



**Life Sciences und
Facility Management**

IFM Institut für
Facility Management

IFM Day 2019

Freitag, 8. März
Wädenswil



**Management
in Zeiten
geforderter
Customer
Happiness**

Agenda

Management in Zeiten geforderter Customer Happiness

IFM Day — FM-Lehre trifft FM-Praxis

08:30 - 09:00	Registration und Begrüßungskaffee inkl. Poster-Forum, RA O2.31	Foyer / 2. OG
09:00 - 09:15	Begrüßung durch Prof. Dr.-Ing. Antje Junghans, Institutsleiterin, IFM Institut für Facility Management und Prof. Dr. Andrea Ch. Kofler, Studiengangleitung MSc	Aula
09:15 - 10:30	Impulsvorträge <ul style="list-style-type: none">• Glückliche Kunden alleine machen nicht glücklich: Ganzheitlicher Kundenfokus Glenn Oberholzer, Partner und Verwaltungsrat, Stimmt AG• Unsere Kundinnen und Kunden verstehen: Customer Experience bei SBB Immobilien Bruno Lochbrunner, Leiter konzeptionelles Bahnhofmanagement, SBB AG	Aula
10:30 - 11:00	Kaffeepause / Netzwerken inkl. Poster-Forum, RA O2.31	Foyer / 2. OG
11:00 - 12:15	Präsentationen ausgewählter Abschlussarbeiten der MSc in FM <ul style="list-style-type: none">• Workplace Utilization Practices - A case study on the utilization of an activity-based flexible workplace in a Swiss company Virna Moneró Flores• Safety and Security in Swiss Hospitals: A summary of today's situation with a view of how future challenges can be overcome Oliver Kuchen• Innovation Ecosystems - Potential for innovation in the FM industry Lukas Zimmermann• Schlusspräsentation EuroFM Winterschool - User centric management of student learning spaces in university libraries	Aula

Agenda

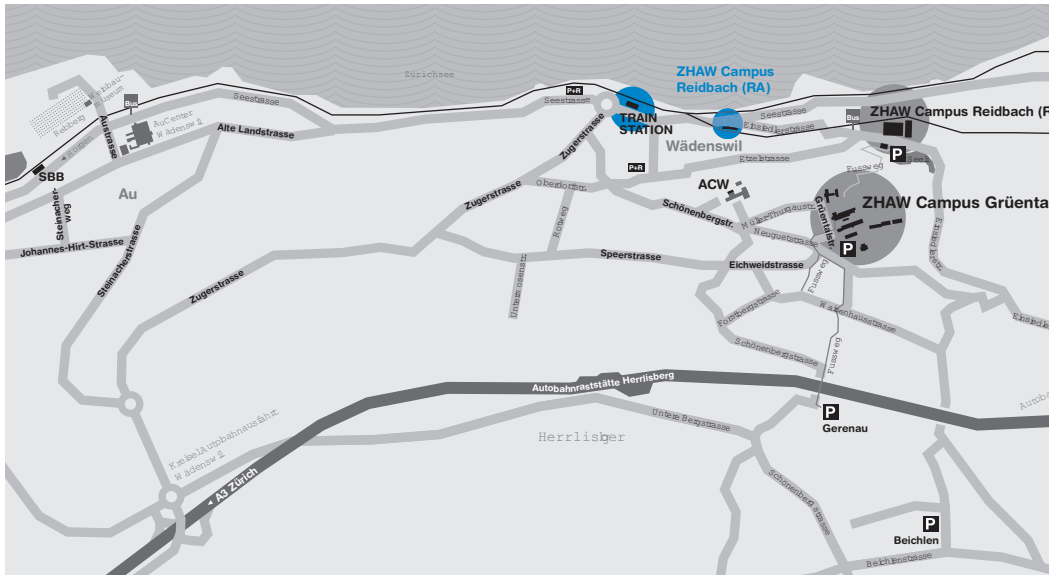
Management in Zeiten geforderter Customer Happiness

