

**AFNOR Conference, Paris, 29 November 2012
Facilities Management: European Standards -
their distribution, their implementation - sharing experiences**



The use of FM standards in education and research

**ENABLING UNDERSTANDING
AND CONTINUOUS LEARNING**

**Professor Keith Alexander
CFM Manchester, UK**

keithalexander47@gmail.com

THE FRAMEWORK PROGRAMME FOR RESEARCH AND INNOVATION



HORIZON 2020



Europe 2020

Digital agenda Innovation Union Youth on the move Resilient and inclusive growth Sustainable growth for the globalisation era Europe for jobs and growth European platform against poverty



HORIZON 2020

Single business services market
Standardisation for an open market

Meet social challenges
Smart, sustainable and inclusive economy

Innovation Union – support actions
Remove barriers to innovation
Standardisation and collaboration

European research framework (FP8) – 2014/20



FACILITIES MANAGEMENT

European standard

EN15221-1 'Facility Management – terms and definitions'

Definition:

'the integration of processes within an organisation to maintain and develop the agreed services which support and improve the effectiveness of its primary activities'

Essentially a process-based management system

FM processes are business processes

Application of business process management (BPM)

CEN/TC 348 Facility Management WG5 FM PROCESSES



FACILITY MANAGEMENT: EN 15221-5

Guidance on the development and improvement of processes

1 SCOPE

This European standard provides guidance to FM organisations on the development and improvement of their processes to support the primary activities.

The standard also sets out basic principles, describes high-level generic FM processes, lists strategic, tactical and operational processes and provides examples of process workflows.

The standard is written from a primary processes, demand perspective for an audience of all stakeholders in FM processes.

