

## PREFACE

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Roberto Franciosi

From the privileged point of view of IFMA Italia, in the last 15 years, we have witnessed the birth and growth of Italian facility management. On the one hand its evolution has been difficult and not lacking in obstacles, but on the other hand fast and exciting. As an association principally aimed at sustaining the development of this discipline, we believe that a serious training process can drive this growth, creating professionals capable of leading the entire sector toward continuous innovation.

Therefore, the establishment of the *Scuola Nazionale Servizi (National Service School)* and the promotion of its related initiatives have certainly pleased us. Facility management is a discipline which needs strong technical competence. Thanks to the initiatives organized by *National Service School*, nowadays people working in Italy in facility management can choose among an enlarged offer of training courses.

This book will play an important role in the abovementioned evolution process. It is the first time our association has published a book that has not been entirely devised and produced on our own. Nevertheless, due to the extraordinary interest in this volume and particularly in the innovative ideas it opens up, we are glad to make an exception. Moreover, it is worth noticing that it is a meaningful work since it stems from the Italian experience and competence and represents a model that should be internationally publicized as an evident sign of how Italian facility management has grown. It shows that our country possesses the knowledge and the experience, not only to learn passively from foreign models, but also to create new models, take part in international facility management development and, finally, shape an Italian path in this discipline.

We are therefore honored and proud that this work has been produced under the aegis of IFMA Italia.

*Enjoy your reading.*