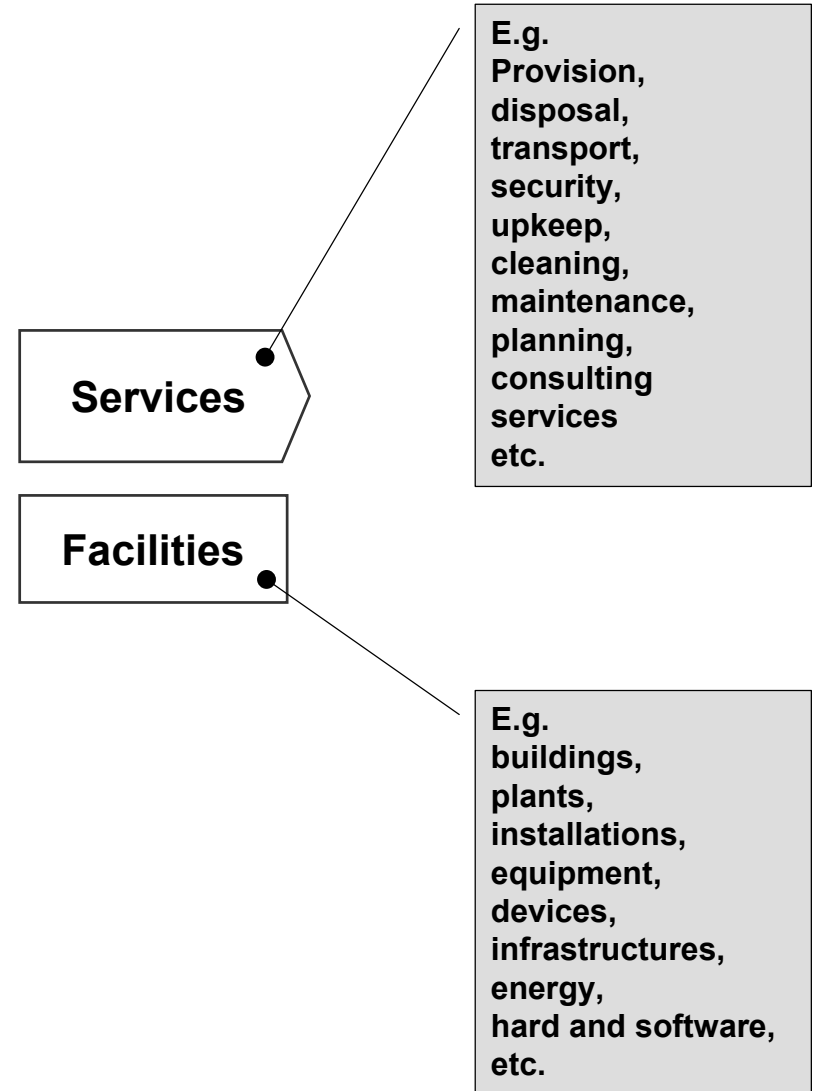


# Key points for understanding FM (1)

## Facilities and services

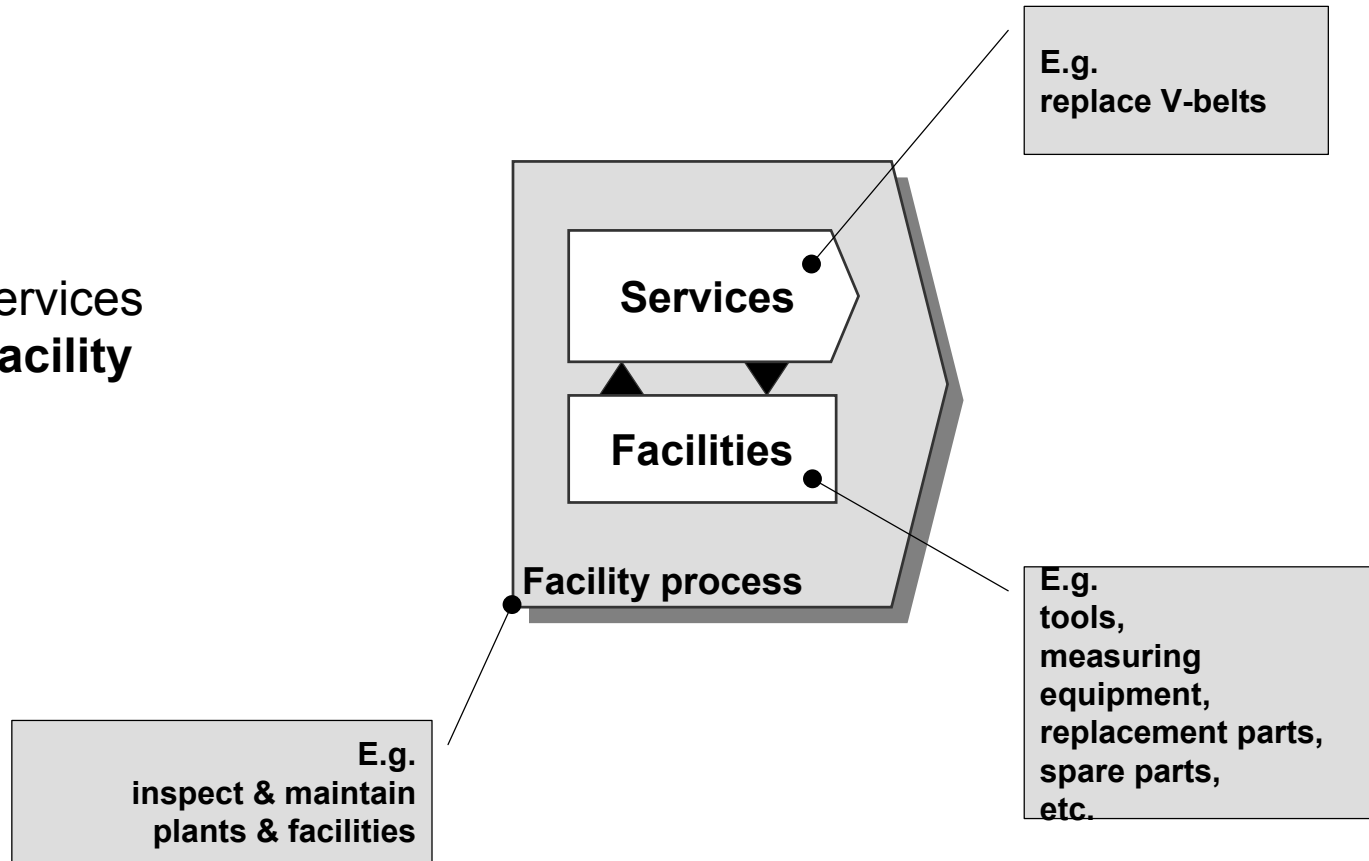
- **Facilities** and **services** are differentiated.



