

## International Facility Management

This book describes the latest methods and tools for the management of information within facility management services and explains how it is possible to collect, organize, and use information over the life cycle of a building in order to optimize the integration of these services and improve the efficiency of processes. The coverage includes presentation and analysis of basic concepts, procedures, and international standards in the development and management of real estate inventories, building registries, and information systems for facility management. Models of strategic management are discussed and the functions and roles of the strategic management center, explained. Detailed attention is also devoted to building information modeling (BIM) for facility management and potential interactions between information systems and BIM applications. Criteria for evaluating information system performance are identified, and guidelines of value in developing technical specifications for facility management services are proposed. The book will aid clients and facility managers in ensuring that information bases are effectively compiled and used in order to enhance building maintenance and facility management.

Businesses expect facility managers to lead in a variety of ways--technically, socially, during times of crisis, and during change. All the while, they must control costs and improve service. In addition, leadership in facility management should occur in all directions: downward to staff, sideways to colleagues and upward to senior management. We have the responsibility to develop the facility management department into a professional operation, train and re-train staff, establish procedures and conduct quality assurance and performance management. The ideal facility manager must have Aristotle's logic and Solomon's wisdom, a priest's discretion, and a gambler's poker face, a lawyer's shrewdness and a marketing director's charm, a gladiator's guts, a marathon runner's perseverance and a sprinter's speed, a leatherneck's toughness and a dancer's agility, lots of good luck and 30 hours per day. How do we achieve such a daunting task? This textbook introduces some human aspects of facilities management. More importantly, it raises awareness of these topics and offers facilities managers the knowledge to improve their performance through simple mindfulness of their significance. Facilities Management: What Really Matters covers eight critical areas. These include basic human needs, emotional intelligence, change management, conflict management, motivation, recognition, power of positive attitude, and customer service. As a bonus, the text includes PowerPoint slides, recommended videos, and a quiz at the end of each chapter.

**TOTAL FACILITY MANAGEMENT** A comprehensive review of what facility management means to owners, operators, occupiers, facility managers and professional advisors The newly revised Fifth Edition of Total Facility Management is an accessible and practical text that shows readers how the concept and principles of facility management can be implemented in practice. The book deals with the most common and intractable challenges facing professionals, academics and students in the field and provides practical solutions with the means to implement them. The new edition includes a greater focus on applicable ISO standards in facility management as well as maintaining an international perspective throughout. The book contains easy-to-access advice on how facilities can be better managed from a range of perspectives,

and the subjects covered provide a comprehensive treatment of facility management. Readers will benefit from the inclusion of: A thorough introduction to the fundamentals of facility management, including key roles, responsibilities and accountabilities and the core competencies of facility management An exploration of facility planning, facility management strategy, outsourcing, procurement, facility management organization, facility maintenance management and business continuity and recovery planning An examination of human resources management, well-being, workplace productivity, performance management health, safety, security and the environment A review of sustainable practices, change management, facility management systems, information management (including building information models and digital twins) and innovative technology. The book is the perfect choice for undergraduate and graduate studies in facility management, construction management, project management, surveying and other AEC disciplines. Total Facility Management will also earn a place on the desk of practicing facility managers, as well as in the libraries of academics and researchers whose work requires them to understand the theory and practice of facility management.

Shows that the management of a company's facilities, from boiler room to board room, can maximize productivity and profits. The entire facility management area - planning, leadership, managing the design process, managing finances, leasing, operations, maintenance and benchmarking - is covered.

This book adopts a multidimensional approach to explain current practices and trends in facility management. Presenting both research and practical insights from around the globe and providing definitions, examples and case studies, it allows readers to gain an understanding of corporate real estate, as well as asset, property, and facility management in the context of digital transformation, sustainability practice and process optimisation. The authors also discuss the latest trends in workplace management, the use of emerging technologies to optimise provision of facility services, and change management to implement new processes and reporting. A good mix of theory and practice, including a diverse set of examples, provide a constructive learning experience to the reader.

