

## ACKNOWLEDGEMENT

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This book results from a long path that started in 2005 with a FM research project carried out by three partners: the Management Engineering Laboratory of the University of Udine, CNS (Consorzio Nazionale Servizi) and ASS1 (Health Agency in Trieste).

Working on this research project, I had the pleasure to collaborate with several people. Each of them has contributed, in different ways, to the achievement of good results for the project and for this book and therefore they deserve my acknowledgment. First of all, I sincerely thank Alberto Ferri and Mattia Montagner for having helped me in both the activities.

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### Alberto Ferri

This book is an example of cooperation among actors (end users, researchers and companies) that were scarcely communicating in the not well known sector of the facility management. A cooperation that has become necessary to innovate, providing the citizens with better service quality at the same costs.

A full cooperation was required to carry out this project since the skills and expertise belonged to different institutional actors and, through them, to several professionals. The actors are a health agency, a university and a company. The people collaborating with that actors are executives, middle managers, administration managers, technicians, site foremen, and end users.

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