# Key points for understanding FM (2)

## Facility process

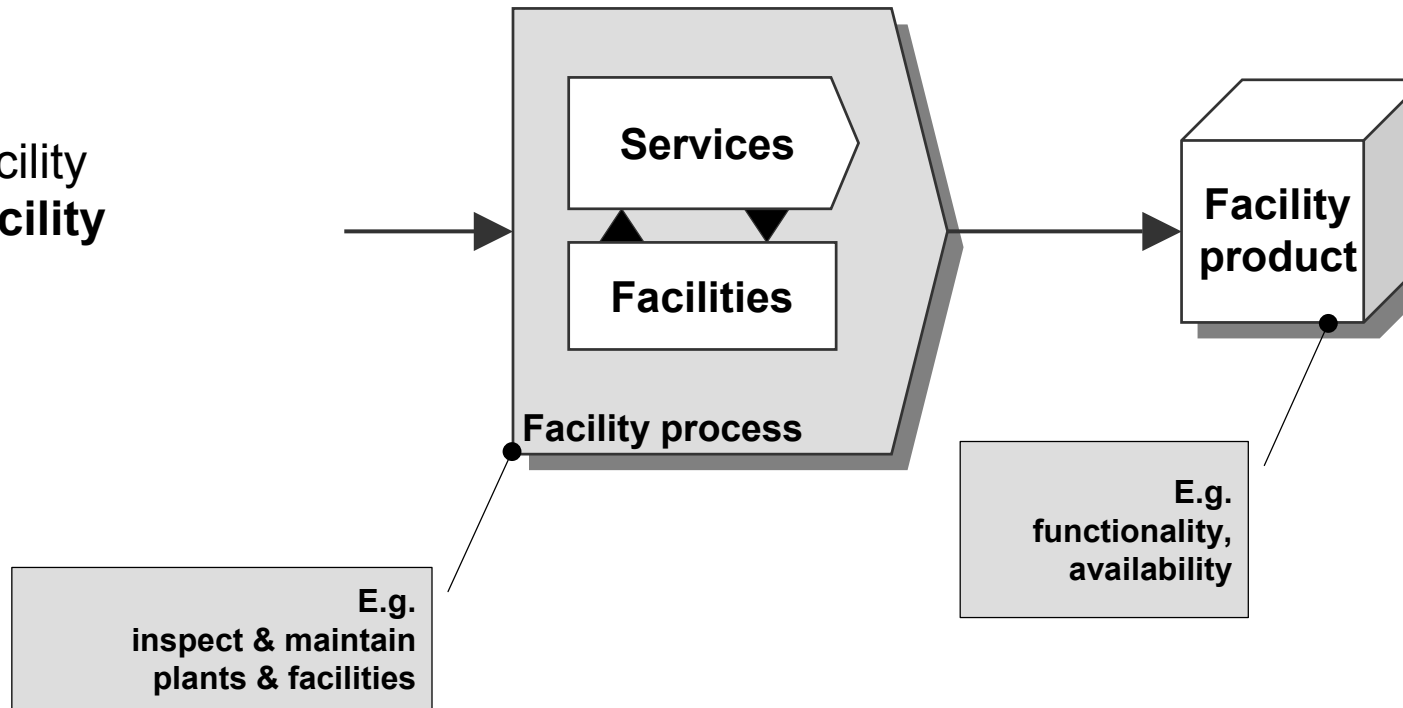
- Facilities and services interact within **facility processes**.



