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W070 - Facilities Management and Maintenance

Proceedings of the Conference on Facilities Management “FM in the Experience Economy”, held in São Paulo, Brazil, September 2010

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These are the Proceedings of the W070 Conference in Facilities Management “FM in the Experience Economy”, which took place in September 2010 in São Paulo, Brazil.

The aim of this conference was the discussion of Facilities Management in the scenery of the Experience Economy. The theme, discussed in all Keynotes, created the basis for the discussions in the subsequent technical sessions.

The theme of this conference “FM in the Experience Economy” was chosen because the organizing committee strongly believes that Facilities Management research and practice in the current decade will be focused on people’s experience in the built environment. The emphasis was on people, life and the environment. This was a dematerialization process, breaking out from the constraints imposed by the industrial revolution.

Facilities Management is not a new activity, but it has been viewed as an activity where the focus has been on resources, processes, buildings, services, technology and people in order to fulfil user’s needs. It has been a passive behavior focusing on the supply side. Facilities Management was and is viewed in some organizations as a cost involving a lot of people that really do not contribute to the success.

Availability

The proceedings are available as a hard copy with 723 pages and as CD-ROM.

In the near future the full Proceedings and the separate papers will be free downloadable from ICONDA®CIBlibrary.