

BUILDING MANAGEMENT

The building where an organization is located is an important production resource. In order to guarantee the continuity of production, the building must meet the needs of the organizational process at all times. Furthermore, the building must provide the occupants with an environment that supports the organizational process.

Maintenance of the building includes the following:

- Rental, purchase, or construction of a building;
- Tailoring the building to meet the needs of the organizational process through functional maintenance and refurbishing;
- Maintaining the functionality of the building through maintenance of technical systems;
- Offering facilities to occupants (building and technical systems);
- Disposing of the building when necessary.

Management of the building is usually the task of the facility manager. Management of one or more buildings is called building management. The facility manager must take care of all the aspects named above.

Building management comprises a number of **facility processes**. A facility process consists of a series of activities.

Some examples are:

- Making a policy plan;
- Setting up a contract;
- Using or updating records;
- Making a budget;
- Drawing up minutes;
- Recording costs;

But also:

- Inspecting a technical system;
- Replacing fluorescent light bulbs;
- Cleaning an air filter;
- Painting a door;
- Cleaning carpets.

It can be seen from these examples that building management includes not only administrative activities but also technical activities. These activities never stand on their own but always involve something (an object) related to the building, such as a policy plan, a maintenance contract, a technical system, fluorescents, carpeting, etc.

In our discussion of Facility Management Information Systems, it will become clear that facility administration actually consists of both administration of activities and administration of technical objects which together support facility processes.

With regard to finances, management usually only refers to the issue of costs. For example, making budgets and recording management costs are considered management activities. However, as soon as the costs of the building are compared to potential profits we speak of exploitation. There is probably nothing against including exploitation under management but in practice many organizations treat management and exploitation as separate items.

A number of important aspects of management, such as maintenance and **lifespan of the building, space management, exploitation of the building and technical systems.**