Loaded with procedures, checklists, guidelines, samples, and templates, The Facilitator's Fieldbook covers all the key areas of successful team management, including establishing ground rules, planning meetings and agendas, brainstorming, resolving conflict, making decisions, and helping groups optimize their time. The completely revised third edition of this longtime go-to resource for novice and experienced facilitators provides new team-building exercises as well as updated information on virtual meetings, mediation, strategic planning, and much more. You'll also gain tips on maintaining the tone and flow of meetings, and will learn to determine when to delegate projects to individuals rather than assembling a group. Collaborative projects have become an increasingly prevalent feature of modern business strategies and workplace dynamics. But intentional, strategic facilitation is essential to making sure these groups and teams are effective. The Facilitator's Fieldbook provides readers the comprehensive tools and knowledge they need to help their teams--and, ultimately, their organizations--succeed.

At a time when international acquisitions are booming, managers have never before needed new ways to identify and analyze new sites for their newly combined

organizations as they do now. Schniederjans combines acquisition and location analysis into one unique volume, to create a new approach based on multifunction sharing of information to help optimize the location selection decision. Included are applications of methodologies just now emerged from the academic literature and quantitative examples to enable managers to apply them quickly. With appendices providing important information on international sources, the book will be essential reading for upper management and others involved in developing plans for the corporation's expansion and growth.

Introduction to Facility Management is a comprehensive introduction to the dynamic and diverse field of facility management (FM). It answers questions such as: What is facility management? What does a facility management professional do? How can we classify facility management products and services? How do you set up a facility management organisation? How do you manage service processes using a master dashboard? Reflecting on current events, the book defines new and exciting roles for facility management professionals. This first international edition of the bestselling Dutch Basisboek Facility Management describes global trends and developments and international FM-standards and practices. With contributions of thought leaders, such as Diane Levine, Jens Schlüter, Michiel Bakker, Elizabeth Nelson, Nicolas White and Susanne Balslev Nielson, Introduction to Facility Management is the first international book on facility management, which is supplemented and commented on by facility management teachers and practitioners; intriguingly and enthusiastically describes the full scope of the FM-profession; provides a theoretical framework and insight into FM-practice.

Based on best practices and proven research, The Facility Management Handbook has long been the go-to resource for professionals in the field. Extensively updated for the realities of today's workplace, the third edition provides readers with the tools and guidance they need to wipe out inefficiency and create a productive facility that integrates people, place, and process. Covering a broad range of topics from space planning and maintenance to benchmarking and outsourcing, readers will gain practical insight into how they can:

- design, construct and maintain facilities using sustainable practices
- provide a safe, attractive work environment that supports productivity
- ensure that facility plans match organizational needs
- plan and control capital expenditures
- address critical security and emergency preparedness issues

Complete with case studies and indispensable information on sustainability and post-9/11 security concerns, this is still the ultimate resource for facility managers.

This easy-to-read, informational text presents a current, impartial and comprehensive look at how Information Technology (IT) and Facility Management (FM) have become inextricably bound together in the modern workplace. Exploring the evolving relationship between Information Technology and Facility Management, this book is a text that can be used by students, novice facility managers and as well experienced facility managers. As a result, the authors intend the text to be used as both a teaching and a reference tool for educational organizations and corporations alike. This text will also cover the latest advancements in facility management automation and provide a guide for implementing them successfully. Anybody working in sport management will be involved in the operation of a sports facility at some point in their career. It is a core professional competency at the heart of successful sport business. Sport Facility Operations Management is a comprehensive and engaging textbook which introduces cutting-edge concepts in facilities and operations management, including practical guidance from professional facility managers. Now in a fully revised and updated second edition—which introduces new chapters on capital investment and operational decision-

making—the book covers all fundamental aspects of sport facility operations management from a global perspective, including: ownership structures and financing options planning, design, and construction processes organizational and human resource management financial and operations management legal concerns marketing management and event planning risk assessment and security planning benchmarking and performance management Each chapter contains newly updated real-world case studies and discussion questions, innovative 'Technology Now!' features and step-by-step guidance through every element of successful sport facilities and operations management, while an expanded companion website offers lecture slides, a sample course syllabus, a bank of multiple-choice and essay questions, glossary flashcards links to further reading, and appendices with relevant supplemental documentation. With a clear structure running from planning through to the application of core management disciplines, Sport Facility Operations Management is essential reading for any sport management course.

