

Centre for Facilities Management, DTU
DFM Netværk

GÅ-HJEM-MØDE OM FM OG INNOVATION

Kgs. Lyngby, 21. Mai 2015

PROGRAM

Kl. 14.00-14.10: Velkomst - Per Anker Jensen, CFM

Kl. 14.10-14.45: Sony og Innovation i FM - Jakob Moltsen, Sony Mobile

5 min break

Kl. 14.50-15.20: Innovation and improvements in FM: Innovation management or conflict resolution? - Giulia Nardelli, CFM

Kl. 15.20-15.55: Bør/Gør: En reflektiv øvelse om Innovation i FM

Kl. 15.55-16.00: Opsamling og konklusion - Susanne Balslev Nielsen, CFM

Kl. 16.00-17.00: Afslutning - Spørgsmål, netværk og let anretning

VELKOMST

Per Anker Jensen, CFM

SONY OG INNOVATION | FM

Jakob Moltsen, Sony Mobile

INNOVATION AND IMPROVEMENTS IN FM: INNOVATION MANAGEMENT OR CONFLICT RESOLUTION?

Giulia Nardelli Ph.D., Centre for Facilities Management, DTU

AGENDA

1. Background
2. Innovation and improvement processes in FM
3. Stakeholder management for innovation and improvements in FM

BACKGROUND

- ▶ My background: M.Sc. Economics and Management of Innovation and Technology, Università Commerciale Luigi Bocconi (IT) and Copenhagen Business School (DK)
- ▶ My Ph.D. project: *Stakeholder interactions and innovation process in services - Cases from Facilities Management*, Roskilde University and Technical University of Denmark

WHAT IS INNOVATION?

“Innovation is the first implementation and launch of an idea for a new product or process, which is reproduced or applied more than once”

Fagerberg, 2006

“Innovation shall bring a benefit to its developer, which derives from the added value that is brought to the customer”

