

FACILITY MANAGEMENT ? FUTURE PROFESSION

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'How many of us have seen a puzzled look on someone's face when we say we work in the facilities management profession?'

Dennis Longworth, CFM

President IFMA and CEO

'Facilities Management 1995'

3P

People

Human Resource Management
Sociology

Processes

Operations
Finance

Organizational
Effectiveness

Strategy

Place

Architecture
Engineering

Defining Facilities Management

'Facility (sic) management is the practice of coordinating the physical workplace with the people and work of the organization. It integrates principles of business administration, architecture and the behavioral and engineering sciences.'

International Facility Management Association (IFMA) brochure

Defining Facilities Management

“Facilities Management is the integration of multi-disciplinary activities within the built environment and the management of their impact upon people and the workplace.”

British Institute of Facilities Management (BIFM)

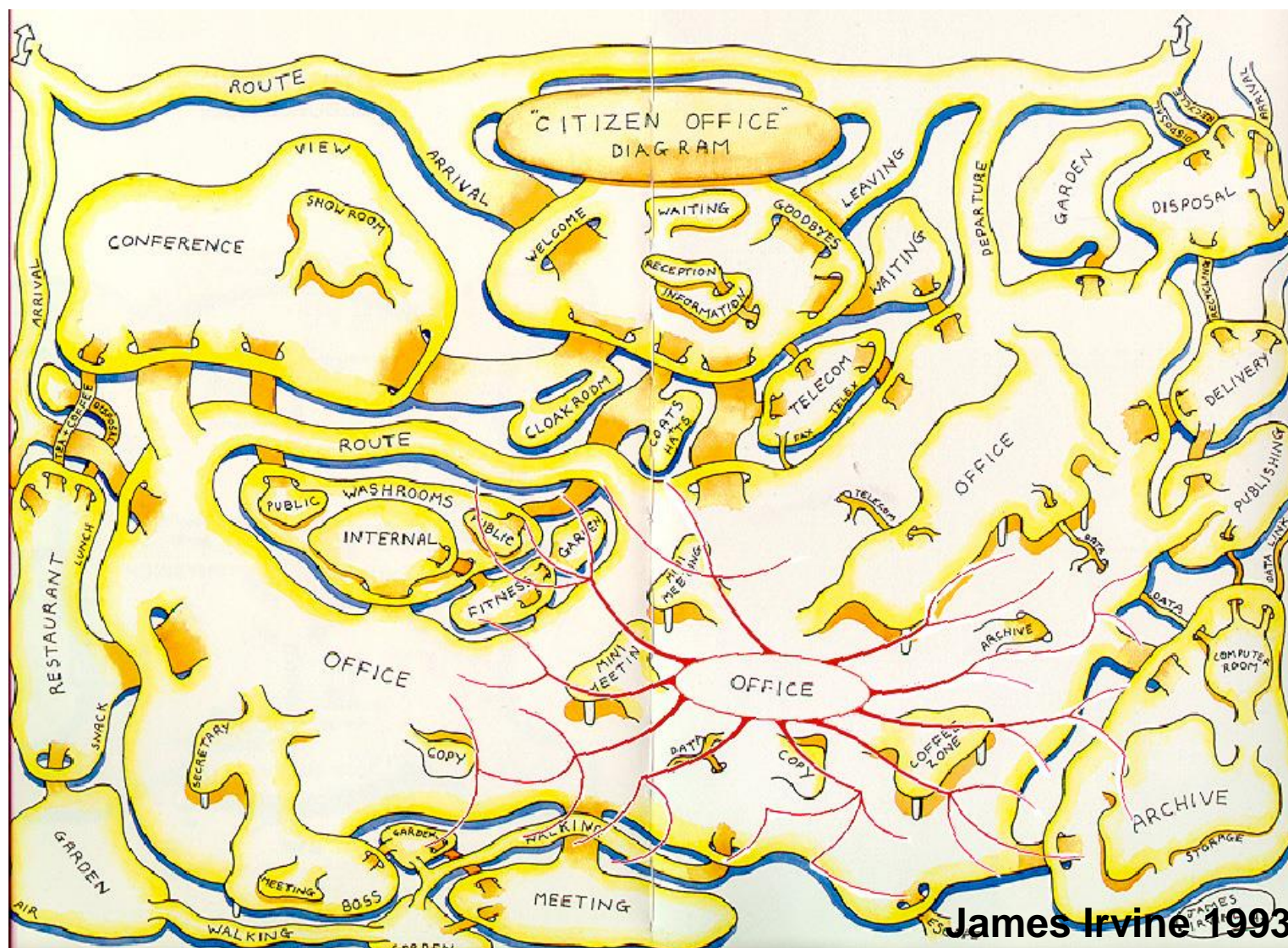
FM as Business Resource Management

“A performance-centred approach to the effective utilizations of human, financial, physical and intellectual resources.”

Dr George M. Cairns
Adrian Anderson

Strathclyde Graduate Business School
University of Strathclyde, Glasgow, UK

1996



What processes included ?

- Space / room planning
- Inventory compilation / updating
- Central services
- Building control
- Accounting
- Contract management
- Leasing management
- Maintenance, inspection, repair, equipment, emergency service
- Technical operation management

What processes included ?

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Building control

- Occupier support
- Owner support
- Building support
- Building inspection
- Budgeting
- Cost optimization
- Mediation of services
- Coordination of services
- Monitoring of contractual obligations
- Space handover and acceptance
- Support of occupier and advertiser groups
- Center and building management
- Documentation / Reporting



“Tunnel vision is always the degenerative disease of specialists and the price they pay for ‘professionalism’ and their narrow focus.”

Peter Drucker

The New Realities 1989

Who can overview all of them ?

- Mix of competency**
- understanding business organization
- managing people
- managing premises
- managing services
- managing the working environment
- managing resources

