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## Overview

This standard is for senior managers in the facilities management environment. It is about implementing and overseeing a process of planned maintenance, including developing and keeping up to date the maintenance strategy. This standard also covers the monitoring of KPIs, recording the outcomes, and controlling works with the aim of meeting targets and reducing risks.

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

- within an organisation, and
- 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 develop and gain approval for a maintenance strategy that incorporates planning, recording, monitoring, auditing, tracking and controlling facility maintenance
  - P2 ensure a system is in place for identifying and managing the risks in different maintenance schedules
  - P3 ensure that records, including the Computer Aided Facilities Management (CAFM) systems, for example, is accurate and kept up to date
  - P4 ensure priorities and risks are identified in the organisation's business continuity plan
  - P5 identify opportunities for energy management and the introduction of relevant energy efficiency measures which will impact on maintenance strategies and key performance indicators (KPIs)
  - P6 implement a planned maintenance programme
  - P7 ensure regular inspections are carried out according to maintenance schedules
  - P8 use the findings from and energy performance to inform the monitoring of KPIs
  - P9 identify areas for improvement or action in maintenance schedules
  - P10 record monitoring outcomes in an appropriate format and report as required
  - P11 control works and projects with the aim of meeting KPIs and minimising risks
  - P12 control costs to achieve best value in asset management

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### Knowledge and understanding

*You need to know and understand:*

- K1 the organisation's business objectives and priorities
- K2 the organisation's portfolio of property and facilities and other assets relevant to the delivery of facilities management services
- K3 the intended function of the facilities and the organisation's expectations of them
- K4 opportunities for energy management and the introduction of relevant energy efficiency measures which will impact on maintenance strategies
- K5 how to identify areas where the maintenance strategy might need developing to improve or update it
- K6 the maintenance schedules required to meet the maintenance strategy
- K7 the maintenance risks and their possible impacts on business continuity
- K8 the importance of documenting the risks in the organisation's business continuity plan
- K9 the procedures and systems for implementing a planned maintenance programme
- K10 how to calculate lifecycle costs and why it is important to take this into consideration when overseeing works and maintenance
- K11 how to develop an inspection schedule and what it should contain
- K12 key responsibilities for implementing maintenance schedules
- K13 the importance of a complete up to date inventory of assets and components, and where to find it
- K14 the information that should be collected from the monitoring activities and approved practices for obtaining it
- K15 how information from monitoring and inspection activities is used to monitor KPIs
- K16 how to analyse findings of KPI monitoring to identify areas for improvement or action in maintenance schedules

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- K17 the organisation's procedures for recording and reporting the outcomes of monitoring activities
- K18 corrective action that can be taken to improve performance in meeting KPIs
- K19 the impact of failures within the KPI system against the cost implication on the payment mechanism of a contract
- K20 the controls available to manage identified risks to the provision of facilities
- K21 how to control costs and what is considered best value
- K22 how to report findings of monitoring activities to others, including those with differing information needs

# ASTFM508

## Manage assets and the maintenance strategy

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**Developed by** Asset Skills

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**Version number** 2

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**Date approved** October 2013

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**Indicative review date** October 2018

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**Validity** Current

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**Status** Original

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**Originating organisation** Asset Skills

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**Original URN** ASTFM508

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**Relevant occupations** Corporate Managers and Senior Officials; Managers and Proprietors in Other Service Industries; Group Managers; Property Managers; Senior Environmental Managers; Construction, Planning and the Built Environment; Senior Development Managers; Service Development Managers

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**Suite** Facilities Management

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**Key words** Business continuity; Risk; Key Performance Indicators; Best Value; Monitoring; Maintenance Schedule; Lifecycle; Planned Maintenance; Energy Management; Energy Efficiency Measures