

ASTFM405

Monitor and implement facilities management projects



Overview

This unit is for middle managers in the facilities management environment. It is about planning, monitoring and controlling projects to meet the needs of the client. It is about planning project requirements for both hard and soft services, and can include any type of project. It covers a range of activities to bring about changes or improvements in facilities, and the introduction of new facilities.

This unit 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.

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Performance criteria

You must be able to:

- P1 identify and understand the purpose of the project and what it is trying to achieve, including the scope and any considerations that impact on its delivery
- P2 identify key stakeholders involved in the project, their needs and interests
- P3 confirm with the organisation its needs and expectations and ensure that you share a common understanding of the project requirements
- P4 develop a project plan including a timeline, which takes into account risks and contingencies
- P5 establish roles and responsibilities of all those involved in the project including own responsibilities
- P6 ensure specific tasks within the project plan are achievable and measurable
- P7 identify skills required to deliver the project and select required staff using appropriate methods
- P8 establish roles and responsibilities that maintain clear lines of control and reporting
- P9 identify practical and cost effective methods of obtaining and managing physical resources
- P10 set key deliverables or milestones in project delivery
- P11 set up and operate effective financial control systems
- P12 implement the project and monitor progress to ensure that any deviations from the project plan are identified
- P13 where relevant, identify and agree corrective actions with the client in the case of deviations
- P14 keep relevant people, where appropriate including clients, informed of project progress at agreed intervals

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Knowledge and understanding

You need to know and understand:

- K1 the relevant legislative and regulatory obligations which must be met, appropriate to the project requirements
- K2 the purpose of the project and what it is trying to achieve
- K3 the scope of the project and any considerations which may impact on its delivery
- K4 the key stakeholders involved in the project, their needs and interests
- K5 the needs and expectations of the organisation
- K6 how to develop a project plan and what it should contain
- K7 the timings for the delivery of the project and how to develop a timeline or schedule
- K8 how to identify risks and contingencies and how to incorporate these into the project plan
- K9 the skills required to deliver the project and those that are available
- K10 how to establish roles and responsibilities and the tasks that are required to achieve project completion
- K11 the importance of having clear reporting lines and how to implement these
- K12 how to identify key deliverables and milestones for the project
- K13 the resources required for project delivery and the techniques for financial control and management
- K14 techniques for monitoring project progress and identifying deviations
- K15 how to deal with deviations from the project plan and the corrective actions to take
- K16 the requirements for project reporting

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