BIFM



Leonardo da Vinci

Facility Manager

Leonardo da Vinci
of Today



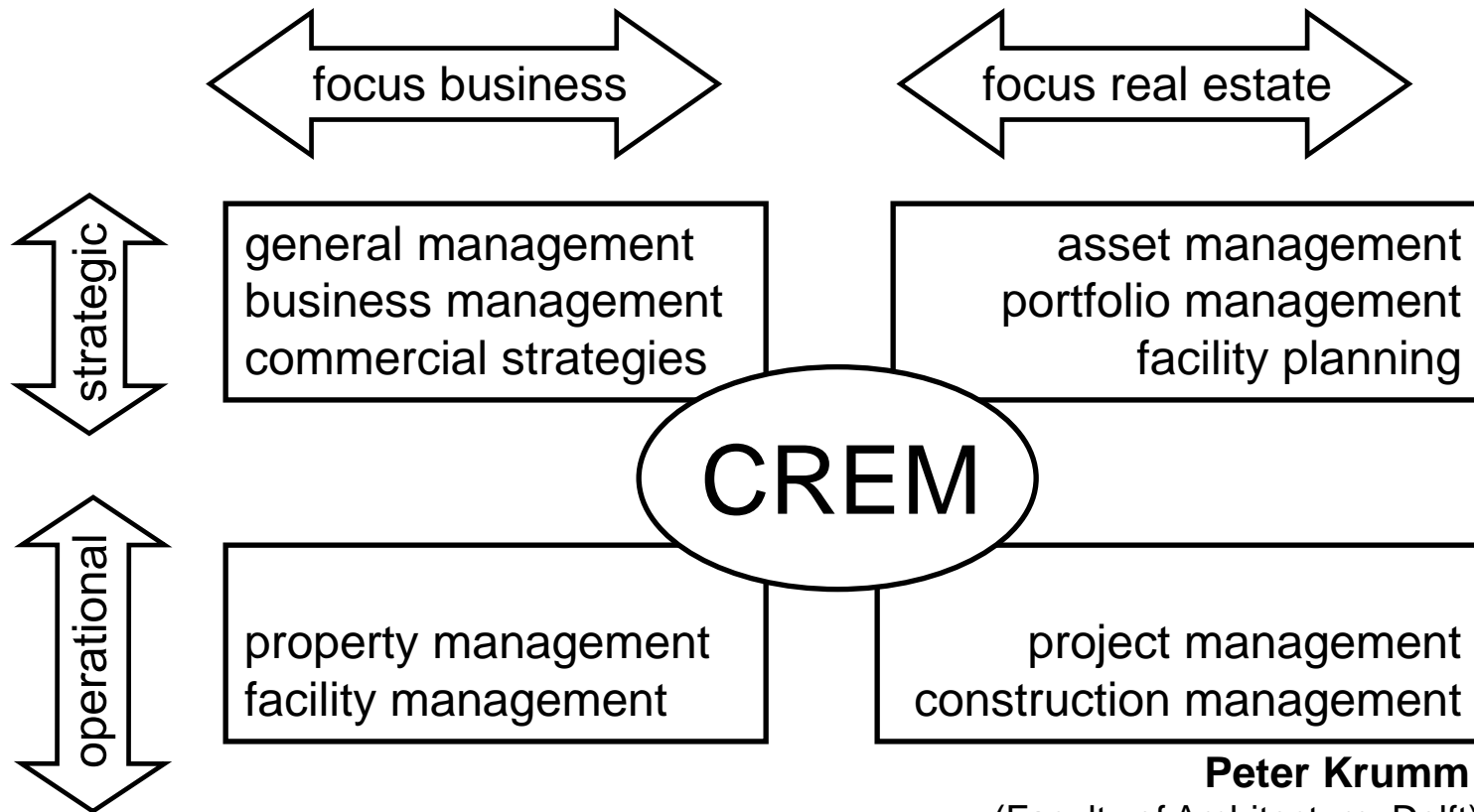
Areas of FM competency

- Communication
- Facility function
- Finance
- Human and environmental factors
- Operations and maintenance
- Planning and project management
- Quality assessment and innovation
- Real estate