CEN/TC 348 Facility Management WG5 FM PROCESSES



BASIC PRINCIPLES

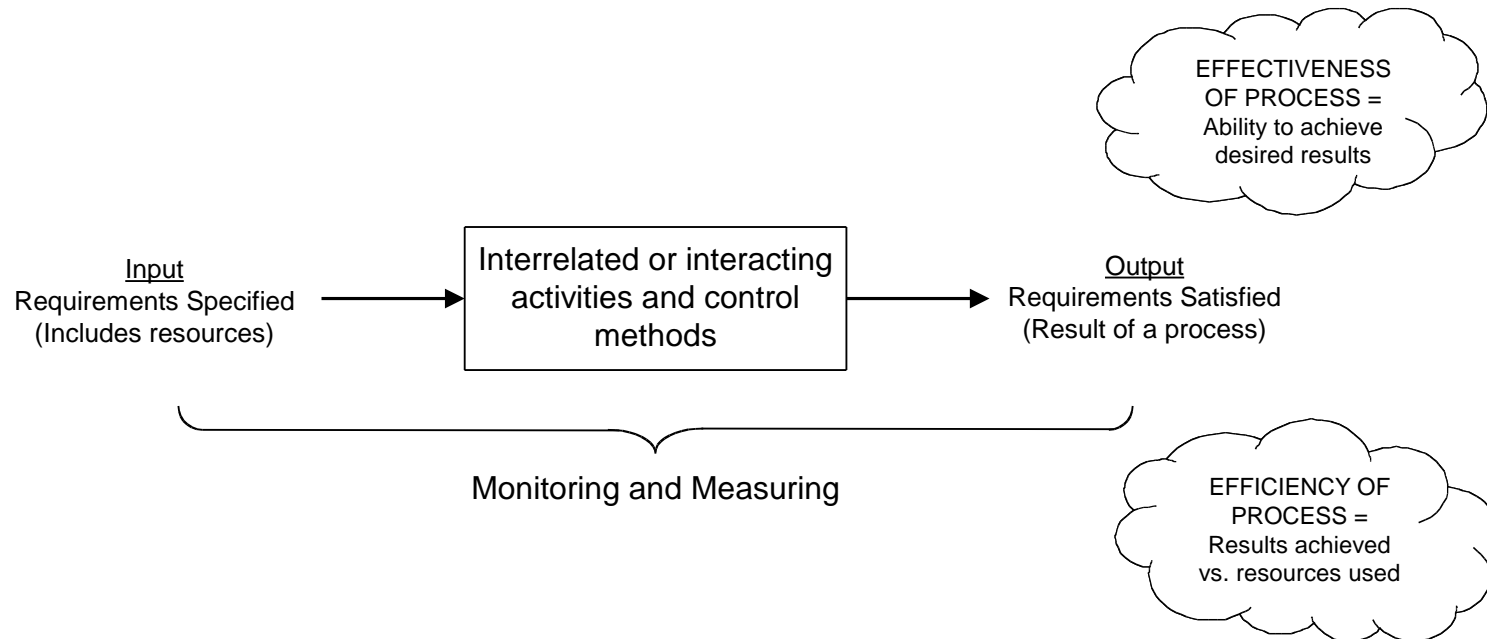


Figure 2 – Generic process

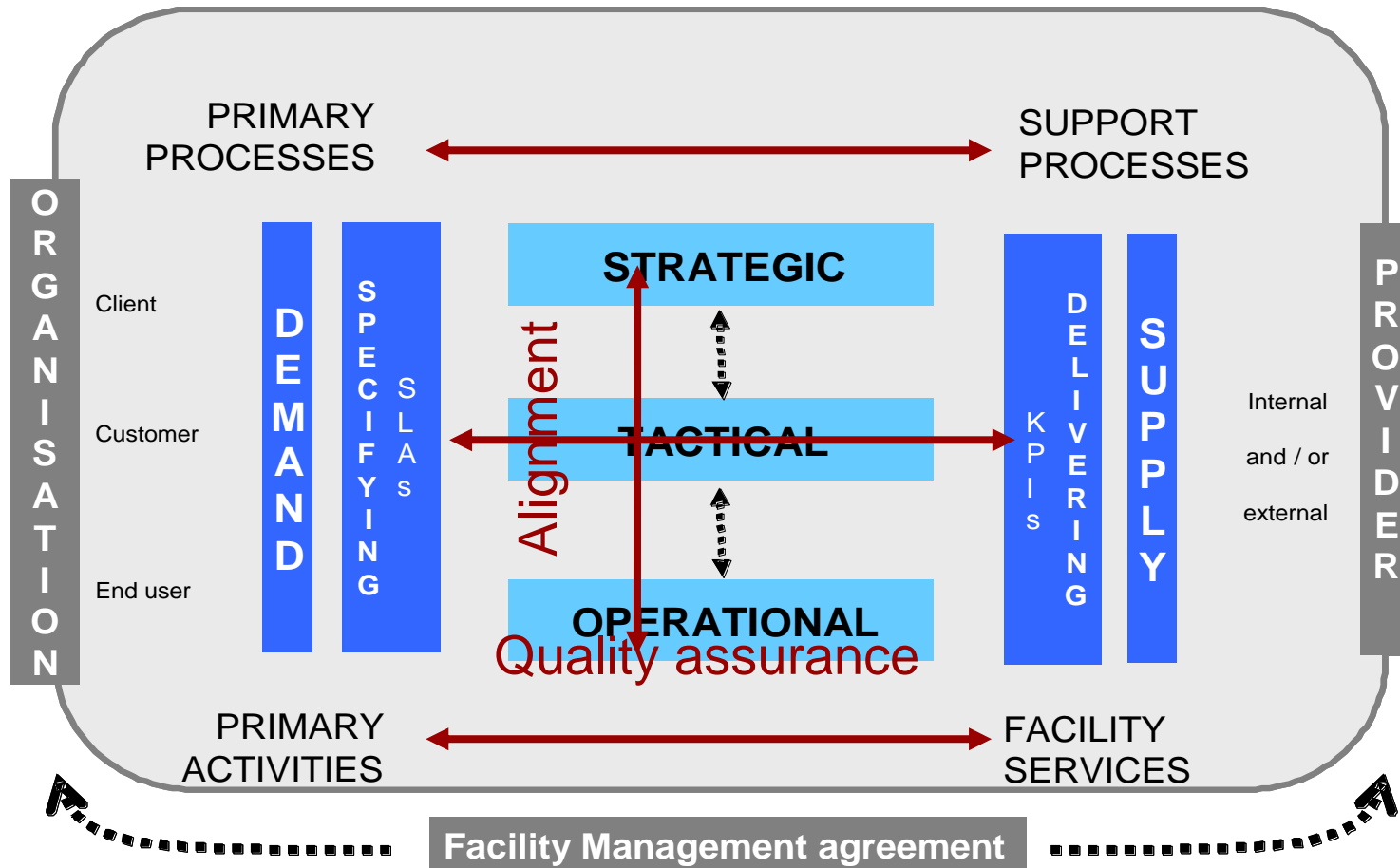
Ref: ISO/TC 176/SC2/N544 r2) Introduction and support package

