



SUREURO Sustainable Process Management Best Practices

The Sustainable Process Management Best Practice is part of the Sustainable Process Management Guide and covers the participating SUREURO housing companies best practices in managing estates in a sustainable way.

Much of the knowledge on sustainable process management is uncodified, i.e. not written down in reports and procedures, or of practical nature, **learning by doing**, and to a certain extent tacit, not explicit, knowledge.

The aim of The Sustainable Process Management Best Practices is to make the experiences from the housing companies participating in the SUREURO project accessible to other managers of housing companies.

The SUREURO housing companies case reports show us different types of sustainable process management. Important lessons for sustainable process management can be drawn from the cases.

The generic lessons from the cases are

presented in the Sustainable Process Management Guide.

The following issues are important for the sustainable process management:

- Organisational structure
- Human resource management
- Function of refurbishment in the management processes of the housing company
- Function of sustainability in the organisation
- Role of tenants in the organisation
- Interactions with other organisations

The best practices in the Sustainable Process Management Best Practice have shown how the SUREURO housing companies have taken up the challenge of sustainable process management and how they have carried out a sustainable refurbishment project as part of the track towards becoming a sustainable housing company.

Typical users:

- Marketing and strategic policy staff
- Members of the management team, CEO, Research and development managers
- Project managers, Portfolio managers

Housing Company	Country	Best Practice
wonenCentraal <i>building a business</i>	The Netherlands	Developing and implementing a business strategy.
AKB <i>a grass-root housing community</i>	Denmark	Co-producing refurbishment projects from diagnosis to assessment.
LUWOGE <i>an innovative service provider</i>	Germany	Innovating refurbishment.
VVO <i>bottom-up property and facility management</i>	Finland	Preventing refurbishment.
Kalmarhem <i>totally customer process oriented organisation</i>	Sweden	People, customers and employee in focus.
Logirep <i>neighbourhood management</i>	France	Managing the neighbourhood.
Sandwell MBC <i>regeneration contract</i>	England	Facing the regeneration challenge.
<i>Best practices in Sustainable Process Management</i>		

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