A practical look at extending the value of Building Information Modeling (BIM) into facility management—from the world's largest international association for professional facility managers Building owners and facility managers are discovering that Building Information Modeling (BIM) models of buildings are deep reservoirs of information that can provide valuable spatial and mechanical details on every aspect of a property. When used appropriately, this data can improve performance and save time, effort, and money in running and maintaining the building during its life cycle. It can also provide information for future modifications. For instance, a BIM could reveal everything from the manufacturer of a light fixture to its energy usage to maintenance instructions. BIM for Facility Managers explains how BIM can be linked to facility management (FM) systems to achieve very significant life-cycle advantages. It presents guidelines for using BIM in FM that have been developed by public and private owners such as the GSA. There is an extensive discussion of the legal and contractual issues involved in BIM/FM integration. It describes how COBie can be used to name, capture, and communicate FM-related data to downstream systems. There is also extensive discussion of commercial software tools that can be used to facilitate this integration. This book features six in-depth case studies that illustrate how BIM has been successfully integrated with facility management in real-life projects at: Texas A&M Health Science Center USC School of Cinematic Arts MathWork's new campus Xavier University State of Wisconsin Facilities University of Chicago Library renovation BIM for Facility Managers is an indispensable resource for facility managers, building owners, and developers alike.

This up-to-date compilation of topics on the maturity and changes occurring within facility management worldwide offers insights into the growth and development of FM and its impact on today's business organizations. International Facility Management presents a comprehensive and diverse collection of topics that provides current, cutting edge research in the evolving field of FM. The editors here offer a holistic approach to both the study and the practice of facility management, incorporating the perspective of scholars and practitioners from across the globe. Topics covered deal with the changes occurring in the field today and include key research areas for both academics and practitioners. The focus is on actual practice of FM organizations—rather than on what FM should be - and the authors examine the latest techniques, models and case studies to provide a unique exploration of the new global world of facility management. Chapters here cover the changing spectrum of topics including sustainability and energy conservation, and workplace transitions for greater collaboration. The international scope and emphasis on maturity and professionalism of the field further sets this book apart from its competitors.

In the course of their work, the facilities manager will face a range of complex and often

challenging tasks, sometimes concerned with a single business premises, often across an entire property portfolio. To help with those tasks, the Facilities Manager's Desk Reference provides the facilities manager with an invaluable source of highly relevant, practical information on all the principal facilities management services, as well as information on legal compliance issues, the development of strategic policies and tactical best practice information. With a clear practitioner perspective the book covers both hard and soft facilities management issues and is presented in an easy to read, concise format. The Facilities Manager's Desk Reference will be a first point of reference for all busy facilities managers and will save them time by providing access to the information needed to ensure the safe, effective and efficient running of any facilities function. It will also serve as a useful overview for students studying for their professional and academic qualifications in facilities management.

The Complete Guide to Facility Management explains exactly what is required of a practicing facility manager in today's built environment. Through personal stories and examples, Dan Lowry teaches the four FM knowledge domains of Operations & Maintenance, Project Management, Business Finance, and Leadership to aspiring and practicing facility management professionals of all backgrounds and education levels. This guide will enable you to understand not only what you need to learn, but how to develop as an FM in a way that brings maximum value to your organization. Through learning how to prove this value to senior management, Dan illustrates key things you can do in order to achieve maximum effectiveness in your FM career.