# Key points for understanding FM (3)

## Facility product

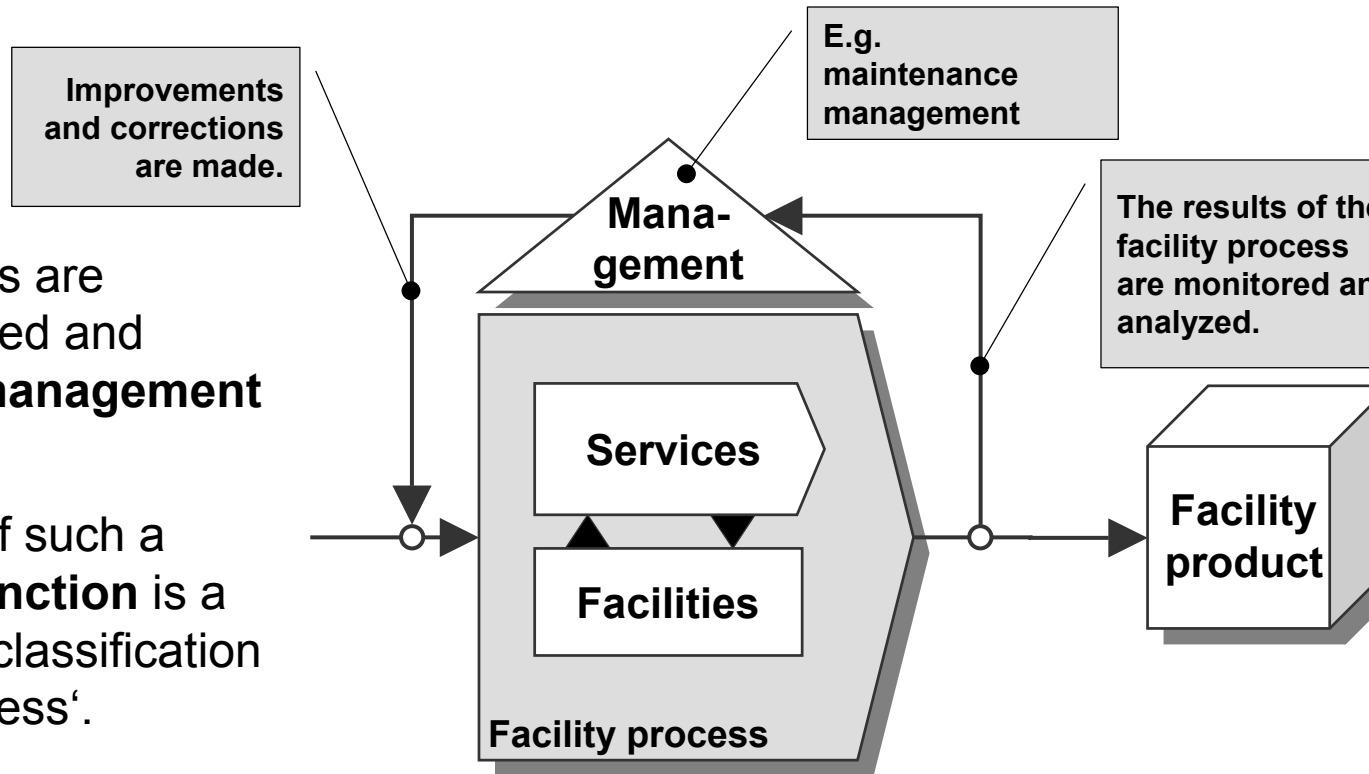
- The result of facility processes is **facility products**.



