

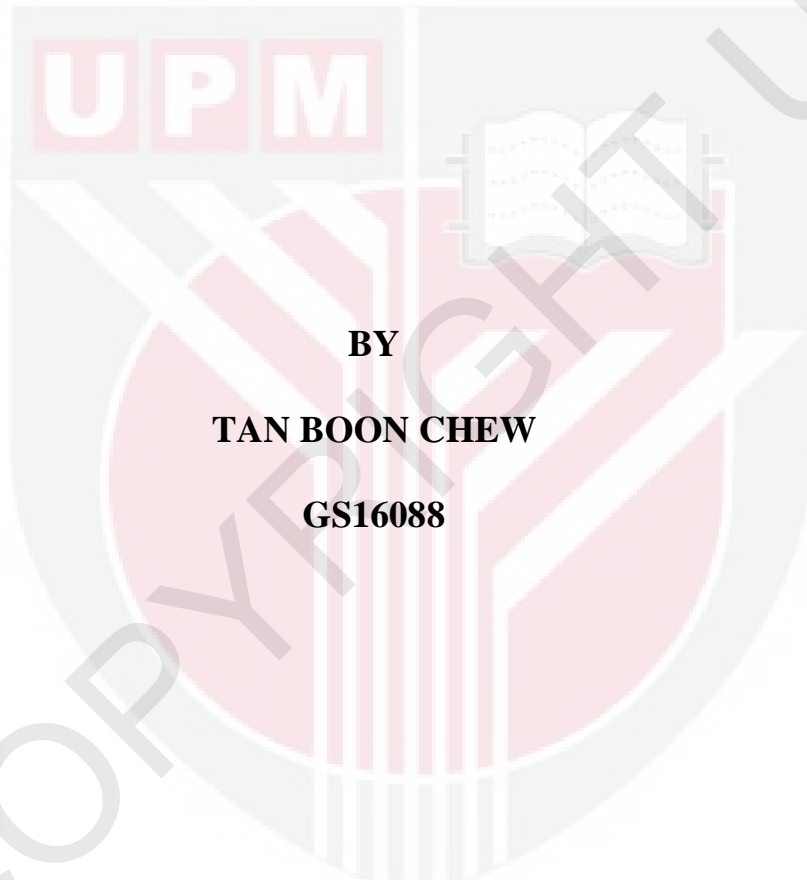


**UNIVERSITI PUTRA MALAYSIA**  
***FACILITY MANAGEMENT BASIC PHILOSOPHY AND  
CONCEPT***

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**FK 2006 138**

**FACILITY MANAGEMENT BASIC PHILOSOPHY AND  
CONCEPT**



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**A Project Report Submitted in Partial Fulfillment of the Requirements of the  
Degree of Master of Science in Structural Engineering and Construction in the**

**Department of Civil Engineering**

**University Putra Malaysia**

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## ABSTRACT

In new decade of 21st century, the Facility Management is view as an emerging discipline. Its roots lay in the custodial role of a building superintendent or infrastructures caretaker largely concerned with operational issues not only the maintenance cost, but more important are into productivity, efficiency and customers satisfactions. The growth of Malaysia, especially in the process toward the “Vision2020” has led to more need to introduce both tactical and strategic management function into the ultimate pursuit of making the people, society to be more productive and effective in the globalization challenges.

This project (Facility Management Basic Philosophy and Concept) studying about the difference practiced and management concept and philosophy in Facilities from the difference natural of works. The operating in the Kuala Lumpur International Airport (KLIA) been chosen as the facility model or case study model in this project. This is because an airport operation is a complex and dynamic business which involved not only local community, but also had to operate as tools for macro economic externalities. Hence, it is important to understand the philosophy and concept of the airport management in order to get the healthy climate of customer satisfactions, competition, productivity and efficiency which are demanding characteristic in the new millennium of globalization challenges.

From the study through the survey, it is found that the Facility Management basic philosophy and concept of the airport are managing the time, the comfort of the service and environment, and also the ease for the information. With the outcome from this project, it is hope that it will contribute for the betterment of Facilities Management industry in Malaysia.