8

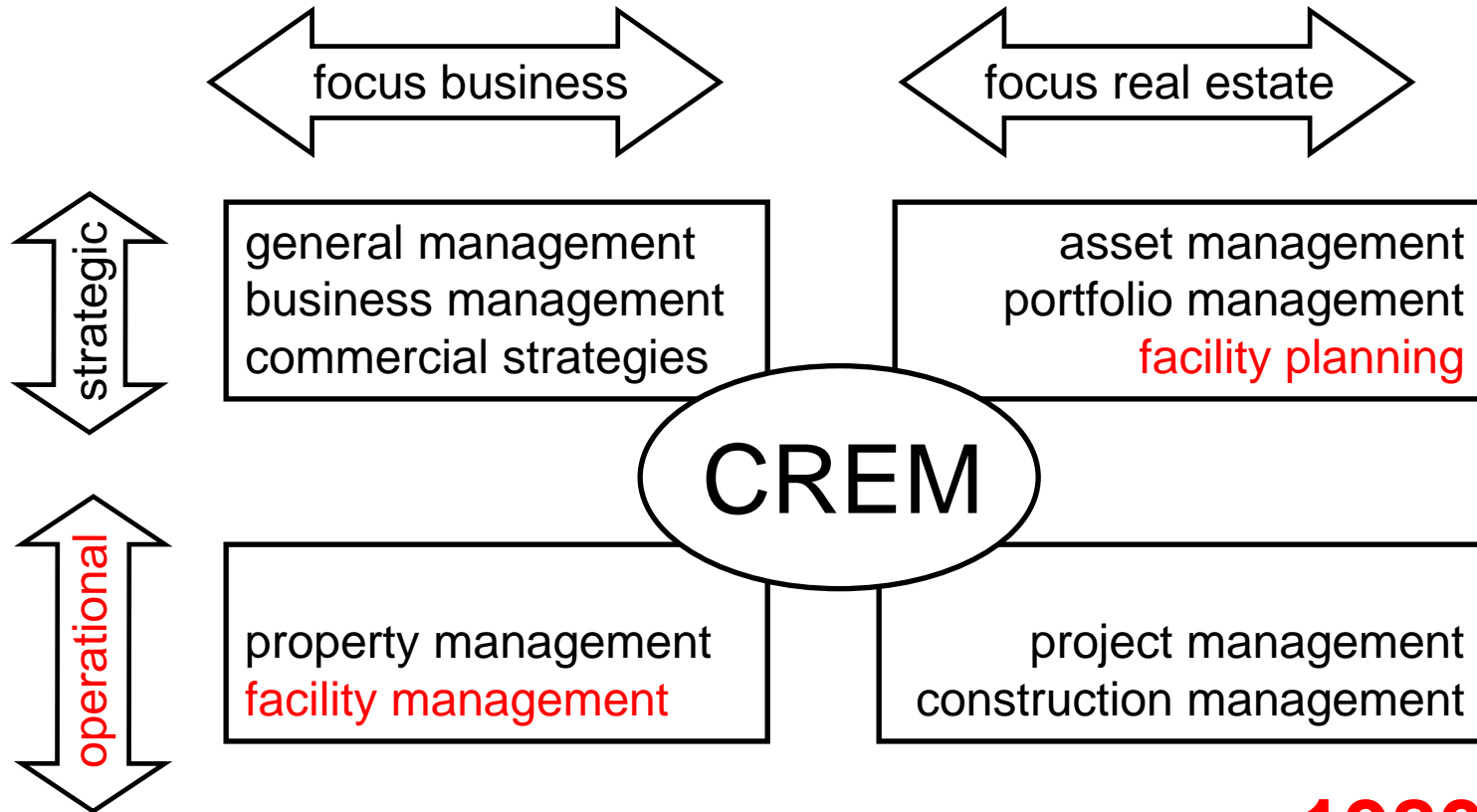
CFM examine

The corporate real estate management



