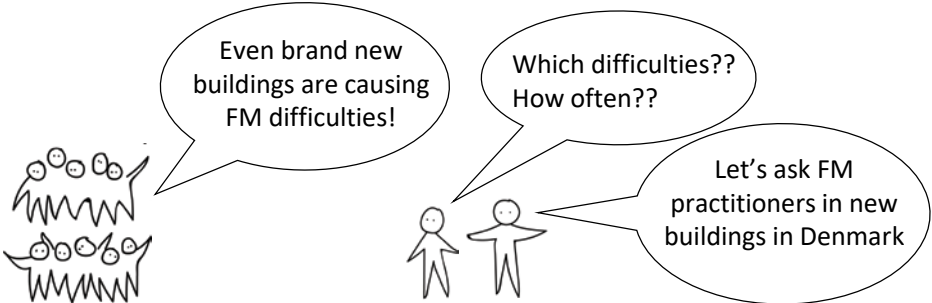


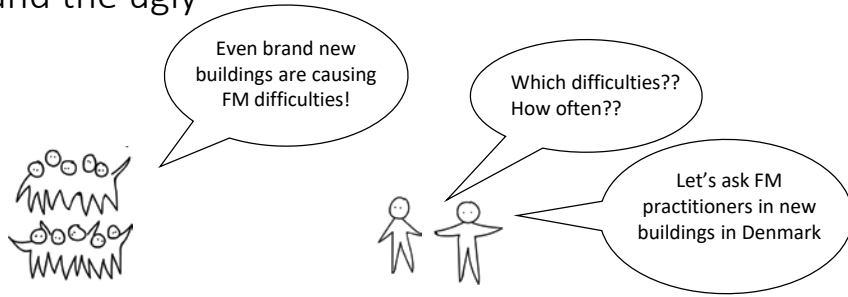
# The legacy from construction projects to facilities management -The good, the bad and the ugly

*Rasmussen, Helle Lohmann*  
*Technical University of Denmark*  
*Poul Henrik Due*  
*Sweco DK*

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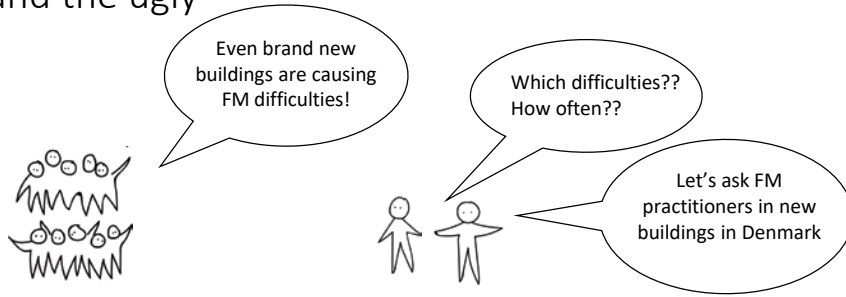
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## Categories of “difficulties”:

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5. Functionality
6. Others

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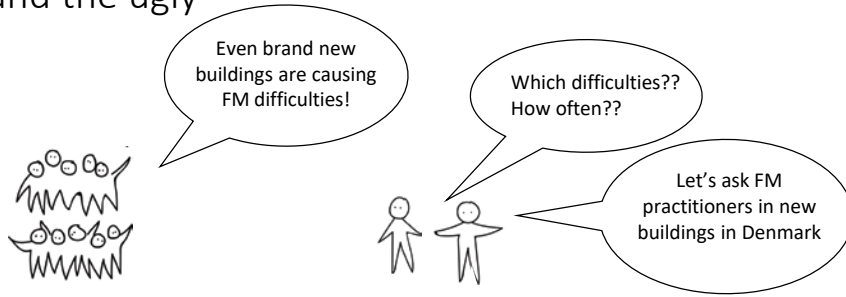
## Web-based questionnaire