# Key points for understanding FM (4)

## Management system

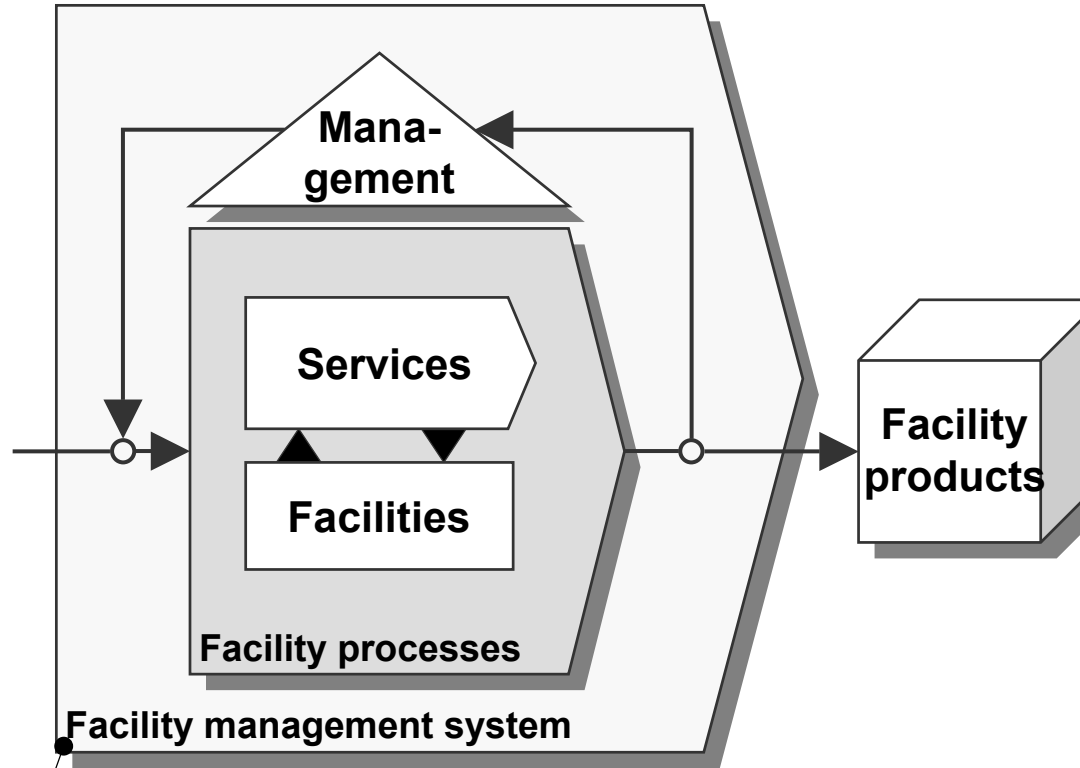
- Facility processes are planned, monitored and controlled by a **management function**.
- The availability of such a **management function** is a pre-requisite for classification as a 'facility process'.



# Key points for understanding FM (5)

## Facility management system

- The overall result of the facility processes and management function is the **facility management system**.
- This is a management system like quality, environmental protection, occupational safety and other management systems.



The FM system is the comprehensive framework for all FM user activities. All facility processes operate in coordination within an FM system.

**a) Customer and service orientation**

The facility manager and their internal and/or external employees have a clear understanding of service provision and maintain a distinctive service culture. They know and understand their customers' requirements and endeavor to fulfil or exceed them.

**b) Process orientation**

The facility management service providers plan, manage and control their processes. The responsibility for providing resources, carrying out and monitoring working processes lies in one pair of hands in each case.

**c) Product (result) orientation**

The customer (user, client) judges the success of facility management on the basis of results and give the service provider as much scope as possible in organizing their facility processes.

