

Strategic, Tactical and Operational Roles in Facilities Management



In the daily life of a Facility Manager, various situations demand different responses. Sometimes, the role requires focusing on planning and strategizing in a quiet place with minimal distractions. Other times, it involves moving around the facilities to get a broader understanding of the environment. Additionally, interacting with the facilities' community—including clients, users, staff, service partners, and even authorities—is essential. These activities present challenges at strategic, tactical, and operational levels. A good FM must tackle these challenges with patience, passion, and a willingness to learn and share new things. Strategic, Tactical and Operational roles of a Facilities Manager:

1. Strategic Role

- Focus: Understand the organization's purpose, vision, mission, and values, and aligning them with long-term business strategies involving assets.
- Key Matters: Organization's policy, budget and resource planning, stakeholder interests, asset investment, asset value creation, asset lifecycle, capital expenditure, asset replacement programs, outsourcing, and insourcing.

2. Tactical Role

- Focus: Establishing short-term plans and aligning departmental activities with strategic objectives.
- Key Matters: Asset and Facilities Management plans, asset performance, KPI management, best-fit solutions for current asset demands, contract requirements, and client and service partner relationships.

Key Take Away

This article highlights the diverse roles of a facilities Manager, emphasizing the need to balance strategic, tactical, and operational responsibilities. By understanding and effectively managing these roles, Facilities Managers can ensure efficient and reliable facilities management.

3. Operational Role

- Focus: Managing the day-to-day operations, ensuring detailed process execution to achieve desired outcomes, and aligning actions with strategic and tactical plans.
- Key Matters: Standard Operating Procedures, client and service partner engagement, facilities user interactions, operational compliance, workplace security, safety, health and environmental standards, facilities operation and maintenance routines, asset operability, cost optimization, facilities administration, team development, service partner monitoring and supervision, continual improvement, analysis, problem-solving, and reporting.

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