Guidance on the concept and use of the process approach for management systems

A key principle in this guidance refers to the output of processes as the satisfaction of the demands of the primary processes.

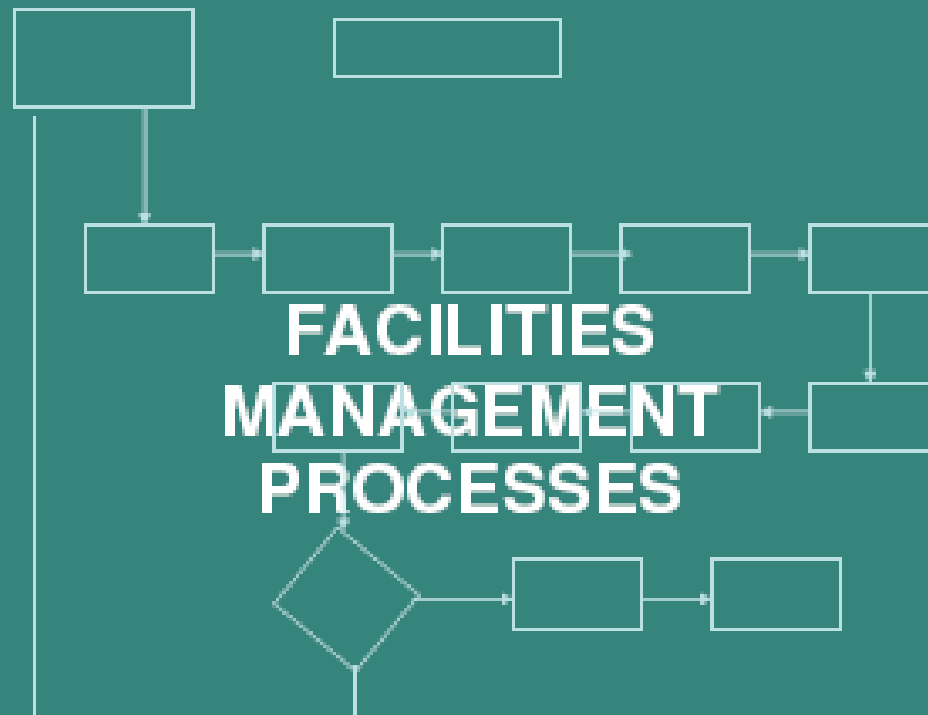
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CEN/TC 348 Facility Management
EN 15221-1 Terms and definitions