## APPROVAL SHEET

This project attached here, entitled **“FACILITY MANAGEMENT BASIC PHILOSOPHY AND CONCEPT”** prepared and submitted by **TAN BOON CHEW (GS16088)** in partial fulfillment of the requirements for the Degree in Master Science (Structural Engineering & Construction) is hereby approved.

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## Chapter 1 Introduction

### 1.0 An Overview of Facility Management

Only in the past 15 years has Facility Management become a recognized and required process practiced by organization especially involved in building and infrastructures that expend resources on people, work environment and the ways of work. Why has this come about; Is this new technology of management for us? Is Facilities Management a Profession?

The short answer is: “No, not yet”. However, Facilities Management has all the necessary ingredients to become so. For many years many private organization or corporation like air transport management; as well as public government agencies like hospitals or universities with numerous large facilities, extensive maintenance and operating budgets and scarce capital budgets have been developing and using management practice and procedures that are now widely accepted by professionals like architect, planning engineers, corporate facility manager and maintenance engineers.

On the other hand, the organizations with minimal financial and human resources have had to closely manage their day to day requirement and the details of their expenditures. They have had to think, plan and develop their facility programs based on long terms goals and objectives political realities, and economic necessities.



Although Facilities Management has come a long way, the profession often faces major challenges both in public or private sectors; either do not realize or fail to understand how they are perceived within their companies or organization which became a major issue for the profession Facilities Management. This is putting it rather politely. Many buildings and/or others infrastructures buildings have become management obstacle courses. They increasingly fail to fulfill efficiently the functions which are expected of them by their users and promised to them by their designers.

In general, Facilities Management engineering surely will benefit the individual, organizations and social. And as a result, running buildings or others structures are now no longer simply about day-to-day housekeeping (it never has been, but people often perceived it to be so). Facilities Management is now much more “strategic”, long-term and knowledge-based. Much more management time and effort is required to deal with matters such as building occupants complaints because increasing complexity of use places a greater management burden.

Therefore, to utilize the roles and functions of Facilities Management, the facility team leader whom is successful in conveying the message of Facility Management must have own mission and philosophy clearly in mind to ultimate the Facilities Management design consideration as a cost and resource doing business that enable the organizations to function and provide a competitive edge in the challenges of new 21<sup>st</sup> century.

## 1.1 Definition of Facilities Management

One of the great strengths of the term or definition “Facilities Management” is that it embraces so much, and recognizes the complexity of modern work and lifestyle. It is difficult to find a substitute as appropriate and concise. But the flexibility of the term is also a point of weakness, for at this early stage in its development the concept of the Facilities Management remains confusing to some, and distinctly perplexing to others.

The problems of lack of definition and understanding of the term, especially in Malaysia, has made it vulnerable on occasions to being used in a narrow technical sense, as well as in the broader context. More importantly, the apparent lack of focus has prompted fierce debate about the status of this emerging discipline, and in particular, the relationships between its practitioners and those in the securely established professions associated with managing organizations and their buildings or others infrastructures.

There are many terms and definitions been assign to define the functions of the Facilities Management by the profession expert or the professional organizations or the academics bodies. However, all those vary of definitions could be grouped or summarized according to its history of growth, for the posed of comparison and easier understanding.

### 1.1.1 Era Seventies and Eighties

The era of 70's and 80's might be considered as the fresh and new knowledge of Facility Management to most of the organization or sectors. Therefore not many terms have been apply or given to clarify the function and/or rules of Facility Management. However, during the period, the Facility Management Institute, one of the non-profit educational and research organizations described the profession of Facilities Management as “Managing and coordinating interrelated between PEOPLE, PLACE and PROCESS issues and functions within the corporation or organizations (Fig 1.1.1)”. This simple description been as basic tool for experts whom studying and research the Facilities Management.

On top of that, quite a similar statement been described by The United States Library of Congress in year 1982; it has defined the Facilities Management as “The practice of coordinating the physical workplace with the people and work of the organizations; it integrates the principles of business administration, architecture, and the behavioral and engineering sciences.”



