

### SUREURO Process Management Guide (SPM)

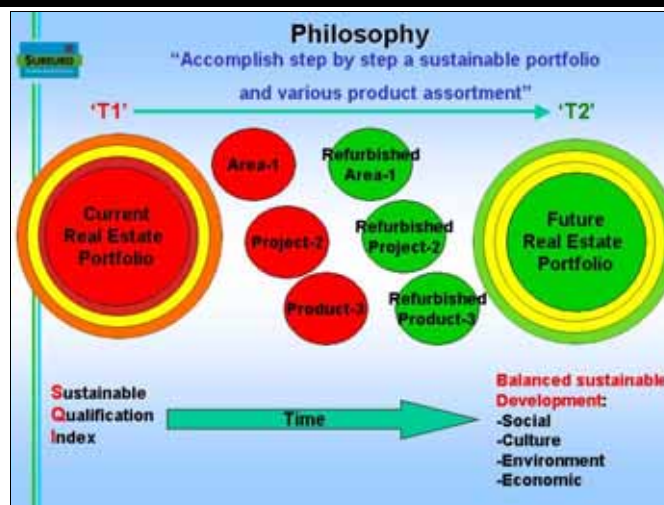
Sustainable refurbishment projects offer housing companies the opportunities to create a sustainable living environment for their tenants; today and in the future.

Organization and management of refurbishment influences the sustainability opportunities in projects and the extent to which they can be realized.

Sustainable Process Management shows how refurbishment processes can be managed from a sustainability point of view.

Sustainable Process Management involves organization and management of intra-organizational processes within housing companies and inter-organizational processes, coordination of the interactions with other stakeholders involved such as municipal departments. In both processes, particular attention should be paid to the position and role of tenants and their interests.

Sustainable Process Management connects the key topics Property and Facility Management, Strategic Management and Cooperation and Participation Management, as developed within SUREURO.



#### Sustainable Process Management:

- Is about management not just monitoring and protocols.
- Continues where other lessons for comprehensive management systems often stop.
- Is not just about greening your company; it aims to introduce all four dimensions of sustainability; **Ecological, Economic, Social and Cultural values**; in a balanced way.
- Starts from your current management system, practices, experiences and ambitions.
- Starts wherever you like, for example:
  - o With a small-scale, low profile pilot project from which you can decide to formulate a follow-up or
  - o With a more ambitious and complex pilot project or
  - o With making sustainability goals part of your business strategy and your organization.

The **Sustainable Process Management Guide** consists of the following products:

- The Sustainable Process Management Guide
- Sustainable Management Audit
- The Sureuro Gaming Exercise.

The added value of the **Sustainable Process Management Guide** is to inspire and help the transformation of the housing company into an organisation that is able to implement the sustainable philosophy of SUREURO by linking different levels of management. Learning to change:

- Building a bridge between status quo and the implementation of the new situation
- What can sustainable process management teach you in addition to all those other management systems, management tools and your know-how?

The typical user could be:

- Marketing and strategic policy staff
- Member of the management team (board), especially: CEO, Research & Development manager and portfolio manager.
- Project managers.