**EuroFM
Research Monograph**

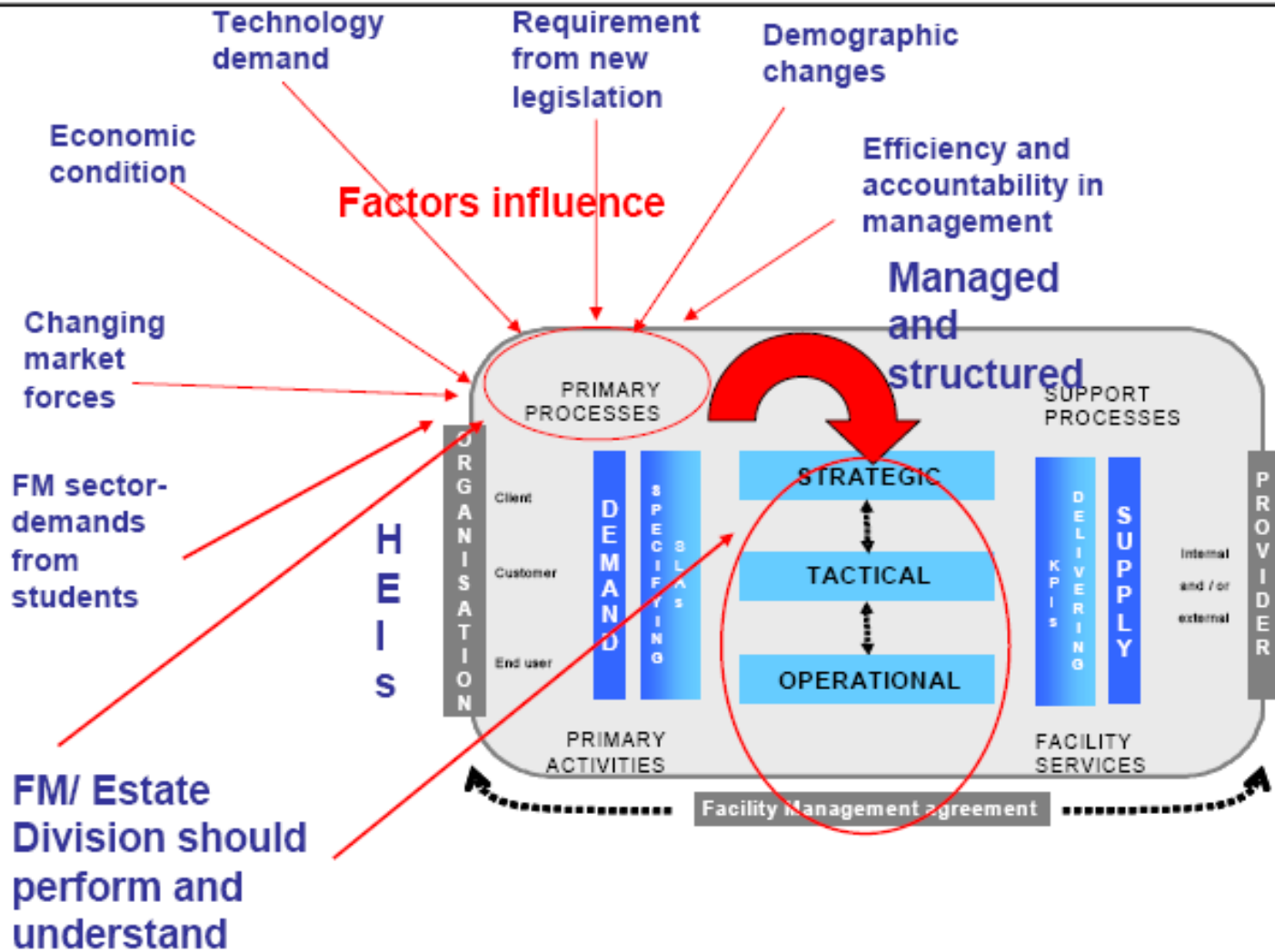


June 2008
www.eurofm.org

ISBN 978-1-905732-43-2

A EuroFM  Publication

Facilities Management Processes In Higher Education Institution: An Understanding



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EVIDENCE BASED FACILITY MANAGEMENT

Barry Varcoe – ex Director of Property & Facilities, RBS

PhD thesis:

**‘The Cost Performance of Office Facilities: an
assessment of effectiveness’,**

Glasgow Caledonian University, 2010;

**A quantitative study of Facilities Management in a single,
UK-based organisation in the financial services sector, to
determine the relationships amongst levels of cost
performance, quality and resultant user satisfaction**



EVIDENCE BASED FACILITY MANAGEMENT

Research question:

Do the supposed relationships amongst variables within the overall system actually exist?

