
Overview

This standard is for middle managers in the facilities management environment. It is about devising facilities management policies in line with the organisation's business plan and gaining agreement for their implementation. It is about planning and implementing policies using the people and resources available to meet the organisation's business objectives. It is about applying best practice procedures and being aware of the risks involved in the facilities management process and any areas where improvements can be made including energy and water usage and the introduction of energy efficiency measures.

This standard is applicable to those who deliver facilities management services:

1. within an organisation, and
2. to a client organisation

In this context 'the organisation' can be either your employer or a client.

Devise, plan and implement facilities management policies

Performance criteria

- You must be able to:*
- P1 devise facilities management policies that meet the requirements of the overall business plan and the organisation's strategy
 - P2 develop processes and procedures that reflect the organisation's facilities management policy and strategy including energy management and efficiency strategies
 - P3 gain agreement from senior management and other relevant stakeholders for the implementation of facilities management processes and procedures
 - P4 identify key roles for implementing facilities management policies and the responsibilities for processes and procedures
 - P5 identify and allocate resources to ensure facilities management processes and procedures can be implemented
 - P6 identify priorities and risks in delivering facilities management and assign objectives to people for managing these, together with associated identified resources
 - P7 develop a framework for evaluating and reporting on the effectiveness of policies, processes and procedures for facilities management
 - P8 continuously monitor facilities management policies, processes and procedures, making recommendations that identify best practice, risks and areas for improvement

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Knowledge and understanding

You need to know and understand:

- K1 the strategic objectives of the organisation and, where relevant, its core business
- K2 how the effective delivery of facilities management can contribute to the organisation's overall business objectives
- K3 how to develop facilities management policies
- K4 the importance of developing, reviewing and improving policies
- K5 the key stakeholders responsible for agreeing the implementation of policies and procedures, and how to gain their support
- K6 ways of ensuring that the organisation's facilities management policy and strategy includes energy management and efficiency strategies
- K6 the processes and procedures to enable the implementation of the organisation's facilities management policy and procedures
- K7 the roles and responsibilities required to implement facilities management policies
- K8 the resources available and required to implement facilities management processes and procedures
- K9 how to develop and use an evaluation framework to review the effectiveness of facilities management policies, processes and procedures
- K10 techniques for monitoring and controlling facilities management processes and procedures
- K11 how to identify best practice, risks and areas for improvement in facilities management

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Relevant occupations Managers; Managers and Proprietors in Other Service Industries; Managers and Senior Officials; Operations Managers; Property Managers; Contract Managers; First Line Managers; Quality and Customer Care Managers; Team Leaders; Team Project Manager; Construction, Planning and the Built Environment; Senior Development Manager

Suite Facilities Management

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