



INTERNATIONAL COUNCIL FOR RESEARCH AND INNOVATION IN BUILDING AND CONSTRUCTION

INFORMATION

January 2003

Around the Task Groups and Working Commissions

W070 – Facilities Management and Maintenance

Report on the 2002 Global Symposium – Applying and Extending the Global Knowledge Base

Glasgow 18-20 September 2002

by

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Introduction

CIB and CABER, The Centre for Advanced Built Environment Research, hosted a successful conference in mid September 2002. The conference was arranged by Professor John Hinks and his team, and well attended, with 70 delegates from 19 countries, most of whom presented papers.

The theme for the symposium was Exploring the Global Knowledge Base on Facilities Management, Workplaces, and Asset Maintenance Management. The collection of papers presented provided an excellent international commentary on the state of art and priority themes in these fields, and the breadth of perspectives covered by the speakers' themes reaffirmed the breadth and integrative approach of CIB W070.

Professor Bob Grimshaw gave the opening keynote paper, on FM: Exploring the Professional Interface, discussing how the worldwide growth of facilities management institutions with ambitions to become

recognised as professional gatekeepers raises issues about the claim of Facilities Management to be a profession. Bob explored whether FM practice and conduct merit this designation, and discussed the context and the factors that influence each side of this professional interface, plus the implications for the development of a successful FM profession in contemporary society. He discussed the challenge of achieving the difficult balance between developing the recognized characteristics of a traditional profession whilst pioneering a professional ethos that responds to the new environment of business. Bob finished by noting that FM must embrace change and allow diversity in the way it defines and manages practice.

The Facilities Management track included papers which demonstrated clearly the growth in research on the strategic dimensions of FM. The papers also indicated an increasing convergence of FM research and business research perspectives. Performance Measurement remained a strong theme throughout the symposium and across FM, workplaces, and asset maintenance management, with an emerging





emphasis on performance management, too. There were encouraging indications that research to support the academic underpinning required to integrate such performance measurement with management processes is developing well and on several different fronts. The FM papers also covered a range of whole-life aspects - from strategic briefing; conservation, renovation and adaptation; through to defining users' needs.

An FM track sub-theme on healthcare facilities management emerged strongly at the symposium. Papers addressing applications within a healthcare FM context dealt with managing risk and decision making combining operational and organizational aspects.

It was particularly welcome to have speakers addressing the consolidation of FM knowledge (Hilaire Graham) and the prioritising of FM research (David Baldry).

The Asset Maintenance Management track illustrated the marriage between strategic and operational management dimensions - for example in the context of healthcare facilities (Martti Hekkanen); on managing change in the built cultural heritage (Derek Worthing), and also on sustainability in construction and operation (Anne Aikivuori). The issues of managing maintenance operationally and strategically are discussed using a collection of case-based papers. The challenge of optimising the technical and operational practices that underpin asset maintenance management decisions and processes were well addressed, including a suite of papers on material performance.

The Workplaces track overlaps noticeably with FM and Asset Maintenance Management - with themes emerging on safety management and achieving better value, POE, also flexibility and value and the knotty issue of quantifying adaptivity.

In the round, the papers presented at this symposium represented a bubbling of increasingly integrative issues, and a convergence between Asset Maintenance Management, Workplace and Facilities Management themes occurred repeatedly.

Participation in Conference

The symposium identified a suite of priority issues and hot topics for the future agenda for cooperative research within the CIB W070 membership. So it was only appropriate that the plenary sessions considered how best to consolidate, integrate, apply, and extend these using the existing global knowledge base. The symposium affirmed a clear need for cooperative research activity, to garner synergies from existing research and expertise, and to consolidate the knowledgebase and coordinate the international research faculty. Following a debate on how to best underpin and achieve this, the following special interest groups were proposed:

Building Conservation (contact David Lawrence lawre122@msu.edu);

Health Care Facilities Management (contact Igal Shohet ishohet@techunix.technion.ac.il);

Facilities/Asset Performance - Measurements and Management (contact John Hinks J.Hinks@caber.org.uk or Danny Then bessthen@polyu.edu.hk);

Asset Management and Maintenance Systems (contact Danny Then bessthen@polyu.edu.hk or Keith Jones K.G.Jones@greenwich.edu.ac);

Building Techniques in Renewal and Refurbishment (contact Russell Kenley rkenley@unitec.ac.nz or Elzbieta Trocka-Leszczynska etl@arch.wroc.pl);

Workplace Design and Implementation Issues (contact Bob Grimshaw Robert.Grimshaw@uwe.ac.uk and Marie Cecile Puybaraud Marie.Puybaraud@uwe.ac.uk);

and *Mapping Knowledge about Building Defects and Solutions* (contact Kenji Motohashi ken-moto@kenken.go.jp or John Hinks J.Hinks@caber.org.uk)

Papers

Best Paper Prizes were sponsored by the RICS FM Faculty (awarded to Mike Okoroh, Ben Ilozor, Peter Gombera, and Amir Alani); the Design Build Foundation (awarded to Danny Then); the BIFM (awarded to Russell Kenley and Nicola Brackertz); and Emerald, publishers of Facilities (awarded to Russell Kenley and Nicola Brackertz).

Copies of the proceedings are available from John Hinks, as hard copies or CD-Rom (with many of the presentations included) for 75 Euros (100 Euros non-CIB Members) or 120 Euros for both (150 Euros non-CIB members)

This issue of CIB Information includes a separate article on these proceedings.

Future Meeting

The next symposium will see W070 in the US, at Michigan State University in 2004. For more details on this contact Dr. David Lawrence (lawre122@msu.edu)