

PHILOSOPHY

Just like any supporting service function within an organization, Facility Management responds to the policy set out by management.

To obtain a better understanding of the activities within Facility Management, Chapter 1 of this session will discuss the starting points and general areas of interest of the organisation. Furthermore, we will discuss the need for a qualified professional Facility Management representative at the senior management level.

The choice for a given policy is influenced by several internal and external factors. If correctly perceived, this will lead to the formation of starting points, strategies, long term planning and targets.

Since Facility Management is a practical profession, we are not surprised if some of you would regard chapter 1 of this training, it is essential that you are fully aware of the foundation of its existence. Of course, we do not want to give the impression that participants should all become senior managers. This obviously requires more than just participating in this training course, and such an expectation would not benefit the intent of this training.

To enable you to apply the value of the training content into practice, this initial broad approach will relate to the day-to-day practice of Facility Management. It is essential to have a clear, unified understanding of the concept of Facility Management.

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This course will provide you with an overview of the most important topics and the latest developments in the field of facility management. We will describe the competencies that make up the profession as well as a number of the main facility services.

Upon completion of the course, the syllabus will provide you with a well-organized reference. As you study the materials you will become acquainted with a number of methods and techniques. The course concludes with a self-test section, which you can use to review if you have understood the subject matter.

What is facility management? To give you an idea, we started this section with an example of a common situation. Someone went looking for coffee. It seemed so simple. Yet, no one took responsibility and the board members did not get any coffee. The example highlights several aspects of facility management. But what is facility management?