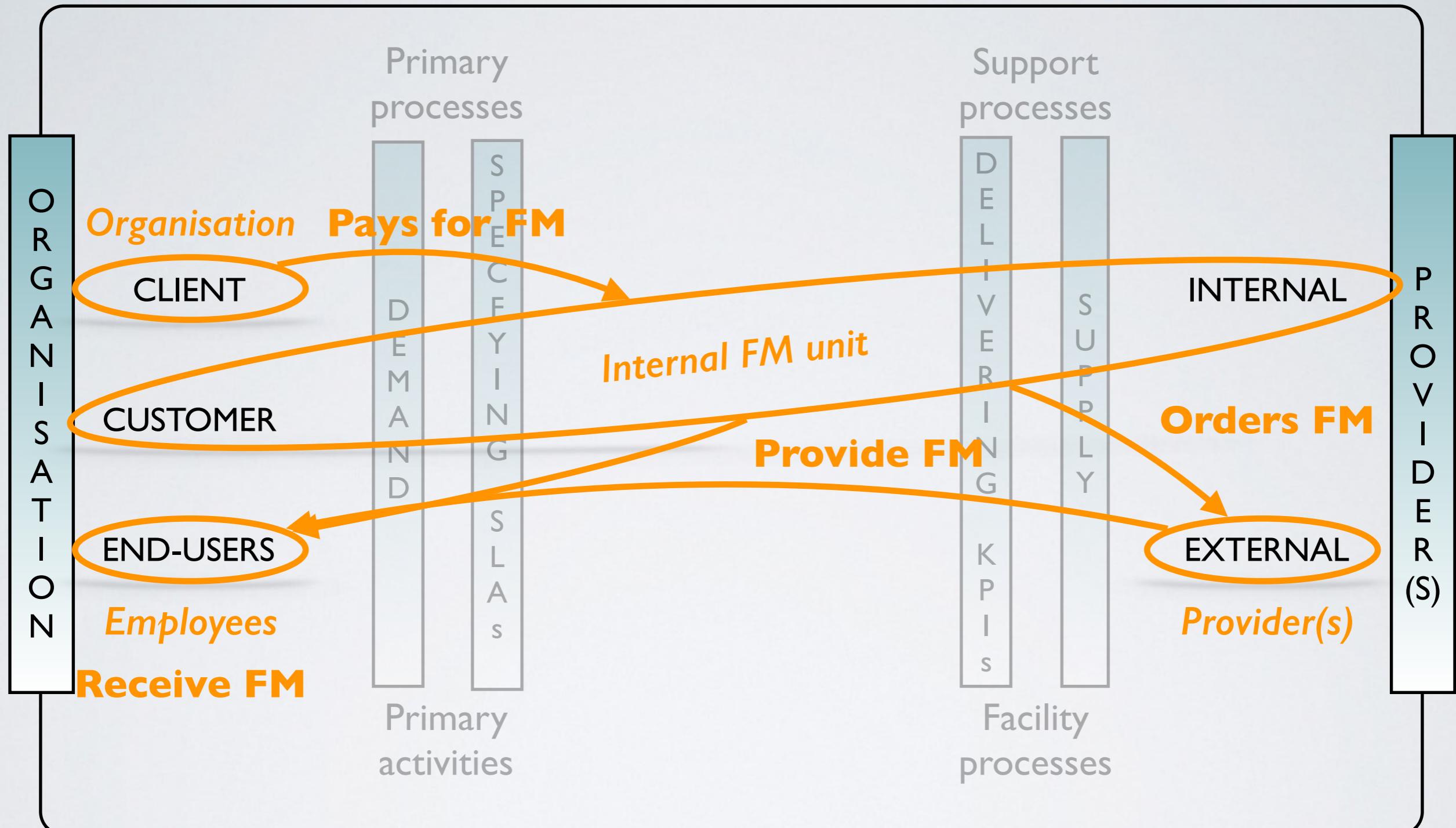
Kline and Rosemberg, 1981

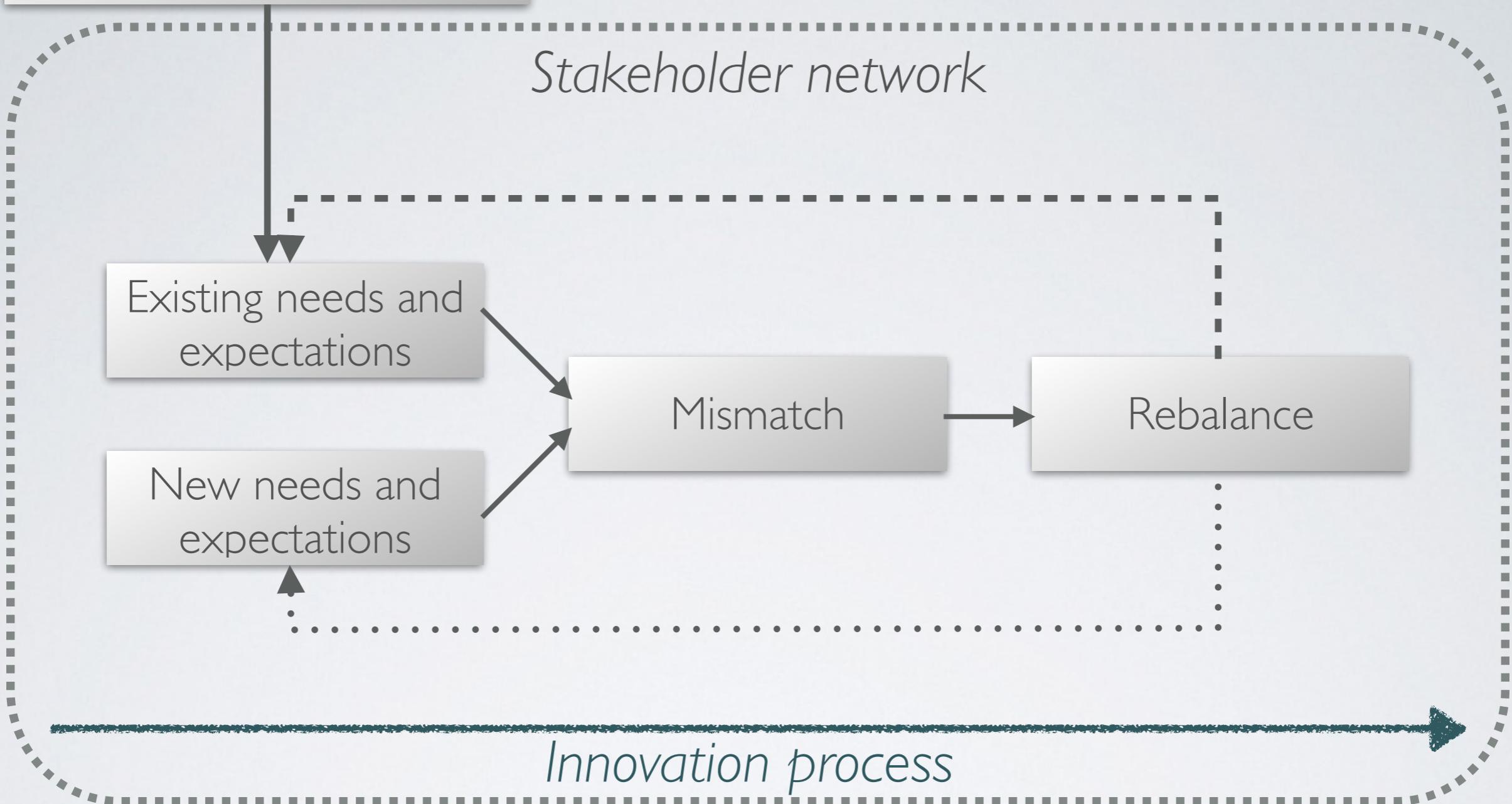


INNOVATION AND IMPROVEMENT PROCESSES IN FM

Development and implementation of:

1. New or improved service offerings and/or provision thereof;
2. New or improved organisation (structure or process) behind service offering(s) and related provision;
3. New or improved technological tools behind service offering(s) and related provision;
4. New or improved business model behind service offering(s) and related provision.





STAKEHOLDER MANAGEMENT FOR FM INNOVATION AND IMPROVEMENTS (I)

STAKEHOLDER MANAGEMENT FOR FM INNOVATION AND IMPROVEMENTS (II)

		Co-creator	Resource	User
Client/ organisation	Direct methods	Regular and ad hoc meetings Workshops	Workshops Qualitative service blueprinting	Ad-hoc meetings
	Indirect methods	N.A.	N.A.	N.A.
Customer/ internal FM unit	Direct methods	Face-to-face meetings Workshops Ethnographic methods Qualitative service blueprinting	Workshops Ethnographic methods	Workshops
	Indirect methods	Mapping and profiling tools*	Mapping and profiling tools*	N.A.
End-user/ employees	Direct methods	Ethnographic methods	Face-to-face interviews Workshops Ethnographic methods	Workshops Ethnographic methods
	Indirect methods	N.A.	User surveys* Mapping and profiling tools*	User surveys*

