

Information Pack

Unit 517-Understanding the Management of Facilities



INTRODUCTION

Facilities Management is an organisational function which integrates people, place and process within the built environment with the purpose of improving quality of life and the productivity of the core business.

The FM industry is growing at a rapid pace and the roles of FMs are broadening to encompass more responsibilities and skill sets. FM budgets and teams are becoming larger and more impactful as the built environment becomes more integral to the ways modern society conducts business, entertainment and lifestyles. Here are a few social trends that are deeply rooted in and affected by facility management:

- Emergence of the “Internet of Things”
- Building Automation/Monitoring
- Employee Engagement
- Health, Wellness & Well-Being
- Evolving IT Infrastructure
- Evolving Real Estate Models
- Sustainability & Environmental Impact.

The management of technical services in a building is a critical function of Facilities Management that can impact the business activities, efficiencies, productivity and well-being of staff. A well thought out operations and maintenance strategy implemented well can prevent business losses, enhance reliability of infrastructure, save on operating costs by enhancing the longevity and hence value of the assets. This information pack provides an overview to Facilities Management and what technical services in a facility entail and how best to manage them.

GUIDANCE

This document is prepared to break the unit material down into bite size chunks. You will see the learning outcomes above treated in their own sections. Therein you will encounter the following structures;

Purpose

Explains *why* you need to study the current section of material. Quite often learners are put off by material which does not initially seem to be relevant to a topic or profession. Once you understand the importance of new learning or theory you will embrace the concepts more readily.

Theory

Conveys new material to you in a straightforward fashion. To support the treatments in this section you are strongly advised to follow the given hyperlinks, which may be useful documents or applications on the web.

Example

The examples/worked examples are presented in a knowledge-building order. Make sure you follow them all through. If you are feeling confident then you might like to treat an example as a question, in which case cover it up and have a go yourself. Many of the examples given resemble assignment questions which will come your way, so follow them through diligently.

Question

Questions should not be avoided if you are determined to learn. Please do take the time to tackle each of the given questions, in the order in which they are presented. The order is important, as further knowledge and confidence is built upon previous knowledge and confidence. As an Online Learner it is important that the answers to questions are immediately available to you. Contact your Unit Tutor if you need help.

Challenge

You can really cement your new knowledge by undertaking the challenges. A challenge could be to download software and perform an exercise. An alternative challenge might involve a practical activity or other form of research.

Video

Videos on the web can be very useful supplements to your distance learning efforts. Wherever an online video(s) will help you then it will be hyperlinked at the appropriate point.

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Facilities Management

An organisation needs space to house their staff and equipment for undertaking its core function/purpose. Therefore the space acquired or leased becomes an asset or a strategic resource of the business and it is imperative that the same is taken care of to enhance the life of the assets i.e. the building itself and the equipment. It also stands to reason that the asset or the strategic resource is utilised to its full potential. Therefore, there is a need to ensure that all the support infrastructure is operated and maintained efficiently and effectively and is always available for continuity of the business.

It is imperative to ensure that the employees are provided with essential services that they need for performing their duties as well as healthy, safe and secure work environment. This helps the organisation in attracting and retaining employees while also enhancing their productivity. Today, the efficiencies provided by the FM function and reductions of costs will therefore result in higher profitability of the business.

While the FM function is still evolving, it has come a long way from just being an infrastructure maintenance activity to a function that owns the processes/documentation for health and safety, compliance, risk management, emergency response, business continuity, vendor management, employee services etc.

Defining Facilities Management

The International Facilities Management Association (IFMA) defines Facility Management as:

‘Facility Management (FM) is a profession that encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology.’

Oxford Dictionary defines Facility as:

‘A place amenity, or piece of equipment provided for a particular purpose’

And Management as:

‘The process of dealing with or controlling things or people’

Merging the two, we can define Facilities Management (FM) as the process of dealing with or controlling things, equipment, amenities and people in a place provided for a particular purpose.

Purpose

What do Facilities Managers Do?

Facility Managers (FMs) can have many different titles and arrive in their profession through a variety of career paths. They are responsible for making sure systems of the built environment, or facility, work harmoniously. They are important because they make sure the places in which people work, play, learn and live are safe, comfortable, productive, and sustainable.



FMs contribute to the organisation's bottom line through their responsibility for maintaining what are often an organisation's largest and most valuable assets, such as property, buildings, equipment and other environments that house personnel, productivity, inventory and other elements of operation. Here are some of the ways FMs contribute to an organisation's business strategy and bottom line:

- Impacting operational efficiencies
- Supporting productivity of facilities and personnel
- Managing risks to facilities and personnel
- Mitigating environmental impact
- Promoting sustainable tactics for long-term cost management
- Leveraging technological solutions
- Reducing or overcoming effects of natural disasters