

University  
of Applied  
Sciences



# Critical FM Thinking Course for Japanese Facility Managers

*Jan Willem Meijerhof / Peter Ruepert*  
*2 June 2017*

Step up to Saxion

[saxion.edu](https://saxion.edu)

## Setting the scene

- Saxion
- Hospitality Business School
- Internationalisation at Saxion

## Facility Management at Saxion

- Bachelor programme
- Competences

## FM course for Japanese Facility Managers

# About Saxion University of Applied Sciences

University of Applied Sciences

Public university founded in 1875

12 schools offering education and research

Three campuses: Enschede, Deventer and Apeldoorn

27,000 students

Main focus on Bachelor programmes

International office supports mobility  
(scholarships, visa, housing, ...)









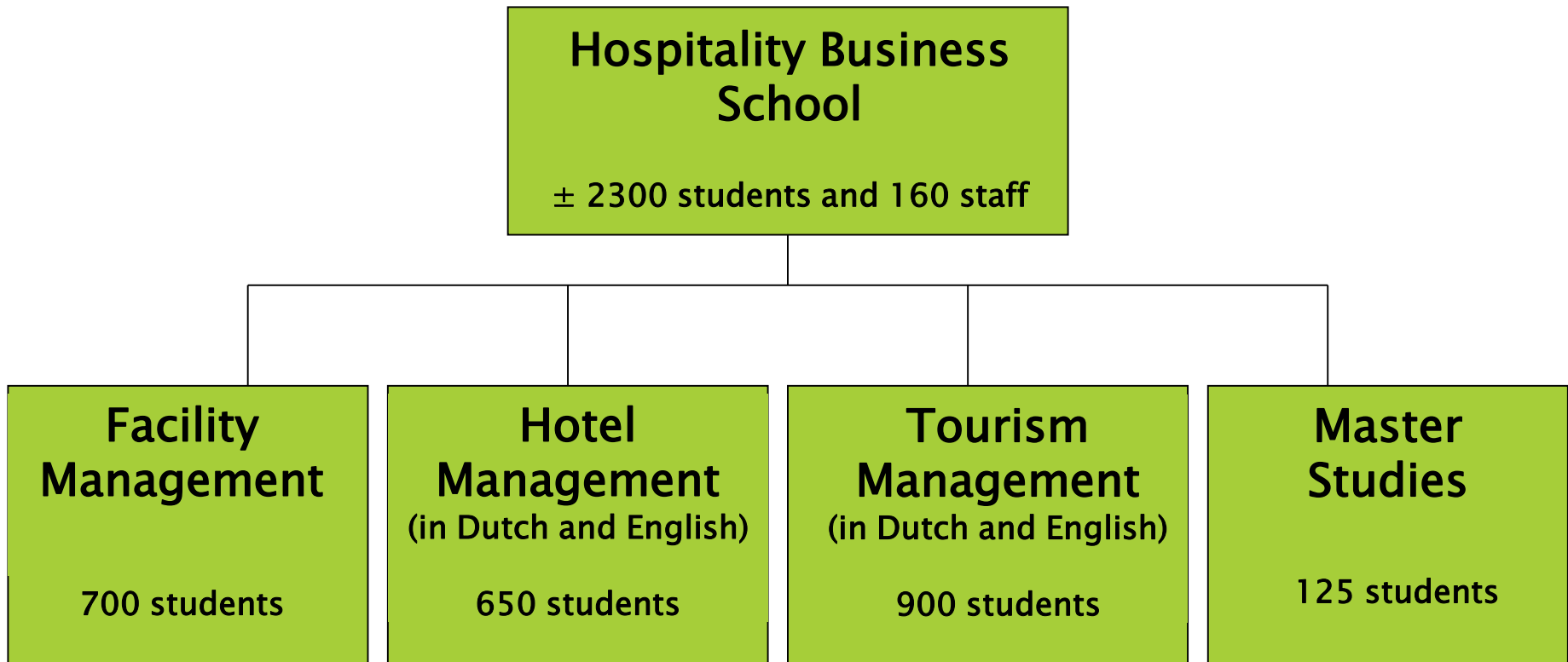








# Hospitality Business School



*'Hospitality experts are wanted in many industries.'*



# Curriculum outline bachelor programmes

	Semester 1	Semester 2
Year 1	1. Taught semester	2. Taught semester
Year 2	3. Internship	4. Taught semester
Year 3	5. Taught semester	6. Taught semester
Year 4	7. Minor	8. Thesis research project

