Integrated Facilities Management

Undertaken: June 2017, Library and Research Services

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Databases: Emerald, Research Gate, ScienceDirect and Google Scholar.

Search Terms: Integrated Facility Management, Facilities Management (FM), Building Information Modelling (BIM), Integration between FM and BIM, Strategic planning, Property development industry, Development process, FM-DP integration framework.

1. The scope of facility management

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The facility management (FM) as an industry has emerged as one of the fastest growing sector over the decade. However, the scope and identity of FM is still fuzzy as evidenced by the definitions and issues which attempt to describe its scope. In fact, FM is the multi-disciplinary kind of work that covers a wide range of various activities, responsibilities and knowledge. Moreover every aspect of an organisation seems to be drawn into FM. This article attempts to identify the current scope of the FM from professional perspectives by using models and frameworks to explain theoretically both operational and strategic levels. The article firstly focuses on organisation where FM is active, and how it works. These give full explanations on functions, characteristics, roles and main activities of FM as well as the relationship of all functions which are interrelated and must be developed in parallel. Then, the current scope is summarised to show that FM is an intermediary and integrating agent, working to reconcile the demand and supply sides of facilities in one organisation. FM provides and manages a variety of support services in order to orchestrate all the organisation’s functions, putting the accent on an integration of primary activities in both strategic and operational levels. Facility managers are expected to be knowledgeable and to have mastered a broad range of administrative and leadership skills. Moreover, FM should integrate knowledge of both facilities and management in order to work effectively. (Web)

2. Integrated Facilities Management (IFM) Success Factors

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KPMG Advisory Services
There are many benefits to moving beyond the basic insourcing, out-tasking or outsourcing of facilities management (FM) services to an integrated facilities management (IFM) model, wherein some FM services are managed and self-performed by one service provider while others are handled by firms with which it has partnered, all in an integrated manner. There is no right balance to the quantity of services that should be performed by the primary service provider or the sub-contracted vendors, but they all must be properly delivered at the right price by qualified people, and the IFM service provider must have a strong vendor management/quality assurance program for the services it does not self-perform. (Web)

3. Integrated Facility Management

Kincaid, D.
Facilities, 1994

The formal practice of facility management as a recognised discipline is a new phenomenon and as such is vulnerable to being misunderstood by those outside, and sometimes within, its ranks. This article explores the role, purpose and potential of facility management from the standpoint of the activities within the discipline and in relation to the place where facility management belongs in managing the infrastructure of organisations. The breadth of application of facility management and the depth of the management role are also explored. (Emerald)

4. An integrated resource management view of facilities management

Shiem-Shin Then, D.
Facilities, 1999

“Facilities management” (FM) has been described as a hybrid management discipline that combines people, property and process management expertise to provide vital services in support of the organisation. Attempts by academics and practitioners to define the scope and content of FM inevitably incurred the displeasure of some quarters of this emerging FM industry that has shown signs of rapid growth in North America, Europe, and Australia and New Zealand, and the Far East in the last two decades. This paper represents a personal view based on a study that covered a multi-sector survey of five industrial and commercial sectors in the UK in 1996. The focus of the research is to provide a business perspective to the role of operational facilities. One of the objectives of the research is to explain the need for strategic business planning to incorporate and, indeed, integrate the facilities dimensions of business delivery.Whilst conceptual in its presentation, there is increasing evidence that the views and models contained within this paper are worthy of serious consideration by practitioners in the field. (Emerald)

5. An integrated approach to property and facilities management

Balch, W. F.
Facilities, 1994

The buildings which companies occupy are, at the same time, a working environment, a structure and a strategic asset. But despite the close interrelationship between each of these aspects they are often managed as though they are completely separate elements. In this article W.F. Balch discusses the importance of adopting an integrated approach.
6. The road to facility management

Steenhuizen, D., Flores-Colen, I., Reitsma A.G. Branco Ló, P.
Facilities, 2014

The purpose of this paper is to gain insight into facility management in Portugal as well as in Europe and what a facility management study programme must entail in Portugal in order to implement this. The paper describes the mixed-methods approach. Both qualitative and quantitative methods are used based on extensive literature research of the subject. Semi-structured interviews were held with ten professionals from the FM field. The quantitative method was in the shape of a questionnaire sent to 40 professionals in Europe. The results show that Portugal is not on the same level as the rest of Europe when it comes to FM. Also, FM is rather of a technical nature and lacks service orientation and managerial elements. Moreover, Portugal should first focus on creating awareness about the field of FM and provide FM study programmes accordingly. Research shows that this could be a lengthy process. Currently there is no facility management study programme offered in Portugal. However, by gaining insight into this field and how facility management is of great added value to the market, a step closer to implementing a study programme is taken. (Emerald)

7. Integration of Facilities Management (FM) Practices with Building Information Modeling (BIM)

Saiful Asmawi, A., Noralfishah, S.
Centre of estate and facilities management (CEFM), 2013

Facilities management (FM) is a multi-disciplinary services and activities that have integration between people, place, process and technology. From the aspect of a building or facility, a system of comprehensive and incorporated FM should be generated systematically so that the maintenance, asset and life span management are implemented properly. An integration of Building Information Modelling (BIM) with FM system offers a higher standard platform of system, which functionality of managing buildings, facilities and other fixed assets can be integrated as a digital repository for each building component. BIM can also enhance the cooperation between the various disciplines of work, the ability to manage change and capability to provide full information support and management throughout the life cycle of the building. Hence, the purpose of this paper is to discuss the concept and definition of FM with BIM and the integration between FM and BIM. (Emerald)

8. The rationale to integrate facilities management into the development process

Tucker, M., Rayme, M. & Masuri, A.
Property Management, 2016

The purpose of this paper is to justify the need to integrate facilities management (FM) into the development process (DP) and establish a framework that potentially serves as a guide to optimise the value of FM in the property development industry. This study looks at the relevant literature to identify the factors that are hindering FM to effectively integrate in the DP. Subsequently, the authors intend to carry out interviews with various professionals in the property development industry in the UK to identify the best practices. This research uses qualitative and quantitative methods in order to establish an FM-DP integration framework. The literature suggested that contribution of FM towards the property
development industry is unquestionable. Surprisingly, in a real world FM has been given a low priority in the property development industry, resulting in Facilities Managers being inadequately integrated into the DP. There is currently no suitable generic mechanism that is practical in all stages of the DP to guide Facilities Managers and/or other professionals to integrate FM into the DP. This study is to provide evidence that the property development industry needs a framework that potentially serves as a guide to optimise the value of FM in the DP. (Emerald)