainability goals? Which solutions and examples do we have?

Day 3

Friday April 30th 9:00-11:30

Opening words: Tuomas Pusa from Finland and results and follow up from Wednesday session.

Results from survey to PuRE-net –members; presentation of the results from survey

“Measuring Customer satisfaction on FM and use of the results”

10 min presentations and 5 min discussion from:

- Finland Erika Stude “ future of the customer experience”
- Denmark Emil Blomqvist Lund
- Ireland Jim O'Sullivan

Group work

- How to use the results to improve customer satisfaction and your processes
 - Strategical level
 - Operational level

Summary of the meeting and future in this PuRE-net Working Table FM