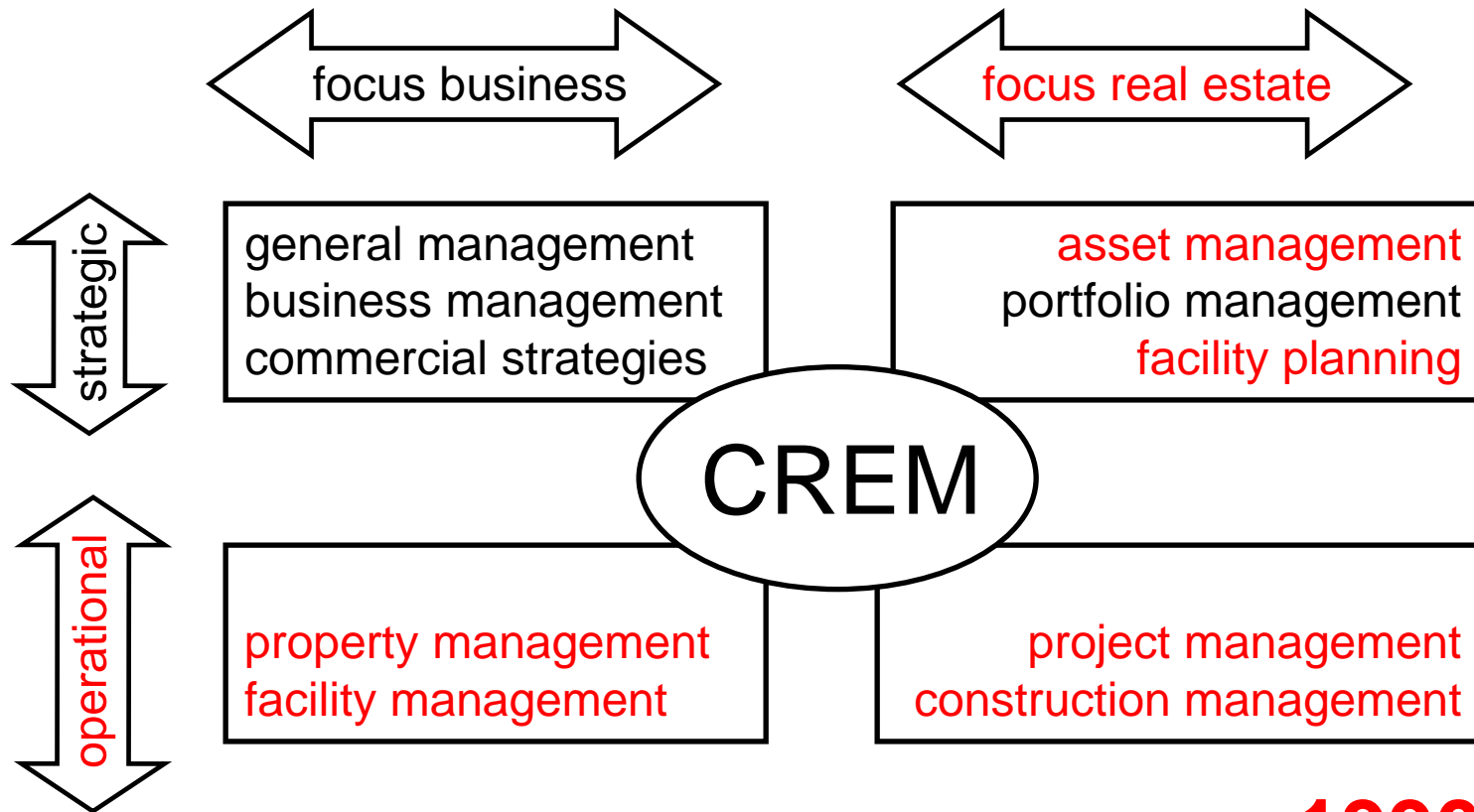
Peter Krumm
 (Faculty of Architecture, Delft)
 FM European Practice 1996

