

Helena Ohlsson Skjeld

MSc Arch, IFMA Fellow, CFM



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Professional profile

Helena Ohlsson Skjeld, MSc Arch, Dipl. FM, CFM is director of Services at Scania Region, Sweden, responsible for over 2500 staff and an annual budget of over €500 million. She has over 20 years of international leadership experience in property management, project management, facility management, IT, strategic consulting, architecture and workplace experience management. Helena was previously Global Facility Manager for IKEA Services, responsible for the development and successful implementation of a property and services strategy in 27 countries. Possesses excellent leadership, change management, interpersonal, language, presentation and communication skills. She has led two successful large scale digital transformations. Experienced board member of private and public organisations. Popular and respected speaker. Influential within key business associations as former president of IFMA Sweden and board member of EuroFM and IFMA, among others. Experience from working with every aspect of property and business support functions globally, as client, business owner, consultant and supplier. She has been instrumental in the development of the facility management (FM) profession in Sweden and internationally. In 2010, she was elected “most influential FM person in Sweden” by 1,400 major actors on the Swedish property arena. In 2012 she became IFMA Fellow, the highest level of recognition within the FM industry.

Career summary

2014-present **DIRECTOR OF SERVICES** **Scania Region, Sweden**

- Leading the construction- property- and services organisations with 2500 in-house staff, and numerous suppliers and a budget of €500 million
- Responsible for the development and implementation of a services strategy for the turnaround of the largest coordinated health-care services- and real-estate portfolio in Sweden. Successfully transforming the organisation and the services delivery focusing on efficiency, effectiveness, employee development and client satisfaction
- Creator of a training programme for all staff, driving higher employee satisfaction, increased productivity and higher health scores
- Responsible for the digital transformation of the organization, including procurement and implementation of IWMS, IoT, AI and robotics, unique for the healthcare sector in Europe

- Responsible for construction and property management of new-builds and rebuilds of 9 hospitals (2014-2016) with a budget of over €2000 million.
- Member of the Scania Region Board of Directors, with 34000 employees working in healthcare, IT, regional development and public transport.

2012-

**DIRECTOR
ohlssonglobal, Malmö, Sweden**

- Founder of ohlssonglobal, a strategic resource alignment consultancy with international presence
- Developed and implemented the ohlssonglobal model to maximize value of services and property for a global client in the technology industry
- Supporting a large Swedish property organization in developing their support functions into a value adding proposal

2008 – 2012

**GLOBAL FACILITY MANAGER
IKEA Services, Helsingborg, Sweden**

- Responsible for the development and implementation of a sustainable property and services strategy for 11 million m2 in over 300 locations in 27 countries worldwide with a budget of over €600 million
- Ensuring that IKEA has a services solution that gives the best support to the core business throughout the building life cycle, including all aspects of finance, organisation, competence and training, reporting, business process modeling, service structure, implementation of relevant tools, support systems and functions and ways of ensuring continuous development for sustainable growth and global best practice
- Leading her team consisting of central functions, 27 national facilities managers, over 300 store facilities managers and over 15,000 suppliers
- Leading the full process from requirements to roll-out of one of the world's largest, fastest and most complex IWMS implementations
- Responsible for IKEA:s sustainability programme IKEA Goes Renewable encompassing all parts of IKEA Group globally
- Ensuring that IKEA is protecting their properties and assets in established markets and is following and supporting IKEA's rapid growth into new markets and regions with a solution that is in tune with IKEA's core values and successful business model

2007 – 2008

**DIRECTOR
Service Works Global, London, UK**

- Responsible for large multinational prospects and clients
- Responsible for the strategic development of European market opportunities
- Creating a model to close the gap between technology and property/services practice

2006 – 2007

**PRINCIPAL CONSULTANT
Johnson Controls, London, UK**

- Responsible for developing European FM consulting opportunities
- Managing projects for multinational clients such as BP and Cisco as well as developing new business

2005 – 2006

**CONTRACT DEVELOPER/PROJECT MANAGER
Coor Service Management, Stockholm, Sweden**

- Workplace management, property management, increased efficiency and FM strategies
- Responsible for the development of Coor Service School, encompassing over 3,000 employees in 5 countries, all senior management and with a result of 99% participant satisfaction