- 2 background questions
- 35 'FM difficulties', spread on 6 categories

### Likert scale 1-4:

- 1: never experienced
- 4: Experienced to a high degree
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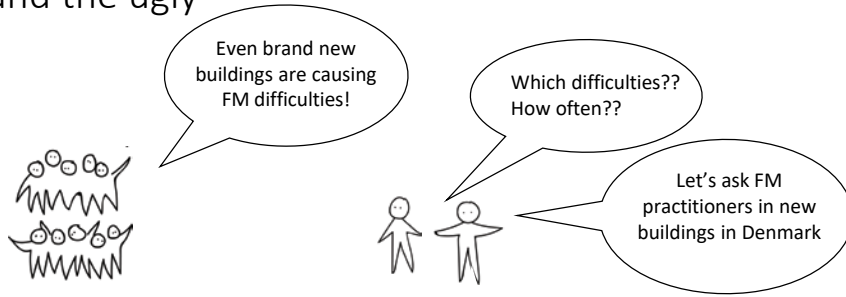
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The good (lowest mean value)

The bad (high mean value)

The ugly (highest mean value)

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Lack of 'architectural support' of Core business (35, 34, 33)



Lack of automatic control of lights (32)



Unexpected need for double operation due to delay (31)

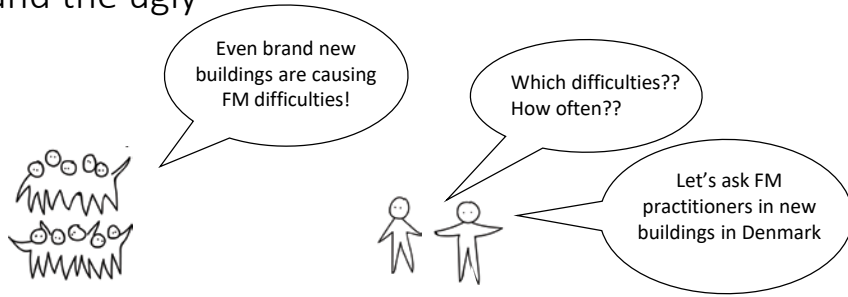


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## The bad (high mean value)

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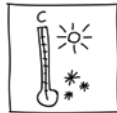
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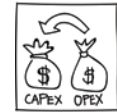
## The ugly (highest mean value)



Poor indoor climate – too hot, too cold, poor control (6, 9, 7)



Difficult window cleaning (4)

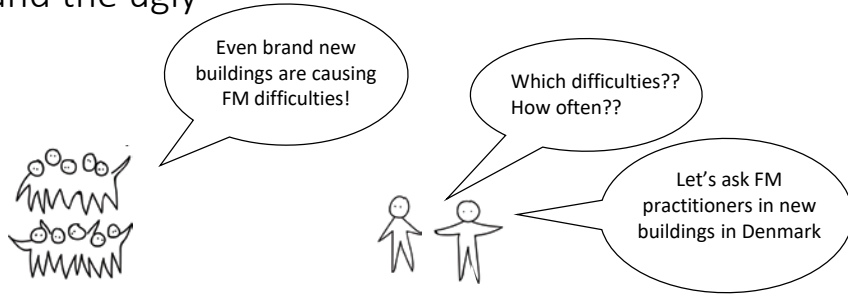


Capex to Opex (5)



Damage to doors and windows when forced to stay open (8)

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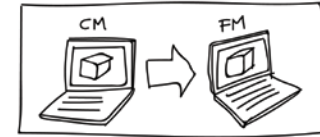
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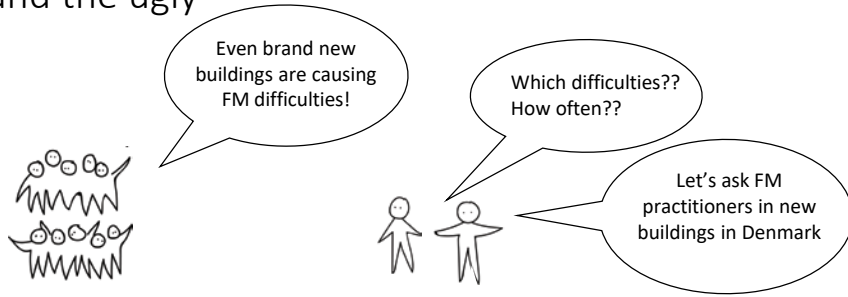
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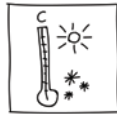


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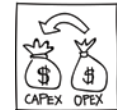
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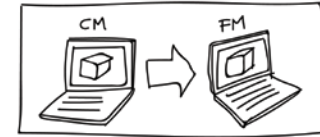


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