



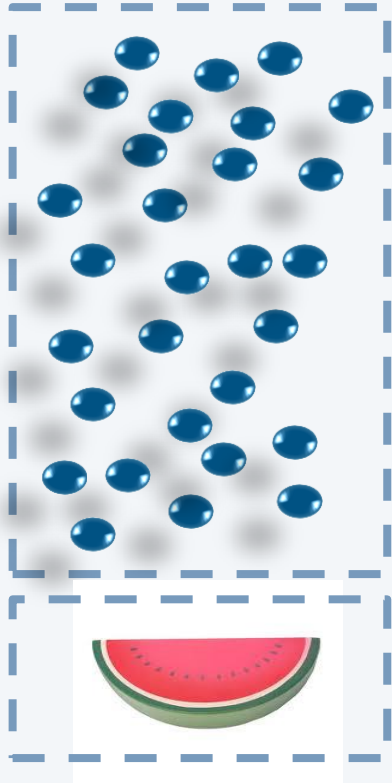
Fremtidens styringsparadigme og FM-fokus

Trine Thorn_Head of Workplace Management

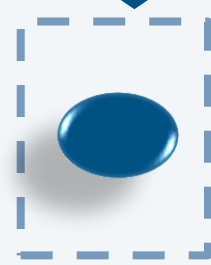
13/01/2016

Making it possible

Single sourcing



New headquarters



Cost reduction

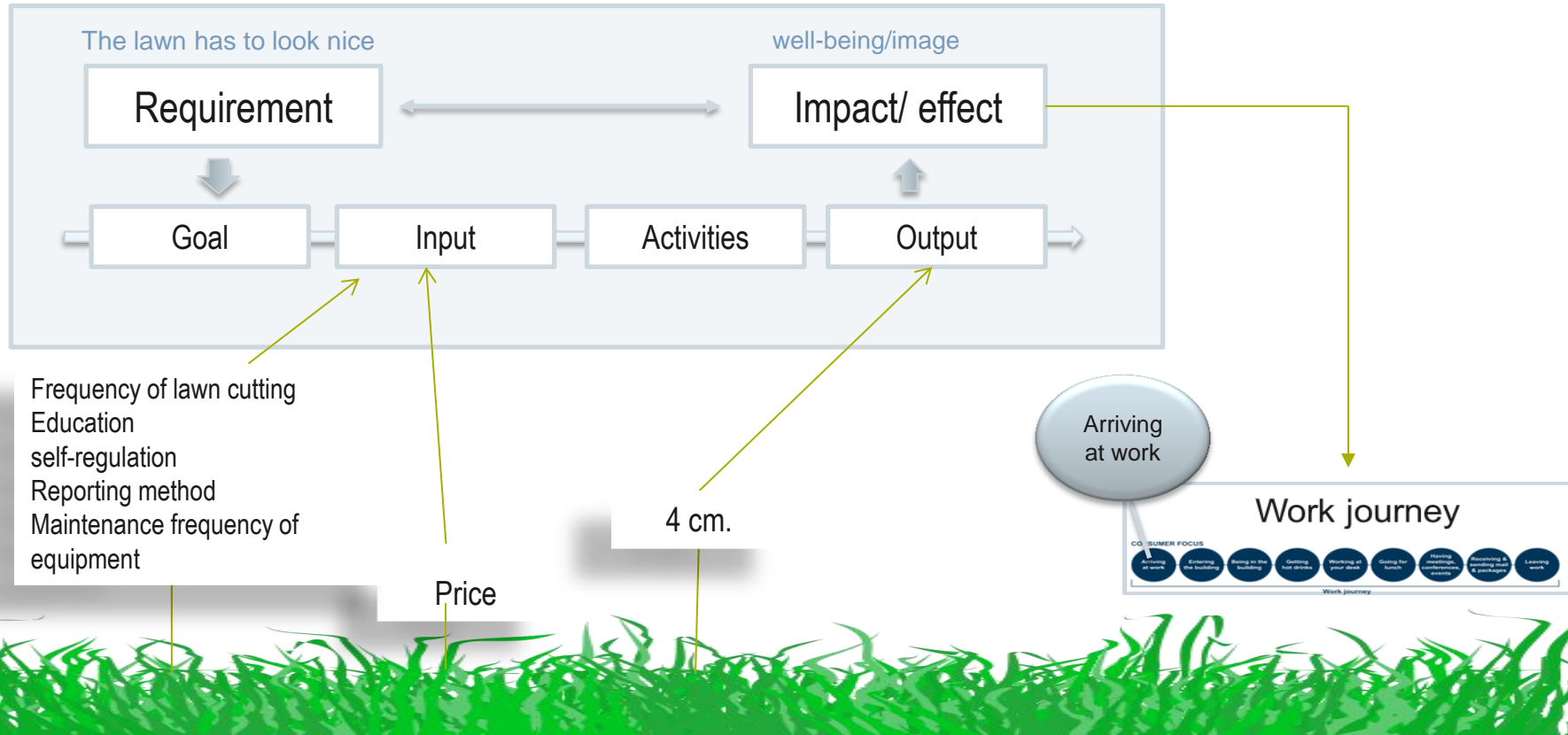
Simplification

Focus on Relationship Bank

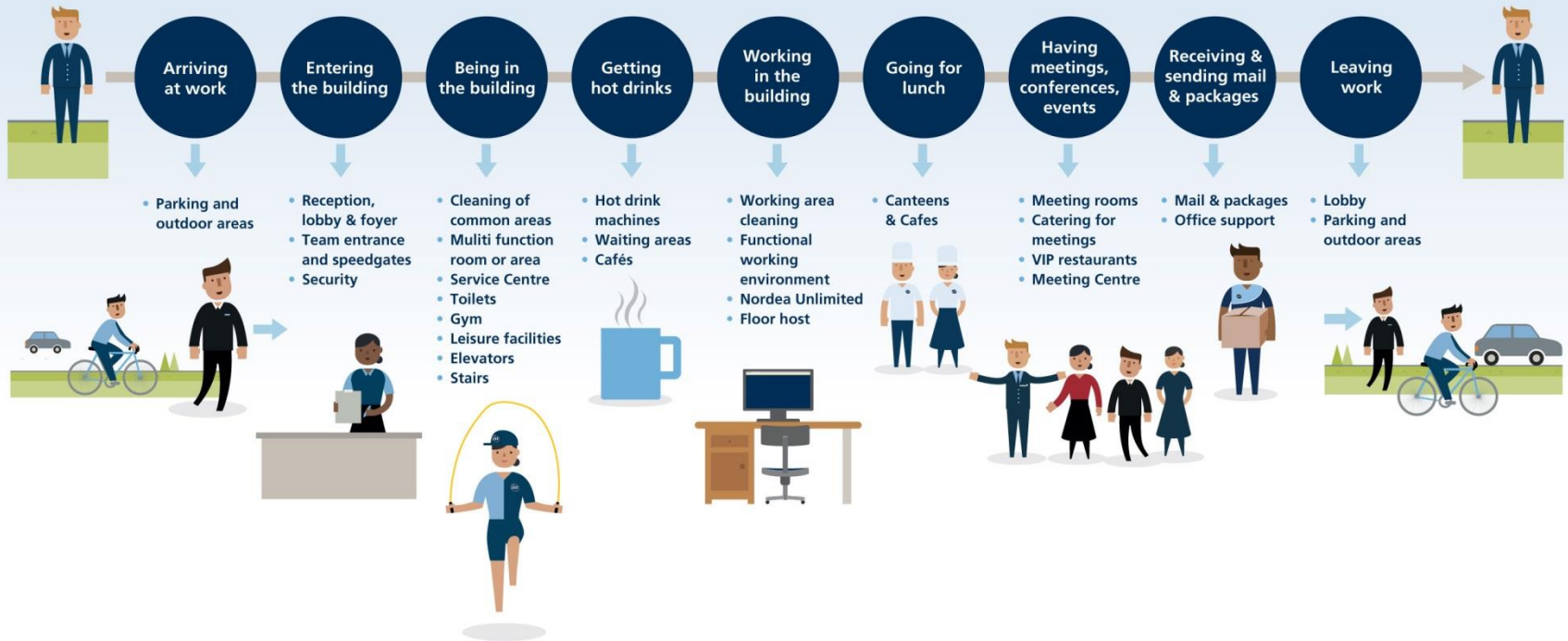
Contract - End-user focus
Value based business



IFM-Contract



Work Journey



We're building on how we look at our deliveries from our end-users perspective which is called the Work Journey. It focuses on the different needs they encounter throughout their working day instead of specific service lines.

End-user survey

Work Journey Report Graph - Survey Round



3,77

KPI target (3.67)

Walk the Work Journey: Improvement of the user experience



Most Important touch point:

Pavement, Stairs, Bike rack, Signs with Nordea on them – were some are washed away, Lawn, Flagpoles Nordea flags

Goal: (What to raise/affect)

Action(s)*:

Flowers by the pavement, removing the bike racks,

Nordea sign on the façade, on the entrance

tables and benches, bike rack placed

used to direct visitors the direction



Strategic parameters:

- What parameters are important for this specific Work Journey step?
- How does the current solution support parameters?
- Where would we like them to be? (mark with hatching)



* Based on the three agreed tools - communication, design, and technology

Coming from – Going to

From:

~~"Them and us"~~



To:



We!

New approach – focus on Relationship Banking

Before



Now

VS.



Premises
17 employees

+

Facility Management
4 employees

+

Internal Services & Support
21 employees

=

Workplace Management
42 employees