- 2000 – 2004** **FACILITY MANAGER**
Skanska Facilities Management, Gothenburg, Sweden
- Contract developer for Ericsson including relocation, programming, construction including laboratories with advanced technical solutions and security which led to major growth in sales
 - Analysis and development of services, logistics and infrastructure leading to savings for client and supplier and increased quality in deliveries
 - Creating FM within Skanska in the west of Sweden through insourcing of maintenance and soft services
- 1999 – 2000** **PROPERTY DEVELOPMENT CONSULTANT**
Wickenberg Byggnalys AB, Gothenburg, Sweden
- Leading the successful redesign of Lillhagsparken hospital into a sustainable city area by rebuilding, creating business and reconstruct 100 000m2 built property
- 1997 – 1998** **ARCHITECT**
SWECO/FFNS Architects, Östersund and Stockholm, Sweden
- Holder of the FFNS-scholarship for the realisation of the project "Virtual and built reality" with the leading architectural company and building consultant in Sweden
 - Part of the winning team in the competition of the remaking of the University of Östersund including reconstruction of the military area into a ultra modern and green university encompassing 80 000 m2
- 1996 – 1997** **ASSISTANT FACILITY MANAGER**
MedicHus, City of Gothenburg

Key skills

- An excellent, inspirational and strong leader
- Analytical, innovative problem solver
- Well known for her ability to create buy-in with all stakeholders and come up with creative, high quality cost effective solutions
- Excellent management, communication and presentation skills
- Working with multinational, multiskilled teams to recognise and create winning solutions in culturally diverse environments
- Language skills: English and Swedish (fluent), German French, Spanish (conversational) and Russian (basic)

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Education and qualifications

- **Business strategy and controlling**, Executive Foundation Lund (2018)
- **Board education**, Executive Foundation Lund (2017-2018)
- **International Development Studies**, University of Gothenburg (2006)
- **Business Development**, Ahrens University of Rapid Growth, Sweden (2003-2004)
- **Dipl. Facilities Management**, Chalmers University of Technology, Gothenburg (1998-2000)
- **MSc Architecture**, Chalmers University of Technology, Gothenburg (1991-1996)

As part of her degree Helena was asked to design the Music Pavilion in the Royal City Park in the City of Västerås. She was responsible from idea to realisation including sketches, presentations, project management and acoustical research.

Examination thesis: Around Us – Sound Space in a City Environment

Key speaker experience

- Speaker on organizational digitalization at the IBM Think conference, San Francisco 2019
- Key note speaker on leadership for Resident Physicians training, Scania Region 2018
- Key note speaker on leadership at the Zurich Hochschule of Applied Science 2015
- Key note speaker on business transformation at Scania Region leadership conference 2014
- Speaker at the Estonian FM conference, Tallin 2012
- Speaker at the Dutch FM Market Event, Utrecht, 2012
- Speaker at the Service and Supply fair, Stockholm 2012
- Speaker at Nordic FM, Stockholm 2012
- Speaker at EFMC, Copenhagen 2012
- Speaker at IFMA World Workplace, Arizona 2011
- Speaker at Fira Barcelona 2011
- Speaker at EFM in Berlin 2011
- Moderator at the Swedish FM conference FM day 2009
- Key note speaker at the Swedish FM conference FM day 2008
- Speech on PPP/PFI solutions in Madrid at the SMI conference 2008
- Speech on FM in the Industry at the EuroFM/ Kufstein conference 2008

Board Memberships

- **Chairman of the board**, Hälsostaden Ängelholm 2015-2018
- **Board member** of IFMA Europe 2017-
- **Chairman of the board**, ohlssonglobal (2013-)
- **Board member**, Estate Service Managemet (2012-2014)
- **Board member** of IFMA Sweden (1999-2007, 2012-2015)
- **Chairman of the board**, IFMA Sweden (2002-2005)
- **Board member** of EuroFM (Chair Practice Network Group) (2007-2009)
- **Board member** of IFMA (International) (2008-2010)

Personal details

- Lives with her young family in Malmö, Sweden and in a small self built summer house on the Swedish west coast
- An amateur musician since the age of four, studying for Gerard Schaub, Gothenburg Symphony Orchestra (1991-2000) and Tina Ljungqvist, Gothenburg Opera House (2004)
- Loves water sports and yoga
- Is a mentor and supporter for young women in their early professional careers

See Helena interviewed by [FM World](#) in 2010

See Helena talking about [digital transformation](#) in 2019

ⁱ FM is the coordination of services and real estate to effectively support core business organisations in all industries. FM organisation IFMA estimates the annual worth of the global FM market to be €1,12 trillion.