



safma

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What is Facilities Management (FM)?

FM has been defined as an "organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business." (ISO 41011)



Is FM recognised as a profession?

A profession is more than a job, it is a career, a profession is attained when an individual becomes competent in their specific sector/industry through formal training; skills enhancement through continuing professional development (CPD); and commitment to behaving ethically, to protect the interests of the public and the profession.



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Is FM recognised as a profession?

Cont.

- International Facilities Management Association (IFMA) defines FM **as a profession that** encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology.
- Mr Stanley Mitchell, Chair of ISO/TC 267 the technical committee that developed the recently released ISO 41000 family of standards has this to say “**ISO 41001 helps to clarify the ‘what’ as well as the ‘why’ facilities management is a strategically important discipline to all organizations in the management, operation and maintenance of the workplace, its assets and operational efficiencies.**”

Is FM recognised as a profession?

Cont.

- The first International family of ISO 41000 standards for FM are instrumental in further professionalizing and solidifying the FM industry. They provide specific guidance for individual teams and FM companies to uphold a commitment to quality and continuous improvement through a robust, systems approach to managing the support services needs and working environment of organizations. (Sandrine Tranchard)
- Facilities managers worldwide now have a platform which allow them to utilize and promote a common language and approach for FM strategy and practices through the ISO 41000 family of standards in their organizations.

Are you recognised as a professional?

- FM is a strategic, professional discipline that provides optimum performance of support services to any and all types and sizes of organizations that it serves. The impact of a properly implemented strategic FM programme goes beyond operations and maintenance. It can influence employee engagement and retention, support the demand organization's mission-critical assets, and minimize organizational risks. (ISO TC 267)

Are you recognised as a professional? Cont.

- The IFMA-RICS suite of credentials and professional qualifications provides a defined path for entry and advancement in facilities management and combined FM training opportunities, offering a full spectrum of professional development for every career stage from new entrants to experienced professionals.
(IFMA)

Are you recognised as a professional? Cont.

- IFMA has memoranda of understanding with associations, networks and government entities to facilitate exchanging information, advancing the Facilities Management profession and sharing educational initiatives. These are bilateral agreements between IFMA and the other organizations and associations. SAFMA is one of the associations that has a memorandum of understanding with IFMA.

Are you recognised as a professional? Cont.

- SAFMA offers four accredited Professional Designations.
- These not only give FM professionals credibility and acknowledge experience, they also provide a measure of accountability, as each designated professional must sign a code of conduct.

The designations are as follows:-

- Accredited Facilities Professional
 - Certified Facilities Professional
 - Certified Facilities Supervisor
 - Certified Facilities Practitioner
- It is important to note that even the highest designation can be achieved through Recognition of Prior Learning and Experience, and not only through a combination of formal degrees and experience, making a Professional Designation accessible to anyone in the FM industry, regardless of age, gender, or race.

What does being professional mean?

- In general, being professional means behaving in a manner that makes it easier for co-workers to work together.
- As the newest professional discipline in business and real-estate sectors, facilities management articulates a clear **need for organizations to improve in the following:**- compliance, operational efficiencies, financial management, environmental sustainability.
- Professional facilities management, as an interdisciplinary business function, aims to coordinate the demand and supply of facilities and services within public and private organizations.

What does being professional mean? Cont.

- While facilities management is currently one of the fastest-growing professional and operational disciplines worldwide, it suffers from a general lack of knowledge and awareness; thus a framework that articulates “what it is” would be extremely beneficial to both the emerging markets and developed markets across the globe. (ISO TC 267)

New dawn for FM across the globe: ISO 41000 family of standards

- **Published Standards:**
- [ISO 41011:2017](#) Facilities management – Vocabulary
- [ISO 41012:2017](#) Facilities Management – Guidance on strategic sourcing and the development of agreements
- [ISO/TR 41013:2017](#) Facilities management – Scope, key concepts and benefits
- [ISO 41001:2018](#) Facilities management – Management systems – Requirements with guidance for use

- **Under development:**
- [ISO/IEC 17021-11](#) Competence requirements certification of Facility MS

How should we encourage young people to join the profession?

