

## Customer Integration into Service Innovations by Developing Information Integration between Parties and Increasing Customer Opportunity to Influence FM Services

### Errata:

- Page 4 and 5: Last chapter of page 4 and first two chapters of page 5, "Article" → "Paper"
- Page 12: "Supplier development by the customer" is title → "2.3. Supplier development by the customer"
- Page 16: "in 2009 and 2011" → "in 2009 and 2010"
- Page 16: "ten were customers" → "eleven were customers"