

## **Preface of the publisher**

### **19. Journal for Facility Management: Science meets Practice**

Nowadays almost every newspaper or journal deals with digitalisation. But beside this trend we can see a new movement becoming evident: Sustainability. Beside humanitarian organisations, researchers and politicians now even industry reacts. The Business Roundtable - a group of nearly 200 CEOs representing the largest U.S. companies - recently have outlined five commitments to "all" of their stakeholders to show a new, more inclusive and sustainable face of business. In addition, the young generation takes up the subject as we can see in the Fridays for Future Movement. Most initiatives limit sustainability to energy consumption and CO<sub>2</sub>. But it is more much more. This is shown in the 17 sustainable development goals (SDG) of the UN like Good Health and Well-being, Quality Education, Gender Equality, Clean Water and Sanitation, Affordable and Clean Energy, Decent Work and Economic Growth, Industry, Innovation and Infrastructure, Sustainable Cities and Communities, Responsible Consumption and Production, Climate Action, Life Below Water and on Land. I selected these goals as they have strong links to real estate and Facility Management. Now it is time for us to show the world how we can support to reach these goals.

One of the new tools or better management approaches to support these goals is workplace management. In this issue of the journal, one paper deals with this topic:

#### **Give a voice to the user**

Health and Wellbeing also have to be safeguarded. This topic is covered by two papers:

#### **Dawn of Operator Obligations - Estate Independent Benchmarking for Large Real Estate Portfolios**

#### **Methodology to Determine the Resources necessary to Maintain and Operate Buildings and technical Equipment**

In times of knowledge work and an ageing society, the resource human being, the employee and his productivity are increasingly moving to the centre of attention. The provision of productivity- and health-promoting workplaces is becoming increasingly important as a core task of Facility Management. The employee must be understood increasingly as a customer and the knowledge of the customer needs and the measurement of the job quality are thereby substantial tasks.

The first paper provides an IT supported methodology to evaluate, define and cover operator obligations. Even though operator obligations are not new to Facility Management professionals, a constant struggle within handling these can be observed. This applies particularly for large heterogeneous real estate portfolios. The large diversity of estates, each with an individual background relating to contractual relations, user demands, building service engineering and different competent bodies, have proven traditional benchmarking approaches to be not expedient on this very occasion. Therefore the paper presents a new process to benchmark operator obligations especially handy for large portfolios.

The second paper concentrates on the planning or better capacity planning in the field of building maintenance and operation. It presents a method to derive the needed capacity and knowledge of the people maintaining and operating buildings. It is based on a well known existing approach used by the German government to calculate the maintenance and operation cost and enlarges it with a tool for capacity planning.

Therefore the third paper presents existing methods to evaluate buildings and their usability for the users. Based on the overview one method is presented in more detail to show its benefits but also the current shortcomings of these tools. In general, these tools can give the demands of the users a “voice”.

These articles present high-class research results, providing new approaches and scientifically grounded answers to urgent questions within the area of real estate and Facility Management. The suggested solutions can be used directly by practitioners to solve day-to-day problems. They even suggest new service offerings or ideas for start-ups.

At this point, I want to thank all international researchers, who sent us numerous abstracts and papers for the double blind review. The decline rate kept high with more than 50%. The high quality research handed in enabled us to increase the quality of the IFM journal over the last years. Thanks for your help and we are looking forward for your support. I also want to thank the members of the editorial and the scientific board for their terrific work. They supported me in reviewing first the abstracts and then the full papers and gave a lot of input to the authors.

The high decline rate, the high reputed members of the editorial and the scientific board and the supporting universities ensure that the articles are not only having a high scientific quality, but also that practitioners can put them into practice easily. In this way, we can increase the reputation of real estate and Facility Management and present high-class research, which provides solid answers for day-to-day problems. Finally yet importantly, together we can spread the evidence of high-class research articles and the IFM journal and put it in the place it belongs.

I also want to thank my team, especially Larissa Locsmandy and DI Claudia Höhenberger. Without their personal engagement, the journal would not be available in this high quality.

I wish you all the best from Vienna, an enjoyable reading, a lot of input for your research and/or for your daily work. I look forward to a lot of new abstracts and papers for the next call for papers for the 13<sup>th</sup> IFM congress 2020.

Yours

Alexander Redlein

Head of Editorial Board

To my family Barbara, Caroline Sidonie und Alexander David