
Overview

This standard is for middle managers in the facilities management environment. It is about ensuring that the systems and strategies for facilities management are consistent with the organisation's overall vision, business objectives and accepted best practice. It is about knowing what best practice in facilities management is, and helping to establish systems and processes that encourage this. It is about managing performance in the delivery of facilities management services and involves dealing with clients, managing support staff, and contracts whilst striving for client satisfaction at all levels of service delivery.

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.

**Performance
criteria**

- You must be able to:*
- P1 identify and assess long term financial and cost implications for facilities management delivery
 - P2 identify the implications of energy management and the introduction of relevant energy efficiency measures on the long term delivery of facilities management services
 - P3 identify the level of service, performance and quality required and expected in the delivery of facilities management services
 - P4 assess the resource requirements for delivering facilities management services
 - P5 negotiate with relevant stakeholders to reach an agreement on the level of service to be delivered and record this in a contract or other appropriate format
 - P6 ensure that objectives for facilities management delivery are set which are achievable and measurable
 - P7 establish and agree with relevant stakeholders a system that allows measurement of performance against agreements and specifications
 - P8 manage the delivery of services to ensure they meet the requirements of the service level agreement or specification
 - P9 evaluate and review the delivery of facilities management services against the requirements of the agreement or specification to identify ways of reducing costs and enhancing value
 - P10 identify opportunities to increase profitability and revenue in facilities management service delivery
 - P11 record your findings in the appropriate format and record to relevant stakeholders

Knowledge and understanding

You need to know and understand:

- K1 the techniques for identifying and defining functional, quality and performance requirements in facilities management
- K2 the implications of energy management and energy efficiency measures on the long term delivery of facilities management services
- K3 the range of contract models and service level agreements that can be employed and how to identify the most appropriate according to requirements
- K4 how to deliver a service level agreement including evaluation and improvement techniques
- K5 the key, achievable objectives and timescales for facilities management
- K6 the resources required and available to maintain systems and strategies
- K7 the uses of benchmarking and how to identify best practice
- K8 the factors to take into consideration when identifying best practice
- K9 how to identify and set Key Performance Indicators for identifying and measuring best practice
- K10 why it is important to ensure that service delivery is monitored
- K11 methods of gathering and analysing performance data
- K12 how to evaluate objectively and review facilities management service delivery
- K13 how to identify areas for improvement in facilities management service delivery
- K14 the format for recording your finding and to whom they should be reported

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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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