Outgoing mobility: in semesters 3,7 or 8

Incoming mobility: in semesters 4,5 or 6

Forms of mobility: internship, study abroad, research projects

Total number of students: 27000

International students: 4000

Mobility:

Student and teacher exchange

International internships and research projects

Internationalisation@Home:

Most important core of internationalisation



## International Office: facilitates internationalisation

- Recruitment
- Student Registration
- Housing
- Visa, insurances
- scholarships
- language school
- projects



# Bachelor FM at Saxion

- 4 year programme
- Bachelor of Business Administration
- Competence based
- Internships
- Thesis





# What is a competence

The ability to perform a specific task



# Curriculum content – General

- Hospitality Performance
- Innovation
- Operations
- Research
- Policy and decision making
- People management / HRM
- Financial Management
- Change management
- Communication





# Curriculum content – FM specific

- Facility Services
- Housing & maintenance
- Outsourcing (make or buy decisions)
- Front- and Back Office, Facility Management Information Systems
- Purchasing & contract management
- Strategic Facility Management, added value of FM
- Demand organisation, demand- and supply management
- Real Estate, New ways of working

- 5 Months in a company
- First internship: “assistant to the manager”
- Management internship: “internal advisor”, management problem, analysis and advisory report
- Thesis: applied research



# FM course for Japanese and Korean Facility Managers





## Course Development:

- Saxion University of Applied Sciences in cooperation with companies in Japan
- Goals
  - To exchange and develop practical and theoretical Facility Management knowledge between Dutch and Japanese participants.
  - Exchange ideas and concepts
  - Best practices in European field of FM
    - First Class Guest Lecturers
    - Field Trips

# FM defined

- IFMA Definition of Facility Management:

“Facility management is a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology”.

“Facilities management is the integration of processes within an organisation to maintain and develop the agreed services which support and improve the effectiveness of its primary activities”.

(EN15221-1: 2006 Facility Management – Part 1: Terms and definitions)

- International: IFMA
- Europe: EuroFM
  - BIFM, GEFMA
- The Netherlands: FMN  
2400 members from companies,  
health care, public sector, education etc.  
FMN participates in EuroFM, and is a  
Member of IFMA



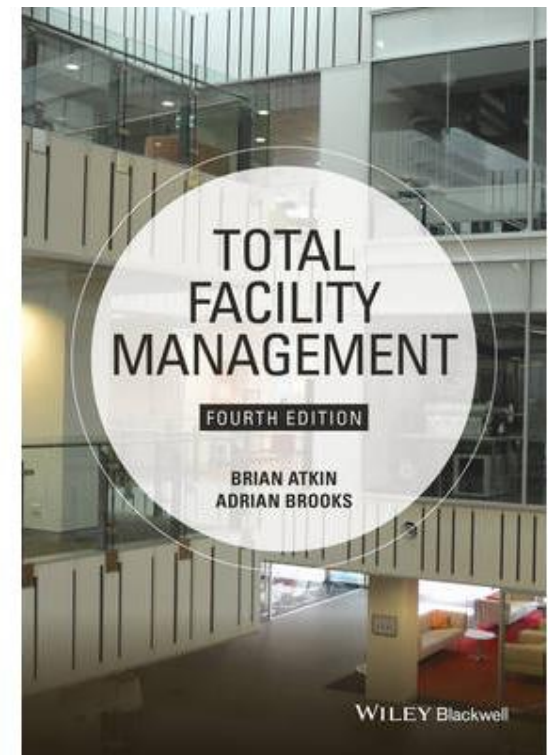
- Skype session
- FM Course at Saxion in the Netherlands  
1 week, november 2017

- Opening Course  
Guestlecturers, casestudy's workshops and fieldtrips about:
  - Hospitality experience and FM
  - Trends and developments in FM in Europe and differences with Japan
  - Facility Management strategy
  - Outsourcing, Contractmanagement, Demand-organisation, Integrated Facility Management

- Innovative Office concepts (New ways of working), Buildingmanagement, Sustainability
- The relevance of the topics for your own organisation / FM practice in Japan
- Meeting with FM professionals



- Total Facility Management –  
Brian Atkin, Adrian Brooks



- Look forward to seeing you Live in Deventer!