FM504 - Facilities Management Sections 708 & 928
Lessons

On their website www.ifma.org, the International Facilities Management Association (IFMA) provides the following Organizational Definitions:

**Facility:**
An environment which is built, installed or established to serve a work-related purpose.

**Facility Management:**
Facility management is a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology.

**Facility Management core competencies:**
- Communication
- Finance
- Human and environmental factors
- Leadership and management
- Operations and maintenance
- Planning and project management
- Quality assessment and innovation
- Real estate
- Technology

So, you may ask, what does all this mean? The definition of Facilities Management sounds like it could basically be used for any management position, doesn’t it? Don’t all managers, to some extent, “ensure functionality…by integrating people, place, process and technology?” The difference is that the IFMA addresses the built environment rather than a product or service. The core competencies could apply to almost any management situation (other than possibly real estate).

You remember back in Assignment 1 you read a definition of a Facility Manager from North Dakota State University:
A facility manager is a management generalist who manages teams of specialists within a company. Facility managers learn about business, interior and architectural design, computers, law, accounting, engineering, and much about the quality of life aspects in the work environment. The facility manager needs to make sure that each specialist on the facility support team is doing his/her job correctly.

Most of you thought this was a pretty good definition of a Facility Manager, although some did not agree with responsibility areas. This definition was prepared by the Department of Apparel, Design, Facility and Hospitality Management, so it is approaching it from a different industry than most of us are involved with. But overall, it’s not too bad.

So to muddy it up a little more, the IFMA has combined the Facility Manager’s responsibilities into nine major functional areas:

1. Long-range facility planning.
2. Annual facility planning (tactical planning).
3. Facility financial forecasting and management.
4. Real estate acquisition and/or disposal.
5. Interior space planning, work specifications, and installation and space management.
6. Architectural and engineering planning and design.
7. New construction and/or renovation work.
8. Maintenance and operations maintenance of the physical plant.
9. Telecommunications integration, security, and general administrative services (food services, records management, reprographics, transportation, mail services, etc.)

In an industrial setting that most of us are used to, items one through four are probably handled by the upper management as it relates to production. Item five will be discussed in a later session, and we have already discussed items six through eight. So that leaves us with that loosely defined section called “General Administrative Services” which is a catch-all for miscellaneous support services. We will be discussing the following:

- Custodial
- Records Management
- Mail and Copy Service
- Transportation


- Furnishings and Equipment Inventory
- Procurement and Expediting (a.k.a. Stores)
- Security and Safety
- Telecommunications
- Food & Beverage Services

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