



Service Priorities and Programmes
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Submitting author: Mr Way LAM

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Evolution and Future Development of Facility Management

Lam CW(1), Chan KS(1)

(1) KWC Facility Management

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FM in future

Key factors that Inhibit the Development of FM

Role of FM in Future

Introduction

Facility Management (FM) is an interdisciplinary field devoted to the coordination of space, infrastructure, people and organization. The development of FM over the last two decades pointed towards a strategic and integrated approach.

Objectives

To better understand the development of FM in Hong Kong and map out the role of FM in future.

Methodology

A literature review had been conducted with focus on the following issues:

- Evolution of FM;
- Key factors that Inhibit the Development of FM; and
- Role of FM in Future.

Result

1. Evolution of FM

Traditionally FM has been provided in-house by maintenance or property services department. Since 1980's the trend has been for organizations to concentrate on their core business and hence outsourcing all support services. In the last 10-15 years, outsourcing of FM has become more common with Hong Kong being an early innovator particularly in the financial services and public sectors.

2. Key Factors that Inhibit the Development of FM

- Lack of Profession Recognition

In quite a numbers of organizations in East Asia, FM is still being treated simply as a support services department or even a maintenance department. Managements of the organizations are not in FM profession and do not view FM is an opportunity to build wealth, they even view FM is more often seen as a cost of doing business and less function as that can create profits.

- Limited Capacity of the FM Services Provider

When compared with UK and US, there are limited choices of FM services providers in the market and capacity of the FM services providers is also limited. So there is insufficient motivation and confidence for building owners to contract out the total FM

services to a single service supplier as an integrated approach.

- Insufficient Education and Training

In HK, young people prefer to have their first bachelor degree in architectural study, building services engineering or building surveying, etc. and it is rare to take FM as their first degree.

3. Role of FM in Future

The current practice in FM industry are transforming gradually to suit for the following roles of FM in future in support of the evolving market.

- Acted as a strategic partner: The crucial step for FM providers is to develop tools for engagement that can be used for strategic alignment and to bridge the gap between customer and partner.

- Acted as a professional: The value of FM in the future will be on knowledge, and not only technical knowledge at the operational level, but also in the creation, management, and optimization of physical space, people, and information.

- Acted as a co-creator: FM providers will increasingly adopt a greater role as a co-creator since the demands of public sector organizations will further exceed their capacity to deliver in-house.