



APSE FM and Building Cleaning Advisory Group

Anne Kinder, APSE Associate



The Role of the Facilities Manager

- An overview of Facilities Management
- The Skills and Competencies that a Facilities Manager needs
- Best Practice in Facilities Management



An Overview of Facilities Management New International Standards

INTERNATIONAL
STANDARD

**ISO
41011**

First edition
2017-04

INTERNATIONAL
STANDARD

**ISO
41012**

First edition
2017-04

Facility management — Vocabulary

INTERNATIONAL
STANDARD

**ISO
41001**

First edition
2018-04

**Facility management — Management
systems — Requirements with
guidance for use**

**Facility management — Guidance
on strategic sourcing and the
development of agreements**

An Overview

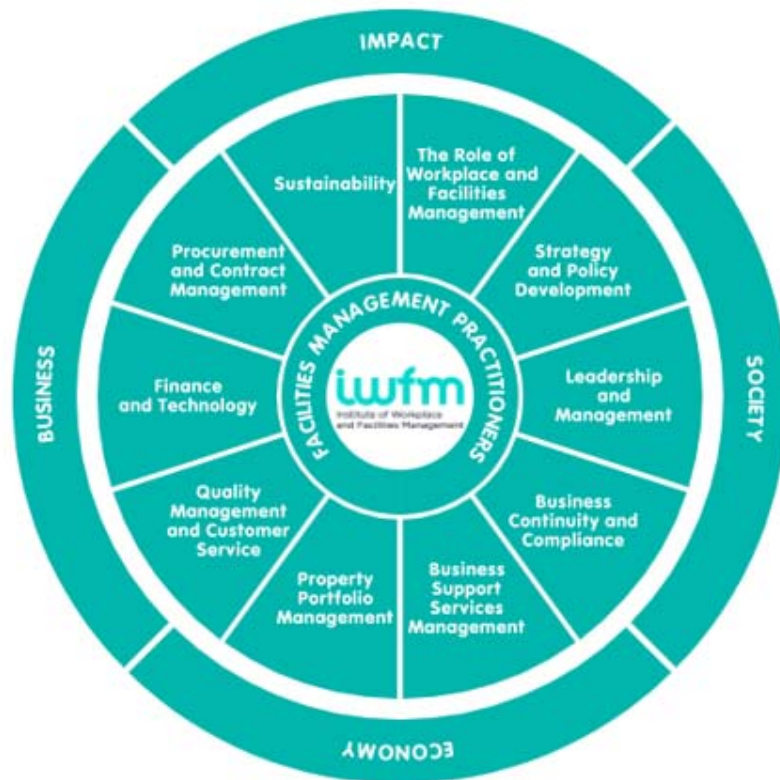
ISO 41011:2017, Facility Management Vocabulary

“FM is the organisational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business.”

European FM Standard EN 15221-1:

“FM is the integration of processes within an organisation to maintain and develop the agreed services which **support and improve** the effectiveness of its primary processes.”

Skills and Competencies



The IWFM Facilities Management Professional Standards clearly define the competencies that are necessary to be a competent facilities management practitioner at all career levels, forming a global competence model for the profession.

Best Practice in Facilities Management

Contract Management

Service Specifications



Successful Contract Management

1. Both Client and Supplier understand obligations under the contract
2. Arrangements for service delivery are satisfactory to both parties
3. Expected business benefits and value for money are being achieved
4. The Supplier is co-operative and responsive
5. There are no disputes
6. There are no surprises
7. A professional and objective debate over changes and issues arising can be had
8. Efficiencies and improvements are achieved through improvement and innovation
9. Behaviours and actions remain professional and key issues are documented



APSE Training

The Role of The Facilities Manager –
Intermediate Course in Manchester, London
and Glasgow

Introduction to Facilities Management –
Course under Development