

FACILITY MANAGEMENT

In the Life of An Asset



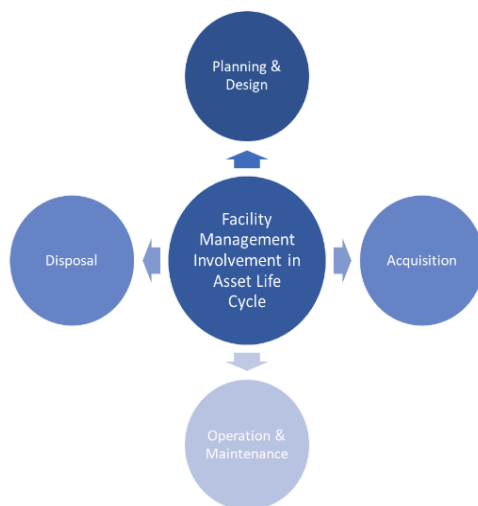
Mahput Sairan
Chief Knowledge Officer GFM
Services Berhad, Malaysia
23 January 2019

In the recently published ISO 41001:2018 the international facilities management system (FMS) standard, Facility Management is defined as;

"...organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business."

[Source ISO 41011:2017 Facility Management - Vocabulary]

Throughout an asset life, Facility Management involvement can be experienced through four significant asset phases. These phases are:



Phase 1: Planning - involves confirming the service that is required from the stakeholders and ensuring that the proposed assets are the most effective solutions to meet the stakeholder's need.

Phase 2: Acquisition - is the provision of or improvement to an asset where the expenditure can be reasonably expected to provide benefits beyond the financial year.

Phase 3: Operational and Maintenance - functions related to the day-to-day running and upkeeping of assets and management activities associated with asset costs and risks.

Phase 4: Disposal - initiated when an asset is no longer required or becomes uneconomical to maintain or rehabilitate.

[Source CIDB Malaysia, Asset and Facility Management Manual 1st Edition 2010]

Involvement of the Facility Manager at the **design stage** of the built environment will benefit the stakeholders by:

- Giving input from the point of maintainability, operability, cost operations, sustainability, safety, etc.
- Helping the asset owner in reducing the design alteration and the rework thus, lowering the procurement cost.
- Contributing to the proper design standards, equipment and plant room selections, fixtures and fittings that nicely fit into the end users' need.
- Attracts potential clients to the facilities.

At **acquisition or construction** stage, the Facility Manager participates in regular site inspections to check the construction and installation quality. The Facility Manager attends to the commissioning and testing so that they can have a full understanding of the asset operation. The Facility Manager's presence during this stage helps to facilitate and to highlight considerations that ensure the critical maintenance elements are there and to avoid unnecessary difficulties in the future operations and maintenance of the facility.

At the **operation and maintenance** stage, the Facility Manager undertakes the responsibilities of planning, execution, control and monitoring of all tasks associated with the facility management and maintenance functions through a single point of management contact. The Facility Manager is fully accountable for the outcomes of the service delivery performance. The measurement of the effectiveness of the service, shall be based on a set of Key Performance Indicators (KPIs). In general, facility operation and maintenance benefit the client/ asset owners in three distinctive service delivery areas namely Management Services, Facility Engineering and Technical Services (hard services) and General Services (soft services).

Facility Management involvement at the **disposal stage** asset may be minimal since asset owners normally have different approaches and policy sets regarding the asset disposal. Some asset owners assign the responsibilities for the asset disposal to different departments / functions within the organization. An ideal Facility Management service offers the task of handling the following activities that will allow them to become a one stop centre that manages and administers asset disposal on behalf of the client:

- Maintaining the Asset Register of building equipment, furniture, fixtures, equipment hardware and software, vehicles, etc.
- Establishing and implementing a procedure that will allow for any asset additions and disposals to be recorded in the asset register.
- Establishing and implementing a procedure that will allow proper approval related to asset disposal and subsequent disposal activities in accordance to the clients' and other related parties' requirements.

All the above summarizes the added values that Facility Management shall bring throughout an asset life. This indeed improves the quality of life of the people and the productivity of the core business within a built environment by:

- Providing related services that are responsive to the needs of the facility owner, users and visitors.
- Operating and maintaining the facility at the highest possible standards with optimum cost.
- Ensuring that the facility complies with the appropriate life, safety, environmental and aesthetic requirements.
- Creating a perfect ambience and work environment for the clients' organisational excellence.