
Executive Certificate in Workplace Strategy and Facilities Services

Facilities Management Principles

Facilities Management (FM) is a profession that encompasses multiple disciplines to ensure the functionality, comfort, safety, and efficiency of the built environment. FM is responsible for managing services that support the core business of an organization, such as maintenance, space planning, security, and cleaning. The Executive Certificate in Workplace Strategy and Facilities Services focuses on the principles of FM and how it can contribute to the success of an organization. In this explanation, we will discuss some of the key terms and vocabulary related to FM principles.

1. **Facilities Management**: As mentioned earlier, FM is a profession that involves the management of services that support the core business of an organization. FM ensures that the built environment is functional, safe, comfortable, and efficient. FM professionals are responsible for managing various services, including maintenance, space planning, security, and cleaning.
2. **Workplace Strategy**: Workplace strategy is a holistic approach to creating a workplace that supports the organization's culture, values, and goals. It involves understanding the needs of the employees and the business and designing a workplace that meets those needs. Workplace strategy includes elements such as space planning, technology, and design.
3. **Space Planning**: Space planning is the process of designing a workplace that is functional, efficient, and meets the needs of the employees and the business. Space planning involves analyzing the available space, determining the needs of the employees and the business, and creating a layout that meets those needs. Space planning is an essential aspect of FM because it ensures that the workplace is optimized for productivity and efficiency.
4. **Maintenance**: Maintenance is the process of ensuring that the built environment is functional, safe, and efficient. Maintenance includes tasks such as repairing equipment, cleaning, and replacing worn-out parts. FM professionals are responsible for managing maintenance activities to ensure that the built environment is in good condition.
5. **Sustainability**: Sustainability is the practice of creating a workplace that is environmentally friendly, socially responsible, and economically viable. Sustainability includes elements such as energy efficiency, waste reduction, and water conservation. FM professionals are responsible for implementing sustainability practices in the workplace to reduce the organization's environmental impact.
6. **Security**: Security is the process of ensuring that the built environment is safe and secure. Security includes tasks such as access control, surveillance, and emergency response planning. FM professionals are responsible for managing security activities to ensure that the workplace is safe and secure.
7. **Cleaning**: Cleaning is the process of ensuring that the built environment is clean and hygienic. Cleaning includes tasks such as dusting, vacuuming, and disinfecting. FM professionals are responsible for managing cleaning activities to ensure that the workplace is clean and hygienic.
8. **Outsourcing**: Outsourcing is the practice of contracting a third-party service provider to manage a specific service or function. FM professionals may outsource services such as maintenance, cleaning, and security to third-party service providers. Outsourcing can help organizations reduce costs, improve

efficiency, and access specialized expertise.

9. **Total Cost of Ownership (TCO)**: TCO is the sum of all costs associated with owning and operating a built environment, including initial capital costs, ongoing operating costs, and disposal costs. FM professionals use TCO to evaluate the cost-effectiveness of different FM strategies and make informed decisions about investments in the built environment.

10. **Key Performance Indicator (KPI)**: A KPI is a metric that measures the performance of a specific aspect of FM. KPIs can include metrics such as response time for maintenance requests, energy consumption, and occupant satisfaction. FM professionals use KPIs to monitor the performance of FM activities and identify areas for improvement.

11. **Integrated Facilities Management (IFM)**: IFM is a holistic approach to FM that involves integrating all aspects of FM into a single, comprehensive system. IFM includes elements such as space planning, maintenance, security, and cleaning. IFM aims to optimize the performance of the built environment and reduce costs by managing all aspects of FM as a single, integrated system.

12. **Computer-Aided Facilities Management (CAFM)**: CAFM is a software application that helps FM professionals manage FM activities. CAFM includes features such as space planning, maintenance management, and asset tracking. CAFM can help FM professionals optimize the performance of the built environment by providing real-time data and analytics.

13. **Building Information Modeling (BIM)**: BIM is a digital representation of the built environment that includes information about the physical and functional characteristics of the building. BIM can include information such as architectural, mechanical, and electrical systems. FM professionals can use BIM to optimize the performance of the built environment by accessing real-time data and analytics.

14. **Life Cycle Costing (LCC)**: LCC is the process of evaluating the total cost of owning and operating a built environment over its entire life cycle. LCC includes elements such as initial capital costs, ongoing operating costs, and disposal costs. FM professionals use LCC to make informed decisions about investments in the built environment.

15. **Risk Management**: Risk management is the process of identifying, assessing, and mitigating risks associated with the built environment. Risks can include natural disasters, equipment failures, and security breaches. FM professionals use risk management to ensure that the built environment is safe and secure.

In conclusion, FM principles involve various terms and vocabulary that are essential for FM professionals to understand. These terms include Facilities Management, Workplace Strategy, Space Planning, Maintenance, Sustainability, Security, Cleaning, Outsourcing, Total Cost of Ownership, Key Performance Indicator, Integrated Facilities Management, Computer-Aided Facilities Management, Building Information Modeling, Life Cycle Costing, and Risk Management. Understanding these terms is crucial for FM professionals to optimize the performance of the built environment, reduce costs, and ensure the safety and security of the workplace. By using real-world examples and practical applications, FM professionals can apply these principles to create a workplace that supports the organization's culture, values, and goals.