

*In: Haugen, T.I. & Moum, A. & Bröchner, J (ed.). Changing User Demands on Buildings. Needs for lifecycle planning and management. Proceedings. CIB W70 Trondheim International Symposium June 12-14, 2006. Trondheim, Norway, 2006. Norwegian University of Science and Technology NTNU. pp. 139-149. ISBN 82-7551-031-7.*

## **CUSTOMER REQUIREMENTS FOR SUSTAINABLE FACILITY SERVICES**

Mikko Nousiainen, CEM Facility Services Research, Helsinki University of Technology,  
mikko.nousiainen(AT)tkk.fi  
Seppo Junnila, CEM Facility Services Research, Helsinki University of Technology,  
seppo.junnila(AT)tkk.fi

### **ABSTRACT**

The study was set to find out what kinds of environmental management services large building using corporations expect of the facility management companies. The questionnaire survey included large global corporations from the light industry and service sectors that have their head offices in Europe or in North America. The study showed that large companies expected their preferred FM partners to be able to provide energy management, waste management, recycling and climate change related services. In contrast to the previous, the studied companies did not know much about the activities that the FM companies have undertaken so far to improve the environmental performance of the buildings. It seems that a comprehensive approach to a building's environmental management is missing in large global companies. Neither have the FM companies succeeded in communicating the potential benefits they could offer to the building users.

**KEYWORDS** customer requirements, facility management, sustainability, corporate social responsibility