**d) Life-cycle orientation**

Facility management spans the entire life cycle of facilities. Temporal causalities between the facility life-cycle phases are identified and integrated in planning to improve the long-term success of the company.

**e) Comprehensiveness**

Facility management services with their interactions are planned and monitored to ensure the best overall result for the customer and not a suboptimum result in individual areas to the detriment of other areas.

**f) Market orientation**

There are clear service agreements for internal customer-service provider relationships with Service Level Agreements (SLA) and cost allocations.

**g) Partnership**

A mutually cooperative partnership facilitates smooth operation of the frequently closely linked facility management support processes with the core processes of the user.

## 3.1 Facility management (FM) [1]

Facility management (FM) is a management discipline which fulfils people's basic requirements at work, supports **core company processes** (3.5.1) and increases return on capital by result-oriented use of **facilities** (3.2.1) and **services** (3.2.2) within the framework of planned, managed and controlled **facility processes** (3.5.3).

This is based on the permanent analysis and optimization of cost-related processes for structural and technical plants, facilities and services rendered within the company which do not belong to core business

## 3.2 Facility-related terms

### 3.2.1 Facilities

Objects required in addition to **services** (3.2.2) for carrying out **facility processes** (3.5.3).

EXAMPLE: Structural and technical plants, facilities, equipment, devices, infrastructures, work resources, energy, hard and software

NOTE 1: Objects as defined in § 3 no. 1 of HOAI (buildings, other constructions, plants, open areas and outbuildings creating rooms) also count as facilities.

NOTE 2: The term 'facilities' should only be used for objects integrated in **facility processes** (3.5.3) to avoid ambiguity.

### 3.2.2 (Facility) Services

Services required in addition to **facilities** (3.2.2) for carrying out **facility processes** (3.5.3).

EXAMPLE: Supply and disposal services, transport services, security services, upkeep, cleaning and maintenance services, planning and consulting services

### 3.2.3 Requirements

...

### 3.2.4 Service level

...

[1] The term 'facility management' is defined here in a wider sense as an umbrella term for facilities, services and the management function as a whole.

## 3.3 Management-related terms

### 3.3.1 Facility management system (FMS)

Set of **facilities** (3.2.1) and **services** (3.2.2) which are interconnected in **facility processes** (3.5.3) and planned and controlled by a **facility management** (3.3.2)

NOTE 1: **Facilities** (3.2.1) and **services** (3.2.2) are connected within the facility management system so as to create the greatest possible benefit in terms of **requirements** (3.2.3). To this end, **facility processes** (3.5.3) do not flow in isolation alongside one another in the FM system, but interact in order to exploit synergy effects.

NOTE 2: All disciplines (organization, technology, economy, ecology, legal affairs) are included in the facility management system in order to meet **requirements** (3.2.3).

NOTE 3: Temporal causalities in the **life cycle** (3.3.3) of **facilities** (3.2.1) are taken into account in the facility management system in addition to economic and functional interactions.

NOTE 4: The term 'facility management system' is to be understood in the same way as a quality management system, environmental protection or occupational safety management system, i.e. it is a management system in the sense of section 3.2.2 of DIN EN ISO 9000.

NOTE 5: The facility management system is the comprehensive framework for all FM user activities. There is subsequently only one single application-specific facility management system within a company and not several.

NOTE 6: A data processing system for facility management should not be defined as an FM system but as, for example, a CAFM system.

### 3.3.2 Facility management (FM) [2]

Activities coordinated with each other to manage and control **facility processes** (3.5.3) as part of a **facility management system** (3.3.1)

NOTE 1: Facility management can be divided into the normative, strategic and operative management of **facility processes** (3.5.3). [3]

NOTE 2: Facility management applies planning and controlling tools, e.g. FM controlling with quality measurements, indicator systems, reporting.

NOTE 3: Facility management applies efficient tools, such as planning and information systems.

[2] In this case, 'facility management' refers in a more narrow sense to the pure task of management

[3] cf. St. Galler management model 2002

## 3.3.3 Life cycle

...

## 3.3.4 Life cycle costs

...

## 3.4 Organization-related terms

### 3.4.1 Facility management customer

...

### 3.4.2 Facility management service provider

...

## 3.5 Process, project and product-related definitions

### 3.5.1 Core process (primary process)

Sequence of activities on the basis of the results of which a company defines itself on the market vis-à-vis its customers and differentiates itself from its competitors.