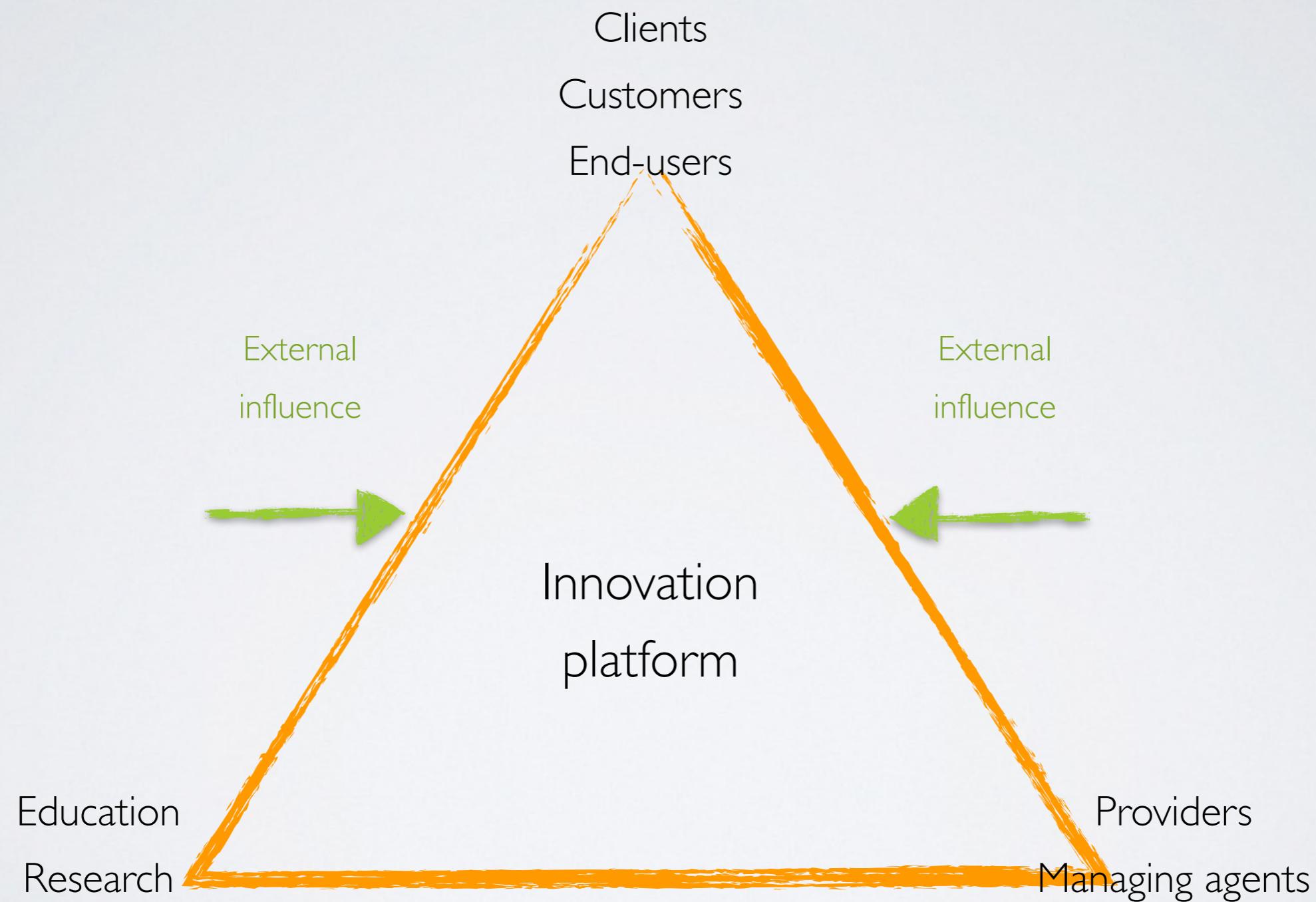
STAKEHOLDER MANAGEMENT FOR FM INNOVATION AND IMPROVEMENTS (II)

		Co-creator	Resource	User
Client/ organisation	Direct methods	Regular and ad hoc meetings Workshops	Workshops Qualitative service blueprinting governance meetings	Ad-hoc meetings
Customer/ internal FM unit	Direct methods	Face-to-face meetings Workshops Ethnographic methods Qualitative service blueprinting	Workshops Ethnographic methods	Workshops
End-user/ employees	Indirect methods	Mapping and profiling tools*	Mapping and profiling tools*	N.A.
	Direct methods	Ethnographic methods	Face-to-face interviews Workshops Ethnographic methods	Workshops Ethnographic methods
	Indirect methods	N.A.	User surveys* Mapping and profiling tools*	User surveys*

