

Overview

This standard is about evaluating opportunities for innovation and improvement as they apply to maintenance and repairs of Hard Facilities systems. This could include innovation-based improvements in the performance, lifecycle costs, lifespan and/or environmental impact of Hard Facilities systems. The standard requires the monitoring and understanding of new technical developments within the industry and the evaluation of these in terms of improvements to existing products/services.

The standard is relevant to engineers and technicians who undertake maintenance, repair and modifications to Building Services Engineering Hard Facilities systems

Performance criteria

You must be able to:

1. Work with **relevant others** to generate and develop ideas.
2. Monitor relevant innovation, trends and developments in the Hard Facilities Management industry
3. Identify potential **opportunities** in terms of new products/services, processes and improvements to the existing products/services and processes.
4. Evaluate the potential innovations and improvements
5. Identify the advantages and disadvantages of the potential innovations and improvements and share these with relevant others
6. Communicate with **relevant others** in ways that help them understand the advantages and disadvantages of the innovations and improvements.
7. Complete relevant documentation in accordance with **organisational procedures**

Knowledge and understanding

You need to know and understand:

1. The limitations of your own competence and authority in terms of evaluating opportunities for **innovation** and improvement
2. How to engage **relevant others** in identifying and evaluating **opportunities** for **innovation** and improvement
3. The monitoring **principles**, methods, tools and techniques
4. How to evaluate potential **innovations** and improvements
5. The different types of **innovation**
6. How to identify the advantages and disadvantages of change in terms of the **innovation** and improvement
7. How to identify the beneficiaries of change in terms of the **innovation** and improvement
8. The principles and methods of effective communication and how to apply them
9. The current and emerging **innovation**, trends and developments in your industry
10. The sources of relevant **innovation**, trends and developments information in your industry
11. The types of external experts and other organisations with which you may collaborate to generate and develop ideas
12. The **organisational procedures** relevant to evaluating opportunities for **innovation** and improvement
13. The markets your organisation operates in
14. The products and services of your organisation
15. Communicate with **relevant others** in ways that help them understand the advantages and disadvantages of the innovations and improvements.
16. How to complete relevant documentation in accordance with **organisational procedures**

Scope/range

Opportunities for innovation and improvement * Product (what we produce and sell) * Service (exceeding customer expectations) * Process (continuous improvement of how we do things) * Management (business strategies, budget planning, systems and structures) * Open (working beyond boundaries and collaborating widely) * Value (creating unique value that eliminates the cost to compete) * Constraints/blockers * Technical (e.g. power access, grid, load requirements etc) * Non-technical (e.g. environmental protection, planning consent etc) * Resource-based (e.g. CapEx considerations, availability of workforce etc) **Principles** * Monitoring * Complete Background Tasks. * Develop Objectives. * Design and Implement Management. * Design the Monitoring Methodology. * Implement Monitoring as a Pilot Study. * Implement Monitoring. * Report and Use Results. * Innovation * Incremental * Disruptive * Architectural * Radical **Organisational Procedures** * information management * project management * risk assessment management * implementing and monitoring health and safety requirements and issues * implementing and monitoring issues relating to the natural environment * customer service * accident reporting * emergencies * communication with relevant others **Relevant others** * customers/clients * client representatives * supervisors * site/contract manager * other contractors/trades * members of the public * work colleagues * others

Evaluate opportunities for innovation and improvement

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