NOTE 1: Core processes and their results usually reflect the purpose for which the company was created and exists.

NOTE 2: In the core processes, companies usually deploy their core competences to ensure company success.

### 3.5.2 Support process (secondary process)

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### 3.5.3 Facility process

...

### 3.5.4 Facility supplier process

...

### 3.5.5 Facility project

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### 3.5.6 Facility product

...

# The general process model for FM

- The key points for understanding FM can be extended.
- Management services are detailed.
- The value-added chain is lengthened at both ends.
- The result is a general process model for facility management.

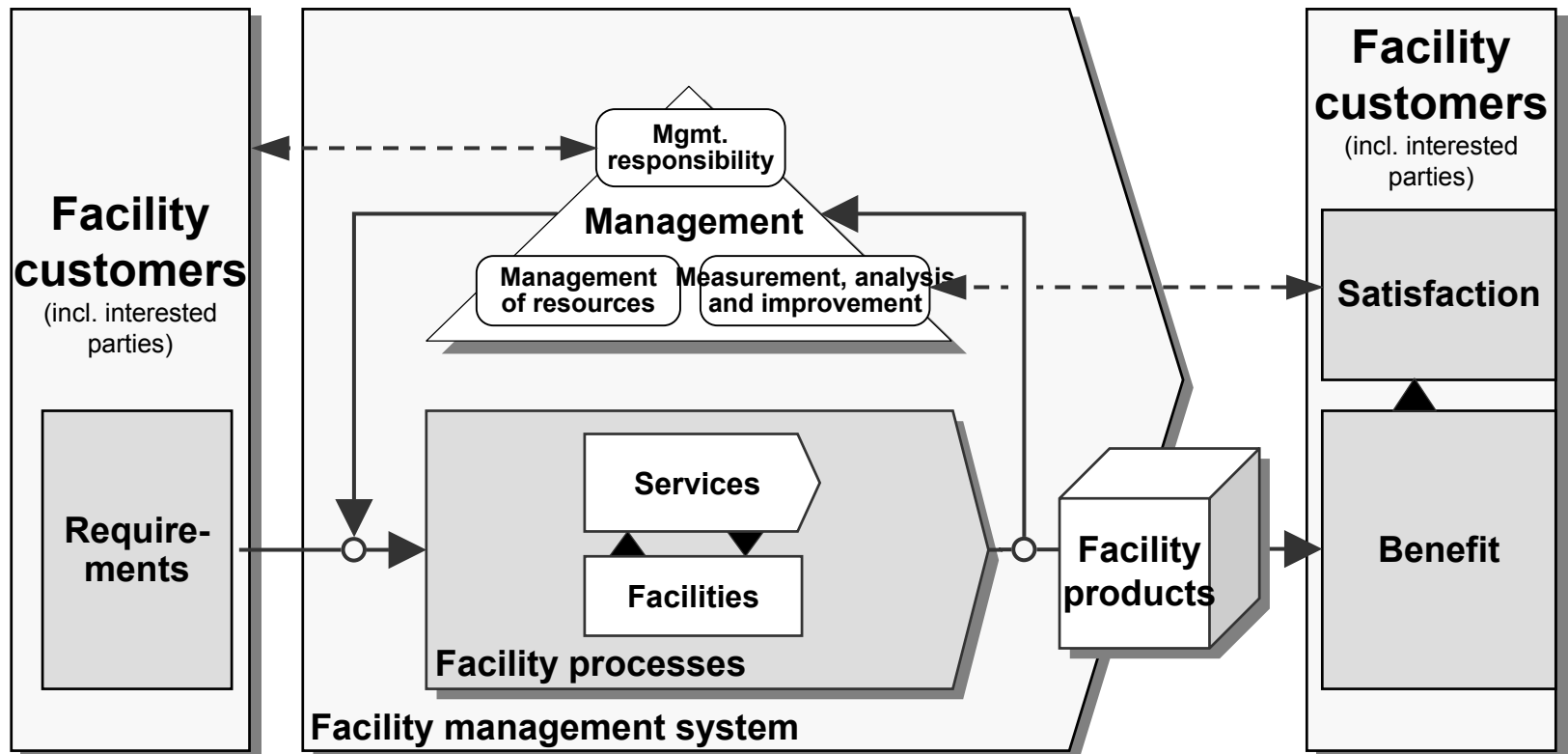


Image: general process model for facility management