The corporate real estate management



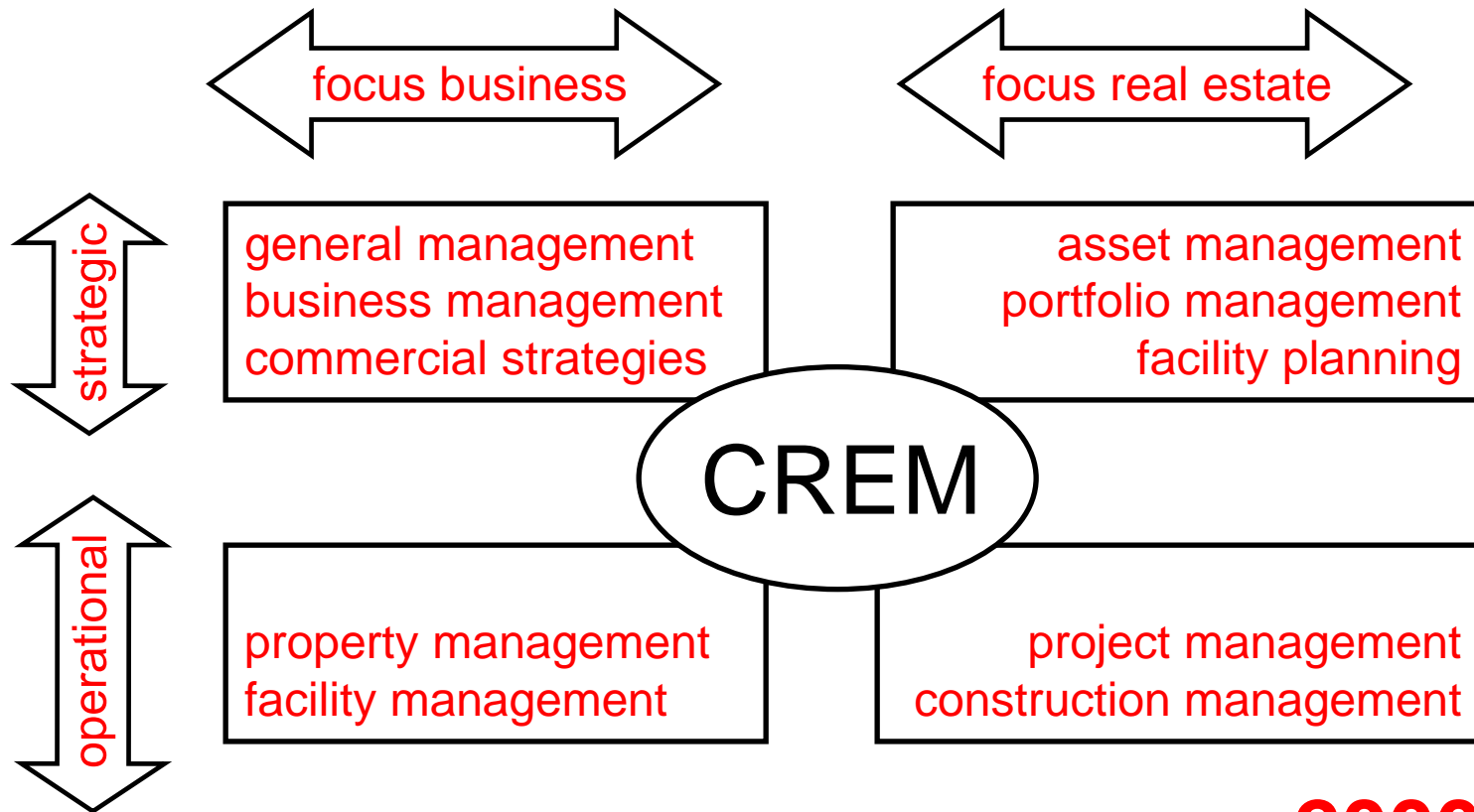
1980

The corporate real estate management



1990

The corporate real estate management



2000



Operation

Strategy

Competitive strategy

“The essence of formulating competitive strategy is relating a company to its environment.”

Michael Porter

Competitive Strategy

1980

“As the nature of facilities management has become more recognized, and the role of the intelligent client has developed, greater emphasis has been given to **strategic** issues and to **organization** and **management** skills.”

Keith Alexander

Premises and Facilities Management

May, 1995

Strategy and Place

„The decisions you made about Places and its daily management must emphasize maximizing its value in helping your organization to compete and thrive.“

Martha A. O'Mara

Strategy and Place

1999

Three approaches to CRE decisions

❑ Incrementalism

Only short-term commitments to space are made and capital expenditures are minimized. Decisions and purchases are made on an as needed bases.

❑ Standardization

Control over both design and management procedures are strictly maintained with centralized decision making. These standards are largely based on the need of efficiency, economy and control.

❑ Value Based

Symbols and values of the organization are considered when design decisions are made. Procedures are flexible to meet the needs of individual parts of the organization.

Martha A. O'Mara

Strategy and Place

1999

Facility Management

History and Future

International Facility Management Association



International Facility Management Association

IFMA History

- ❑ 1978 First conference about FM (Michigan, USA)
- ❑ 1980 National Facility Management Association
- ❑ 1981 NFMA > IFMA (Canada)
- ❑ 1990 Approach Europe
- ❑ 2001 18.000 members
130 chapters
67 different countries
18 councils
\$ 64 billion (US + Canada) purchasing
power of members

Visioning with IFMA

❑ Mega Issue Number One predicts the blurring boundaries of facility management profession.

- ✓ Traditional FM responsibilities
- ✓ Outsourcing
- ✓ Risk Management
- ✓ Legal issues

Dennis Longworth, CFM

President IFMA a CEO

FM Journal March/April 2001

Visioning with IFMA

- ❑ Mega Issue Number Two is the virtual workplace of tomorrow, not be defined by traditional brick and mortar work environment or by conventional utilization of physical spaces.