Figure 1.1.1 *FM as managing between people, process, place (Rondeau, P.E.:1995)*

### 1.1.2 Era Nineties

The era 90's saw a growing awareness increased recognition and take up of Facilities Management in many organization both in private and public sector and with more studying and research done on Facilities Management by either expertise or academic body; the definition of Facilities Management been clarified more specified. As example by Tony Thomson (*Facilities, 1992*), defined the Facilities Management as “to manage the organization's accommodation assets through time, in the most cost-effective way to meet agreed business objective”. This provision of a management structure which matches accommodation and business strategies is the essence of Facilities Management. So, according to Thomson's classic definition, Facilities Management is closely tied to the unified, coherent and explicit aims of a single organization. It operates within a closely prescribed framework of business aims or objective on the one hand and the physical constraints of buildings and others structures on the others.

Facilities Management International (*EUROFM Confrence1990*), identified a number of different approaches to Facilities Management, namely the Facilities Management as:

- organization
- people management
- environmental management
- premises management

- information management
- resource management

These perspectives represent differing approaches to providing effective support in an organization and to delivering a professional service appropriate to the management culture.

Another definition on Facilities Management by David Kincaid (*Facilities, 1994*) has proposed the Facilities Management is a support role within an organization, or support service to an organization which must link strategically tactically and operationally to other support activities and primary activities to create value.

Beside of this, Keith Alexander (*Facilities, 1994*) has described the means of Facilities Management in organization in general as:

- creating a facilities policy that expresses corporate values
- giving the authority to the facilities business unit to improve service quality
- developing facilities to meet business objectives
- recognizing the value that facilities added to the business

### 1.1.3 Era Twenty-first Century

The 21<sup>st</sup> Century will see the Facilities Management of consolidation and maturity as part of the language of business at the turn of this century. Therefore along with its development, the Facilities Management carried more and specific means given by the academics or expertise.

In this era, the Facilities Management defined as “about empowering people through provision of infrastructure that adds value to the processes that they support. Facilities Management is with objective of ensuring that the infrastructure is available, operational, strategically aligned safe and sustainable. Above all, however facilities must encourage high productivity through a continual search for ways to improve quality, reduce cost and to minimize risk.”(Smith, S. 2003)

In the other literature on Facilities Management functions, Wim Pullen (*SAFMA, 2005*) in this spirit mentioned that Facilities Management could be characterized and/or defended by any or all of the following five (5) statements:

- Operational Maintenance

Facilities Management is a technical function concerned with maintaining the practical utility of the physical infrastructure to ensure it supports the core activity of an organization.

- Change Management

Facilities Management is an economic function concerned with ensuring the efficient use of physical resources function concerned with the forward planning of physical infrastructure resources to support organizational development and reduce risk.

- User Interfacing

Facilities Management is a social function concerned with ensuring the physical infrastructure of work meets the legitimate needs of users within their organizational role.

- Support Service

Facilities Management is a service function concerned with the provision of non-core support service.

- Advocacy

Facilities Management is a professional function with social responsibility for people in the workplace.

Each of those above lists appears to function as a practical catalogue for the Facility Manager, an engineer, architect or maintenance manager to make him or her aware of focal area in which he or she is expected to perform. Or it puts forward a theme that he or she will use in his or her work since this is what his or her view of his and her profession entails.



As conclusion, in the studying of Facilities Management technology, we may found that varies of definition and description been applied on it. In one of the survey asking about the definition of the Facilities Management; shows that eleven (11) interviewer whom involved in Facilities Management technology given or offered eleven (11) definitions of Facilities Management and graded the agreement on a scale 1 for strongly disagree to scale 5 for strongly agree (Table 1.1.3). It is show that every definition has at least one disagreement and all have at least one supporter. On top of that, other definitions of Facility Management defined by the industry as show in Figure 1.1.3

Even though this summary could not be claimed as statistically valid but it found that no definition is absolute to the Facilities Management. However, we may comment that Facilities Management as the premises and services required to accommodate and facilitate business activities. In other words, facilities are the infrastructures, thus facilities should not be seen s an overhead; but rather as an integral part of an “ecosystem” necessary to enable people to perform at their best to support the business.



