



Global **FM** International WORKSHOPS

Global FM International Workshop in Phoenix, Arizona, U.S.A. Hosted by IFMA

“The New Economy: The Right Time and the Right Place for FM”

Date and time: Friday, 28 October, 08:00 to 10:00

Venue: Phoenix Convention Centre North Building, 100 N. Third St. Phoenix, Arizona 85004 (Room: Convention Center 131A)

This will be the fourteenth edition of the Global FM International Workshop. As in previous years, this workshop will be hosted by IFMA, the International Facility Management Association.

Workshop Programme:

- Introduction by Tony Keane, IFMA President and CEO
- Panel Discussion:
 - Susanna M. Caravatti-Felchlin, UBS
 - Philip Lo, LEXCO
 - Ondrej Strup, Hein Consulting Group
 - Mauro Sérgio Kyriazi Campos, Facilities Manager at Firmenich and Vice President of ABRAFAC
 - Steve Jones, Qube Global Software
 - Peter Ankerstjerne, ISS
 - Yannick Annézo, VINCI Facilities
- Closing Remarks: Teena Shouse, Sr. FM Consultant at FEA and Global FM Chair

The panel will be taking questions from the floor and sharing their experience and their views about the further positioning of FM in this new economy.

Should you wish to participate at this panel, please contact Global FM globalfm@kelleneurope.com

Profile of Workshop Panelists

Susanna M. Caravatti-Felchlin, Director, UBS



Susanna M. Caravatti-Felchlin is a Board Member of the Swiss Association for Facility Management & Maintenance FMPRO since 2004. She is Director of the company UBS in Zurich, Switzerland.

Since 2008 Susanna M. Caravatti-Felchlin has been working as a service manager in the department of design and construction. Her business areas are corporate real estate and administrative services.

Ms. Caravatti-Felchlin holds a MBA and a master of science in real estate.

Philip Lo, CEO, LEXCO



Philip Lo is the CEO of Lexco Ltd., one of the first Facility Management Consultancy in Asia. With over 20 years of experience as a professional architect he has designed and completed many projects ranging from corporate interiors to award winning office buildings.

He was one of the first certified facility managers (CFM) in Asia and has introduced the FM profession to various countries in the Asia Pacific Region.

Mr Lo established the Hong Kong Chapter of the International Facility Management Association (IFMA) and served as its founding president. He also served on the International Board of Directors as the Regional VP for Asia. He was honored by both IFMA and the Hong Kong Institute of Facility Management (HKIFM) as an Honorary Fellow for his contribution to the profession in Asia.

Mr. Lo's profession practice focuses on FM services consultancy, technology and training. In recent years, Mr. Lo has expanded his practice to China, now with 4 offices in different cities in China. Aside from his professional practice, Mr. Lo also teaches Degree courses in several Universities.

Ondrej Strup, Dipl. Ing., Hein Consulting Group



Ondrej Strup is a Partner of the Czech branch of the international FM/RM consulting company Hein Consulting Group and carries out activities of an independent consultant in the field of facility management. Since April 2011 he has been the President of the IFMA Czech Republic Chapter. He also occupied this position between 1999 and 2002.

He founded in 2010 the company FM Institute, which focuses exclusively on education, conference and research activities in the area of Facility Management. Mr Strup is also very much involved with the Czech Office for Standards and different Committees preparing standards for the FM sector. He is an author of several publications and co-author of three different books. He holds regular seminars and training courses.

Ondrej Strup is a member of Society for Environmental Technology and IFMA. He has won several awards of IFMA, IFMA CZ. He has also received accreditation from the Czech Ministry of Education for Certificate Education Facility managers.

Mauro Sérgio Kyriazi Campos, Facilities Manager at Firmenich and Vice President of ABRAFAC



Mauro Sérgio Kyriazi Campos is a Facilities Manager at Firmenich. He has a civil engineering background and concluded a MBA in Facilities Management at the University of São Paulo. Mauro has 13 years of experience in Facilities Management. As Regional Facilities Manager for Latin America, he has covered 6 sites in Mexico, Colombia, Argentina and Brazil. In 2004, Mauro Campos helped to establish ABRAFAC – Brazilian Facilities Management Association where he currently serves as Vice President.

Mauro was awarded in 2008 with ABRAFAC’s Award “best of the year” for his work in Facilities Management.

Steve Jones, UK Sales Director, Qube Global Software



Qube Global Software has been providing technology solutions to nearly 900 customers across the globe, including property owners and developers, corporate occupiers, facility managers and managing brokers.

UK Sales Director Steve Jones specializes in providing computerized maintenance management systems (CMMS) software to facility managers. With his nearly 25 years of CMMS experience, Steve will be speaking about global vs. local challenges and opportunities for utilizing CMMS software. His focus on CMMS best practices will be of a benefit to you and your company's real estate portfolio.

Peter Ankerstjerne, Group Marketing Director, ISS



Through his 18 years with the ISS Group Peter has been exposed to most aspects of Service Management and Outsourcing. Starting his career in ISS Denmark where he worked with Marketing and Business Development Peter was involved in the early development of the Integrated Facility Services model, which is still a key focal point of the ISS organization. Latest Peter has been heavily involved in the ‘The ISS 2020 Vision’.

Peter is actively involved in the Industry both as speaker and debater and is the ISS representative at the International Facility Management Ass, (IFMA), the Int. Association of Outsourcing Professionals (IAOP) and EuroFM a.m. Also Peter sits on several advisory boards including the International Outsourcing Advisory Board at Copenhagen Business School.

Peter holds an MBA and a Bachelor in Marketing Management from Copenhagen Business School (CBS), Denmark.

Yannick Annezo, SVP - Development & Strategic Accounts, VINCI Facilities



Yannick has dedicated more than 20 years to the outsourcing industry, developing strategic businesses and models for global companies. He holds a Graduate Degree from the International Business School of Rennes, France and is a member of EuroFM and Corenet. He has extensive expertise in the negotiation of complex international and domestic transactions and contracts. After spending many years in the IT and the HR industries, he joined VINCI Facilities, a \$1.7 billion European pure FM player belonging to the contracting arm of the VINCI Group.

Focused on large multinationals' expectations, Yannick and his team have been instrumental in creating and delivering "Mainstream", the VINCI

Facilities integrated, streamlined, and harmonized FM services offering dedicated to Global companies, across the EMEA region.

VINCI Facilities' "Mainstream" helps companies develop their global FM strategy while delivering accurate, cost efficient, and standardized on-site local services in each individual country.

Frost and Sullivan recognized VINCI Facilities' Integrated FM best practices, and its ability to re-engineer and to deliver these best practices, by naming the company European FM provider of the year for 2010.



Global **FM** International WORKSHOPS

Global FM Yearly Sponsor and
Headline Sponsor for the
International Workshops in 2011



Global FM Yearly
Sponsors 2011