Recent survey conducted in the USA has shown that more young people are choosing facilities management as a career while in college — they are attracted to the focus on sustainability, green energy, and the day-to-day variety the FM profession offers.

This is an exciting development and space, to say the least, SAMFA should build from this foundation in order to ensure that young people are encouraged to join the FM profession.

How should we encourage young people to join the profession? Cont.



How should we encourage young people to join the profession? Cont.



The tide is turning in favour of FM: Sustainability



The tide is turning in favour of FM: Sustainability

- “With a recent survey finding that two-thirds (67%) of UK consumers would boycott brands that lack an ethical conscience, FMs need to ensure they’re operating as sustainably as possible to remain current, forward thinking and future-ready,” says Ms Sarah Taylor

What is the career path available?



What is the career path available? Cont.

With more buildings and companies springing up in cities and across the country, and more educational programmes being developed to help in advancing the FM field, this is the perfect time to jump into a fruitful and rewarding career in FM which also offering competitive salaries.



The Different Types of Facilities Management Careers

- FM covers a wide range of service types. Within each option, there are “in-the-field” roles that can be entered with relatively low educational requirements.
- There are also “bird’s eye” roles that oversee and much higher qualification and extra certifications, or extensive prior experience in the field.
- ***Below are the main categories of facilities management:***

main categories of facilities management career path



CLIENT SOLUTIONS & CONSULTANCY SERVICES

Solution Development
Strategic Advice
Investment Appraisal
Lifecycle Cost Analysis
Procurement Strategies

DESIGN

MANAGEMENT SERVICES

Health & Safety Management
Asset Management
Project Management
Energy Management
Business Continuity Planning

Helpdesk
ISO001 Quality Management
Audit & Compliance
Workplace Management
ISO14001 Environmental Management

TECHNICAL SERVICES

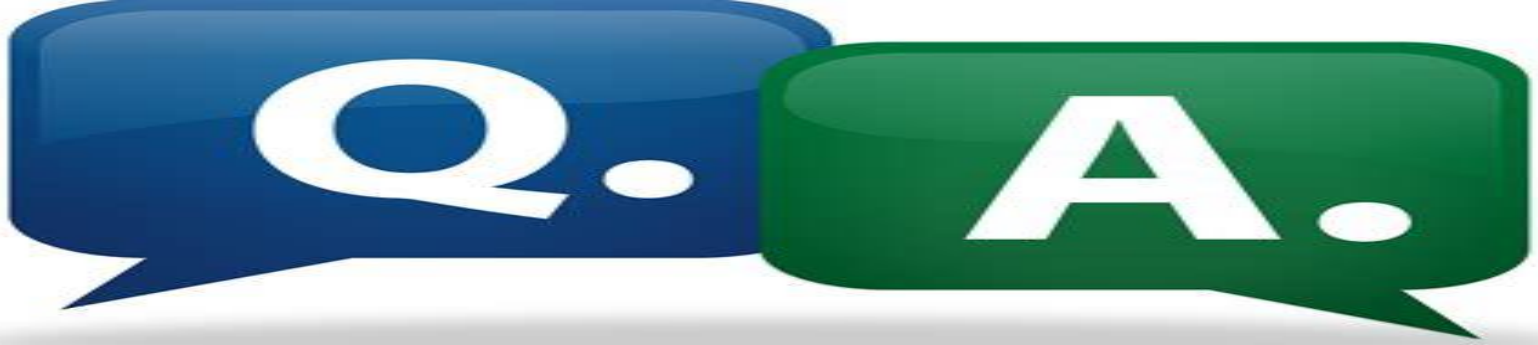
HVAC
Planned Preventative & Reactive Maintenance
Electrical
Plumbing
CAFM/IWMS

SOFT SERVICES

Cleaning
Security
Horticultural Services
Reception
Waste
Healthworks
Lab Services

FOOD SERVICES

Catering
Vending
Restaurant Services



Тысякчиои!