IFM Day — FM-Lehre trifft FM-Praxis

	<ul style="list-style-type: none">• Towards a framework to benchmark food waste from a Facility Management perspective - A case study on public acute care hospitals in Switzerland Oliver Weisshaupt (Videopräsentation)	2. OG RA O2.31
12:15 - 13:00	Podiumsdiskussion mit FM-Führungskräften <ul style="list-style-type: none">• Laura Rangognini, Apleona HSG AG, Directrice Régional Romandie• Michael Strebel, Wincasa AG, Leiter Providermanagement• Glenn Oberholzer, Stimmt AG, Partner und Verwaltungsrat• Bruno Lochbrunner, SBB AG, Leiter konzeptionelles Bahnhofmanagement	Aula
13:00 - 14:00	Mittagessen	2. OG
14:00 - 15:30	Kaffeepause / Netzwerken inkl. Poster-Forum, RA O2.31	Foyer / 2. OG
15:30 - 17:00	Diplomfeier MSc in FM <p>Begrüssung durch Prof. Dr. Urs Hilber Direktor des Departements Life Sciences und Facility Management und Prof. Dr.-Ing. Antje Junghans, Institutsleiterin Institut für Facility Management.</p> <p>Diplomansprache durch Pekka Matvejeff, Vorstandsvorsitzender bei EuroFM.</p> <p>Diplomübergabe MSc in FM durch Prof. Dr. Andrea Ch. Kofler, Studiengangleitung MSc.</p> <p>Diplomübergabe BSc in FM (Teilzeitstudierende) durch Irene Arnold, Studiengangleitung BSc.</p>	Aula
17:00 - 18:00	Apéro	Foyer

Änderungen vorbehalten.

Informationen



Anreise

Das Gebäude RA des Instituts für Facility Management befindet sich in der Nähe des Bahnhofs Wädenswil an der Seestrasse 55 (7 Min ab Bahnhof).

Bitte öffentlichen Verkehr benutzen, da es beim Gebäude RA kein Parkplatzangebot gibt. Öffentliche Parkplätze finden sich beim Bahnhof Wädenswil.

Kontaktinformationen

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Tagungssekretariat

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Programm

www.zhaw.ch/ifm-day



**Life Sciences and
Facility Management**

Institute of
Facility Management

IFM Day 2019

Friday, 8 March

Wädenswil



**Management
in Times of
demanded
Customer
Happiness**

Agenda

Management in Times of demanded Customer Happiness

IFM Day — FM-Education meets FM-Practice

08:30 - 09:00	Registration and Welcome Coffee incl. Poster-Forum, RA O2.31	Foyer / 2nd Floor
09:00 - 09:15	Welcome Speeches by Prof. Dr.-Ing. Antje Junghans, Director of Institute, IFM Institute of Facility Management and Prof. Dr. Andrea Ch. Kofler, Programme Director MSc	Auditorium
09:15 - 10:30	Keynote Speeches <ul style="list-style-type: none">• Glückliche Kunden alleine machen nicht glücklich: Ganzheitlicher Kundenfokus Glenn Oberholzer, Partner und Verwaltungsrat, Stimmt AG• Unsere Kundinnen und Kunden verstehen: Customer Experience bei SBB Immobilien Bruno Lochbrunner, Leiter konzeptionelles Bahnhofmanagement, SBB AG	Auditorium
10:30 - 11:00	Coffee Break incl. Poster-Forum, RA O2.31	Foyer / 2nd Floor
11:00 - 12:15	Short Presentations Selected MSc Students' Final Theses <ul style="list-style-type: none">• Workplace Utilization Practices - A case study on the utilization of an activity-based flexible workplace in a Swiss company Virna Moneró Flores• Safety and Security in Swiss Hospitals: A summary of today's situation with a view of how future challenges can be overcome Oliver Kuchen• Innovation Ecosystems - Potential for innovation in the FM industry Lukas Zimmermann• Final Presentation EuroFM Winterschool - User centric management of student learning spaces in university libraries	Auditorium