monthly KPI reporting and innovation board

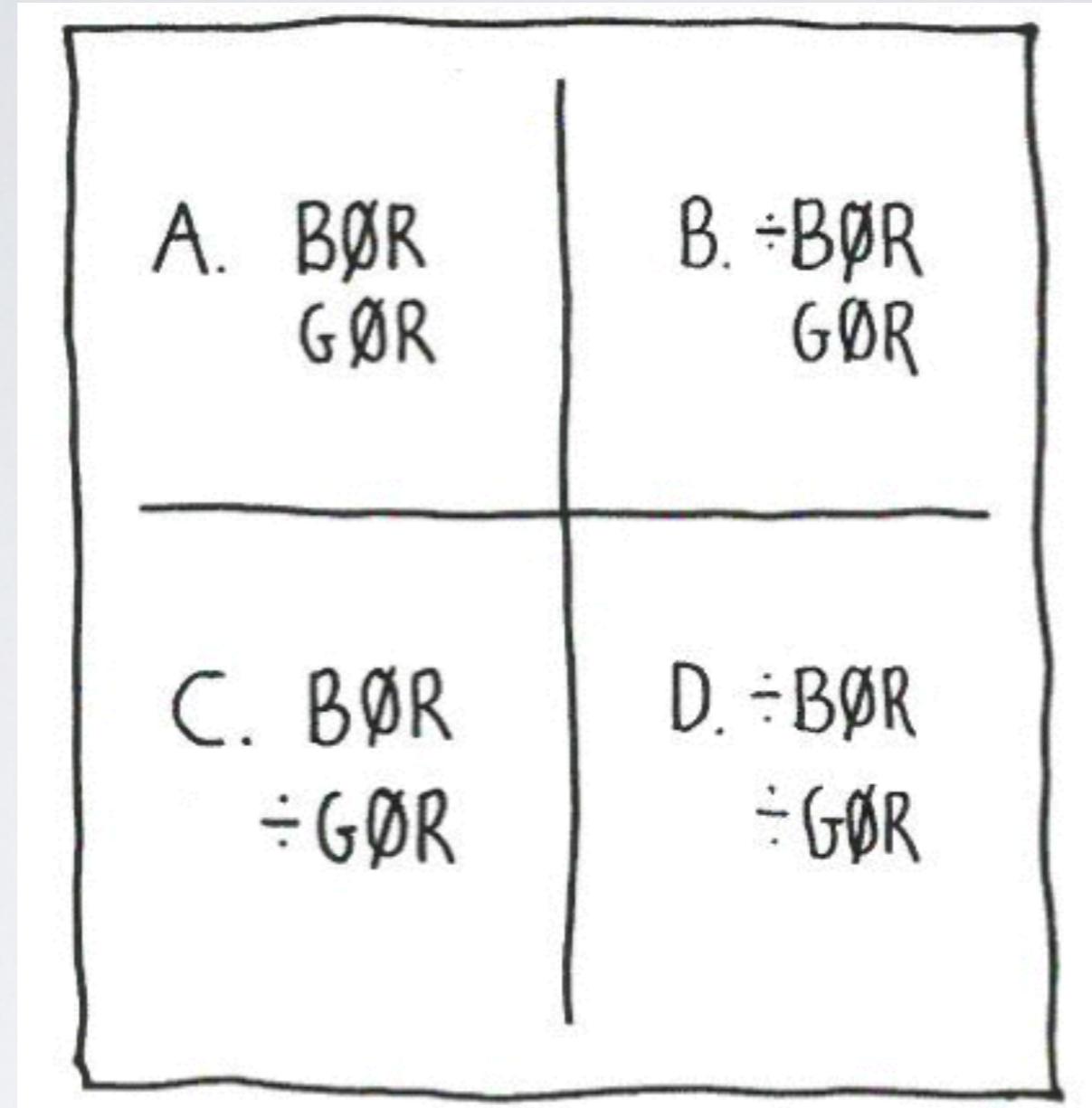
bottom up approach, e.g., Share@ISS

STAKEHOLDER MANAGEMENT FOR FM INNOVATION AND IMPROVEMENTS (III)



THANK YOU FOR THE
ATTENTION

Giulia Nardelli, Ph.D.
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BØR/GØR

EN REFLEKTIV ØVELSE OM INNOVATION I FM

BØR OG GØR

- ▶ Formål:
 1. At få eksisterende erfaring og viden om Innovation i FM frem;
 2. At finde ud af hvilke arbejdsgange, aktiviteter, opgaver og procedurer, der er værdifulde, og hvilke der ikke er;
 3. At få indhentet deltagernes ideer til forbedringer.
- ▶ Tid: 5 minutter individuelt; 20 min. i grupper + 10 min. *in plenum*

BØR OG GØR

- A. Hvad gør vi i dag, som vi skal blive ved med at gøre?
- B. Tidsrøvere: Hvad gør vi i dag, som vi ikke bør gøre?
- C. Opprioritering: Hvad er det vi ikke gør i dag, men som vi faktisk bør gøre?
- D. Hvad gør vi ikke i dag, some vi heller ikke skal?

OPSAMLING OG KONKLUSION

Susanne Balslev Nielsen, DFM Netværk

AFSLUTNING - SPØRGSMÅL, NETVÆRK OG DRINKS

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