This book teaches Facilities Management (FM) practitioners the steps that can help them take decisive steps towards creating clarity and direction in FM. There is something in this book for both seasoned and new FM practitioners as both face the same problem - their function is viewed as non-strategic, a support role, and a cost centre. As a result of that, many FM practitioners are out of synch with the core business activities of their different organizations and are not fulfilled in their roles. To help them out of their misery, the author shares professional pieces of timely advice to help FM practitioners to not just practice FM the right way, but to also be knowledgeable enough to position their functions as a strategic one. The book bridges the gap between what is desired in FM and what the reader already knows in a deliberate attempt at offering solutions that cut across the industry. "What is Facilities Management All About?" tackles the challenges facing FM in a ground-up approach. First, the book seeks to get readers to be aligned with FM identity and proceeds to outline ways in which practitioners can make FM a value centre instead of a cost centre or a profit centre. At the end of the book, readers will be more informed about the identity of FM, the mission of FM, and the core responsibilities of FM. With this knowledge, they can be in a better position to relate their function to top executives in their organization so as to elevate it to a strategic one. Hence, the book is a must-read for both new and seasoned FM practitioners.

Work and workplaces are endlessly changing and evolving in response to demographic, political, economic, technological and social trends and pressures. Work on the Move 3 has been written at a time when a radical rethinking of the workplace has proved essential due to the Covid-19 pandemic. The chapter on the hybrid workplace explores the trend toward more flexible workplaces that can blend the benefits of offices for collaborative work. The chapters on health and wellness,

sustainability and design envision future workplaces that are kinder to human beings and our planet. The diversity, equity and inclusion chapter examines the issues of bias and fairness within the profession, as well as the potential that facility management can provide to those who are economically disadvantaged. The technology, real estate and facility services chapters provide insight into the practical business aspects of workplaces in the post-pandemic future. Finally, the chapter on workforce and workplace trends provides a global perspective on how all of these issues have evolved in the past and are likely to proceed into the future. As the world recovers from the Covid-19 pandemic, the book helps to envision how the world can create, operate and manage inspiring, collaborative and effective the workplaces needed in the post-pandemic future.

Facilities management is a diverse field that demands a lot from its practitioners. Despite this, the fact that senior management of organizations still sees facilities management as a cost center is upsetting. As a result of this misconception, facilities management budget is often subjected to countless reviews, which usually ends in the budget being cut. The eventual lack of fund caused by these budget cuts has a significant effect on FM in delivering its duties. Even with so little, so much is expected of the FM department. If FM doesn't show signs of being a good steward with the funds entrusted in their care, winning next budget proposals becomes nearly impossible and such an event would further reduce the performance rating of FM. With a low-performance rating, the already below-par image of FM in the eyes of senior management will take further hits. And FM will continually struggle before it wins funds for the execution of the facilities services workplan and facilities improvement initiatives. To help both new and seasoned FM practitioners to be good financial stewards, this author has penned an experience-based book on how FM practitioners can become pros at the game of financial numbers articulate the value of facilities services and initiatives in financial language that is understood by the senior management. This book not only teaches you how to prepare the different types of FM budget and financial feasibility analysis, but it also walks you through the entire process of negotiating budget and allocating funds to carefully crafted FM workplan.

A comprehensive look at the impact of technology on facility managers Facility managers are tasked with operating and maintaining the built environment. Technology plays a big role in this function, and often facility managers are asked to install, implement, and work with a variety of technologies without any prior experience in information technology. Technology for Facility Managers presents the cutting-edge technology that facility managers will come across in their careers. Each chapter covers a different technology and includes an overview and basic primer about the technology—the current use of the technology, how it's evolving, and how it will impact the practice of facility management in the future—and is complemented with case studies that address how the technology was implemented and the effect it had on the organization. Technologies covered include: Building information modeling (BIM) Building automation systems (BAS) FM automation (CAFM/IWMS) Condition assessment/life cycle analysis Radio frequency identification (RFID) Geographic information systems (GIS) Social networking Sustainability and energy analysis Information and communications technology (ICT) Workflow technology that supports standards such as Business Process Modeling Notation (BPMN) and those developed

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by the Workflow Management Coalition (WfMC) Technology for Facility Managers is appropriate as a textbook for IFMA Accredited Degree Programs and as a resource for professionals studying for certification through IFMA.

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