Agenda

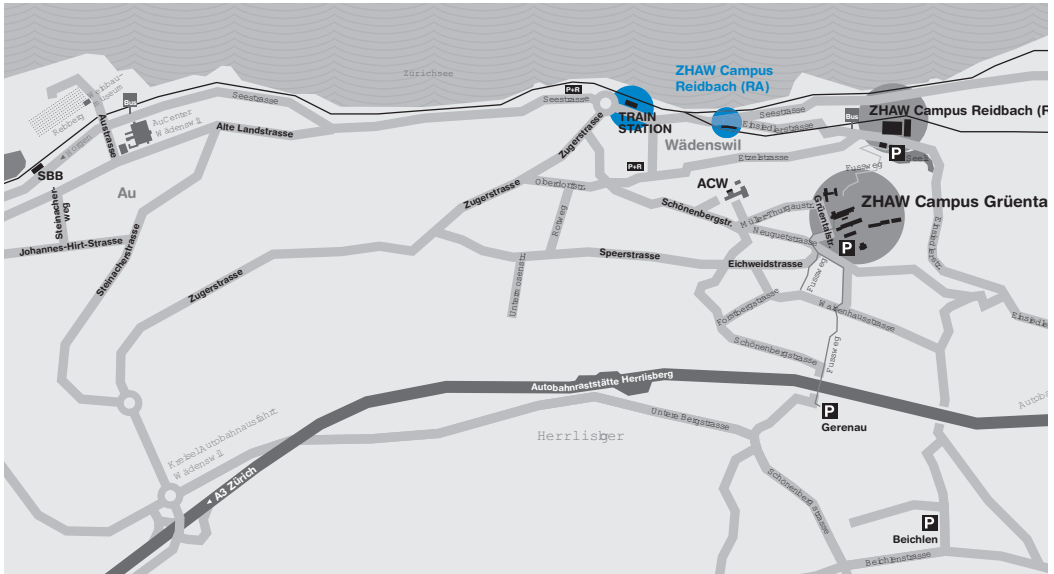
Management in Times of demanded Customer Happiness

IFM Day — FM-Education meets FM-Practice

	<ul style="list-style-type: none">• Towards a framework to benchmark food waste from a Facility Management perspective - A case study on public acute care hospitals in Switzerland Oliver Weisshaupt (Video-Demonstration)	2nd Floor RA O2.31
12:15 - 13:00	Panel discussion with Swiss FM Professionals <ul style="list-style-type: none">• Laura Rangognini, Apleona HSG AG, Directrice Régional Romandie• Michael Strebel, Wincasa AG, Leiter Providermanagement• Glenn Oberholzer, Stimmt AG, Partner und Verwaltungsrat• Bruno Lochbrunner, SBB AG, Leiter konzeptionelles Bahnhofmanagement	Auditorium
13:00 - 14:00	Lunch	2nd Floor
14:00 - 15:30	Coffee Break / Networking incl. Poster-Forum, RA O2.31	Foyer / 2nd Floor
15:30 - 17:00	Graduation Ceremony MSc in FM <p>Welcome Speeches by Prof. Dr. Urs Hilber, Dean ZHAW School of Life Sciences and Facility Management and Prof. Dr.-Ing. Antje Junghans, Director Institute of Facility Management.</p> <p>Commencement Speech by Pekka Matvejeff, Chairman of the Board at EuroFM.</p> <p>Conferring of MSc Degrees by Prof. Dr. Andrea Ch. Kofler, Programme Director MSc.</p> <p>Conferring of BSc Degrees (part-time graduates) by Irene Arnold, Programme Director BSc.</p>	Auditorium
17:00 - 18:00	Aperitif	Foyer

In the morning translation from German into English.
Programme is subject to change.

General Information



Travel

The Institute of Facility Management (RA - part of Reidbach campus) is situated a seven minute walk from the train station Wädenswil at Seestrasse 55.

There is no on-site parking available, therefore please use public transport. There is a limited number of short-term (pay per hour) public car parking spaces in Wädenswil (for example near the train station).

Contact

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Administration Office

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Programme updates

www.zhaw.ch/ifm-day