Dennis Longworth, CFM

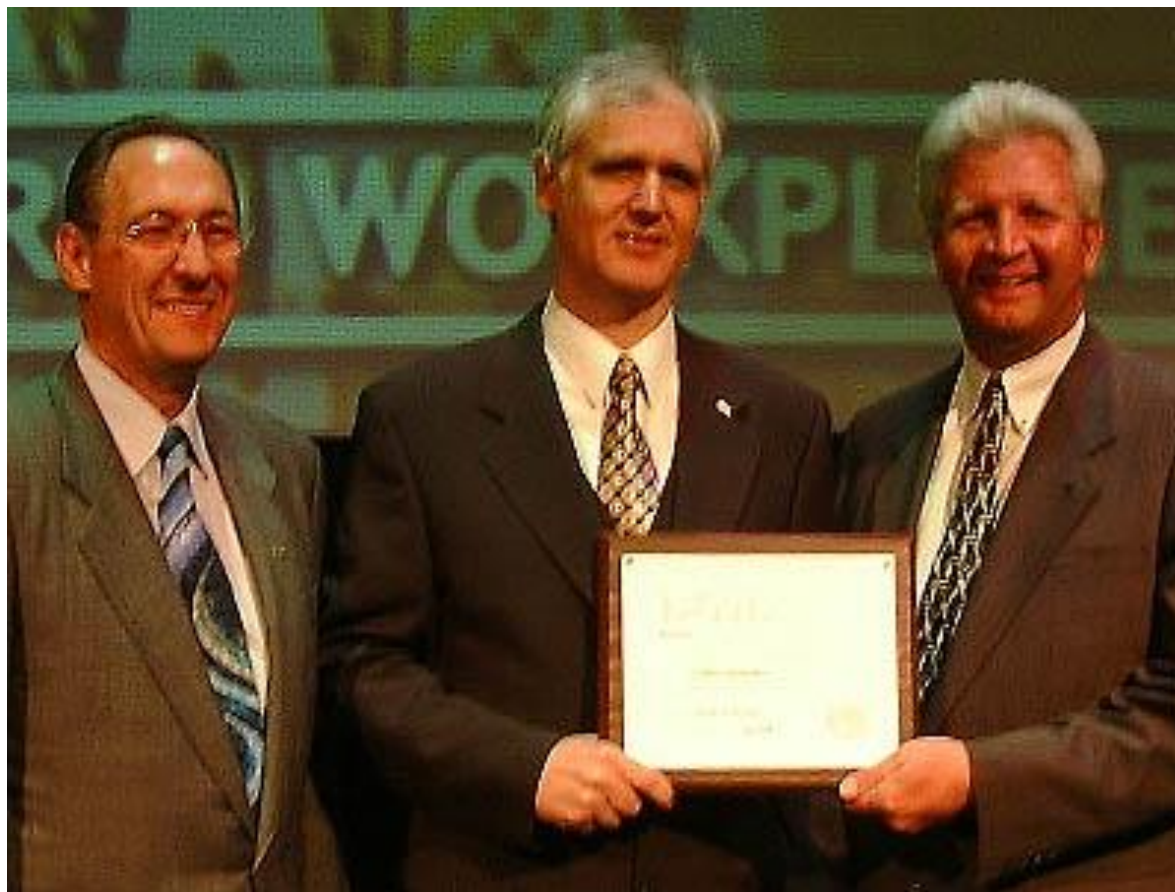
President IFMA a CEO

FM Journal March/April 2001

Facility Management and Czech Republic

Czech Republic

- April 1999 – FM seminar in Hilton hotel
- August 1999 – meeting of 15 professionals
- February 2000 – registration IFMA CZ
- March 2000 - establishing IFMA CZ
- June 16, 2000 – Glasgow WVE 2000
- March 2001 – New board, 25 members



WWE 2000
Glasgow, UK
16. 6. 2000

Dennis Longworth, CFM
President IFMA and CAO

Vans Hilbers, CFM
Chairman IFMA

IFMA chapter vision

Become leading and selective association
for professional in facilities process in
Czech Republic.

April, 2001

IFMA chapter vision

What is Facility Management For ?

What myths do we aim to dispel?

Facility Management as:-

- technical and operational function
- only 'non-core' business
- 'support' services
- 'overheads' and 'costs'
- reactive follow-up to key business decisions

Where is FM going in Czech now?

- How is facility management developing?
- Is FM a profession or an operation?
- Is it proactive or reactive?
- Is FM addressing strategic issues?
- Who are the new facility managers?
- Is FM a trend, or merely a fad?

Thank you