

# NWPP IFMA Nordic Workplace

7 december | 2017 | Stockholm

*Empowering Facility Professionals  
Connect, learn and advance*

- 08:00 **Registrering & frukostmingel**
- 08:45 **Inledning** av Victor Mannerholm Hammar, ordförande IFMA
- 09:00 **Prisutdelning – Stora FM-priset**
- 09:15 **Key note: Empowering FM – Becoming the workplace orchestrator** (in English)  
Jeffrey Saunders, Copenhagen Institute for Future Studies
- 10:15 **How to apply service design to create excellent customer experience** (in Swedish but presentation slides in English)  
Fredrik Sandquist, Vice President, Head of Innovation & Service Excellence Coor  
Anna Rudberg, Head Coor Advisory Services Coor
- 10:45 **Kaffe**
- 11:15 **A day in the life in the digital workplace** (in English)  
Eric Van Bael, VP sales MCS
- 11:45 **Corporate Mindfulness** (in Swedish)  
Marie Boregrim, Ledarskapscoach Potential Projects
- 12:15 **Lunch**
- 13:15 **Quality of life in the center of services within integrated facility management** (In English)  
Tor Barfod, Sales Director Sodexo Norway
- 13:45 **Telia - Sveriges första Vested-kontrakt inom FM** (In Swedish)  
Andreas Sahlén Telia, Ingrid Wallgren Telia, Marcus Björklund Veolia, Erik Linnarsson Lindahl legal, Robin Warchalowski EY
- 14:15 **Adjöss kontor, välkommen co working workspaces** (In Swedish)  
Göran Garberg, CEO United Spaces
- 14:45 **Fika**
- 15:15 **Empowered Employees – the key to success in FM** (In Swedish)  
Susanne Åberg, Commercial Director ISS
- 15:45 **I believe You can fly** (In Swedish)  
Mats Eliasson, Marknadsdirektör Samhall
- 16:15 **Unearthing key factors influencing workplace performance: what over 250,000 employee responses can tell us** (in English)  
Peggie Rothe, Development Director Leesman
- 16:45 **Sammanfattning och avslutande mingel**

**Tid & plats** Den 7e december, Rival, Mariatorget 3, Stockholm  
**Kostnad?** 6 450 kr för heldag inkl. lunch, fika och mingel  
3 950 kr för IFMAs medlemmar