Table 1.1.3 *responses to a definition of Facility Management (Best,R.,  
Langston,C., DeValance,G,2003)*

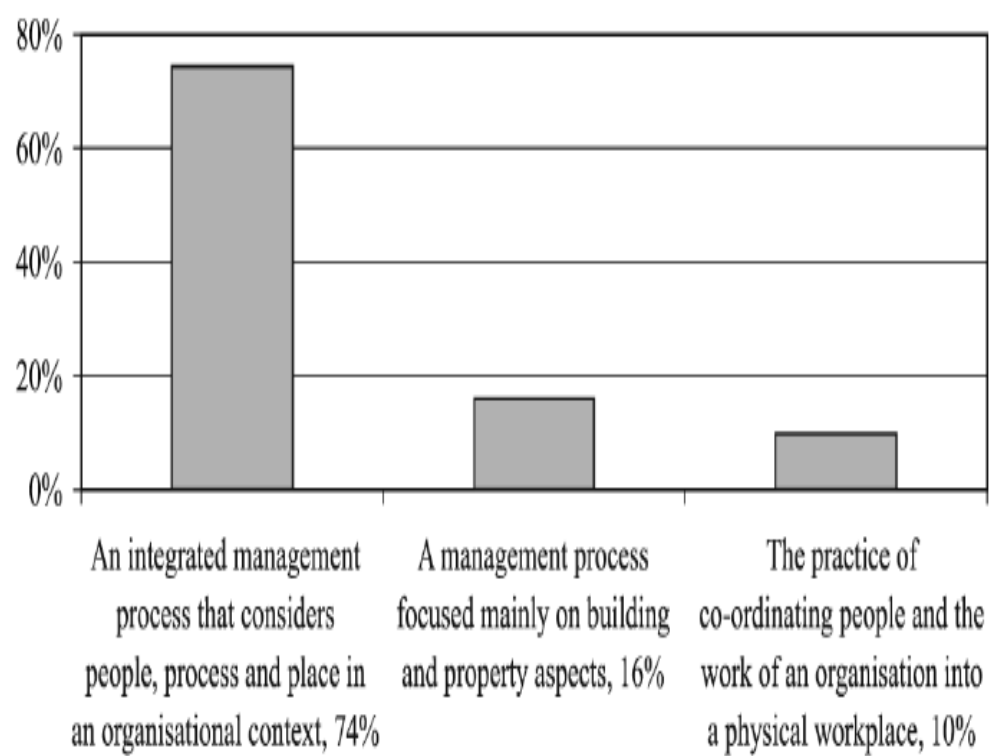


Figure 1.1.3 *Industry definition of Facility Management (Moore, M and Finch, E., 2004)*

## 1.2 Professional Bodies

The history of various professional bodies involved in the business or story of Facilities Management over the world never fails to fall. Among them are:

- **International Facility Management Association (IFMA)**  
Founded in 1980 as the National Facility Management Association, and formally named with International since 1982.
- **British Institute of Facilities Management (BIFM)**  
Formally born in 1994 with merger of Institute of Facilities Managers (IFM) and Association of Facilities Managers (AFM).
- **The EuroFM Network**  
The network was launched at the 1991 which included the Euro country like Denmark, Netherlands, Finland, Germany, Norway, Sweden and others.
- **Facility Management Association of Australia (FMAA)**  
Founded as the International Facility Management Association of Australia in 1988 and changed its name in the early 1990's.
- **Japan Facility Management Association (JFMA)**  
Formally in 1999 with around 700 candidates been combined.

- South African Facility Management Association (SAFMA)

The SAFMA website records that the Association founding in June 1997.

Even though the above professional bodies may carried difference definition or name about the Facilities Management over the whole world, but they move in the same goals and objective to developed and enhanced the Facilities Management technology in general.



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