Seek to establish correlation amongst 4 variables:

Cost performance

Service quality (ServPerf)

Client satisfaction

Customer satisfaction

User satisfaction as dependent variable;

Establish performance thresholds and bands;



EVIDENCE BASED FACILITY MANAGEMENT

Research findings:

‘No meaningful correlation found between the variables of facilities cost performance/facilities service quality and consumer satisfaction’

FM does not operate as a system

Performance incapable of being improved

Proposition of an extended customer satisfaction model and performance value chain;

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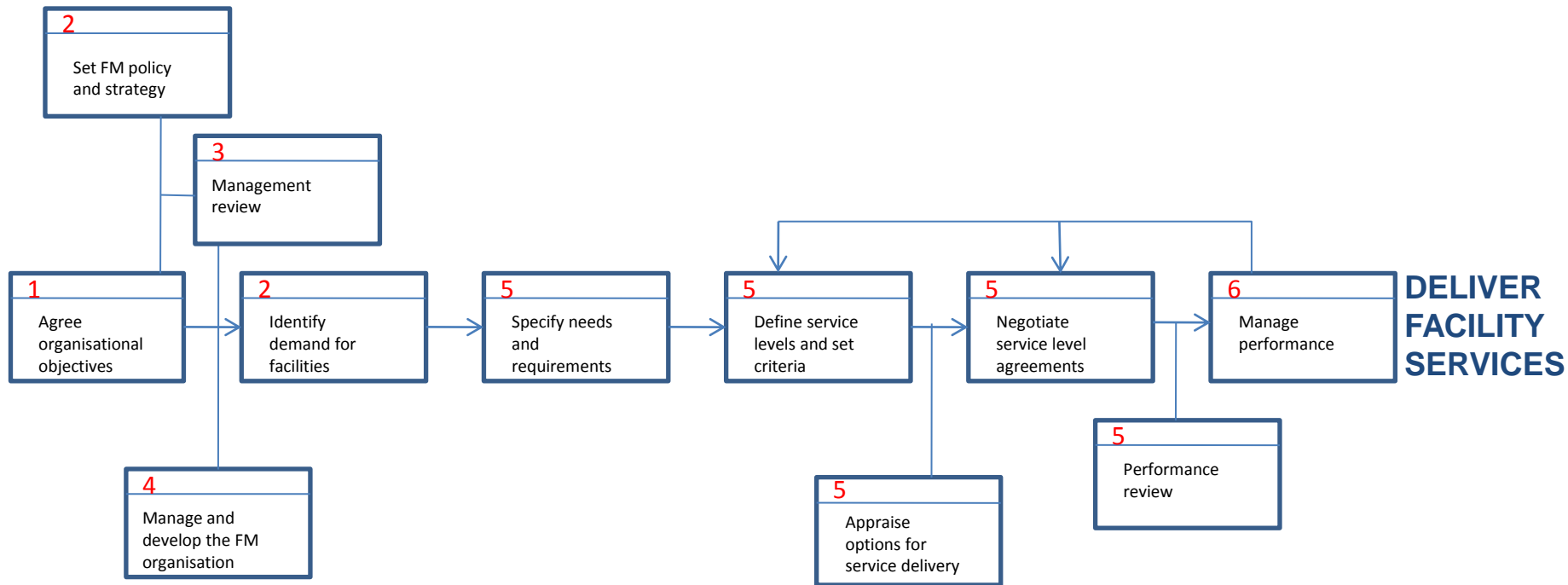
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STRATEGIC FM

TACTICAL FM

OPERATIONAL FM



EVIDENCE-BASED FACILITIES MANAGEMENT

ZHAW / Institute of Facility Management

- **Zurich University of Applied Sciences ZHAW**
- **School of Life Sciences and Facility Management**
- **Institute of Facility Management (IFM)**
- **Research-based MSc in Facility**



MSc Facility Management

Scientific methods and business skills

Business skills

BUSINESS PROCESS MANAGEMENT

Workshop 1 Process thinking

Workshop 2 Business processes

Workshop 3 Process protocol

Workshop 4 Facility management processes

Underpins module in FM Processes

Managing services

Managing workplaces

Managing property

Business process management

LEAN FACILITY MANAGEMENT

Agenda:

Background

- EuroFM FM processes project

- CEN standard – 15221-5 FM Processes

Course module: FM Processes

Business process management

Lean thinking

FM process protocol

Cases

- Siemens FM (UK)

- Pro Le Mo (IFMA Switzerland)

Master of Science in Facility Management Career Prospects: Fields of work

