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Facility management - Guidance on benchmarking

设施管理 基准比较分析指南

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Foreword

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1. Structure and Drafting Rules of Standardization Documents" Drafting. Please note that some content in this document may be subject to patents. The publisher of this document assumes no responsibility for identifying patents. This document is proposed by China Machinery Industry Federation. This document is under the jurisdiction of the National Facilities Management Standardization Technical Committee (SAC/TC581). This document was drafted by: Shenzhen Facilities Home Technology Co., Ltd., Beijing Bolu Xinyuan Facilities Management Co., Ltd., Shanghai Feizhe Facilities Management Consulting Co.,

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0.1 Purpose Facilities management has just started in our country, and it has become a basic function of organizations in advanced foreign countries. For starting to follow and activate the device For domestic organizations in facility management, how to use advanced benchmark comparison analysis methods and combine their own actual conditions to establish and improve their facility management Implementing a management system is a difficult point and this document will meet this need. This document uses the Plan-Do-Check-Act (PDCA) approach to develop an overall framework for facility management benchmark comparison analysis. principles to planning, implementation, inspection and evaluation, and improvement guidelines, and provides the selection of indicators involved in the benchmark comparison analysis process in the appendix. Relevant examples of key links such as selection and data collection are designed to provide various organizations with practical guidance related to facility management benchmark comparison analysis.

0.2 Effect This document can guide various organizations to effectively and efficiently carry out facilities management benchmark comparison analysis, and then establish the core business of the organization that meets the needs. Facilities management benchmark comparison analysis system for service development needs.

0.3 Method Facilities management organizations should conduct benchmark comparison analysis through the "Plan-Do-Check-Act" (PDCA) method, which can be simplified The key points are described below.

---Planning (P). Determine goals, comparison scope, key performance indicators, comparison objects, and data collection tools and methods;

---Implementation (D). Collect and analyze data based on the planning plan, identify gaps, report results, set future performance goals, and implement Establish a rectification plan;

---Inspection (C). Review the effectiveness and efficiency of the implementation of rectification work, discover, track and solve problems that exist during the benchmark comparison analysis process question;

---Disposal (A). Continue to pay attention to the results of the inspection and evaluation of the benchmark comparison analysis work, and formulate an improvement plan for the

benchmark comparison analysis. Facilities Management Benchmark Analysis Guide

1 Scope

GB/T 42931-2023 gives guidance on benchmarking in facility management. Cost per square metre is the figure every facility manager is asked for and the one least worth comparing: it depends on what the building is, how it is occupied, what is included in the number and how the floor area was measured, so two organisations quoting the same figure may be running facilities that cost quite differently. Benchmarking usefully means agreeing all of that before comparing anything. The standard sets the general provisions covering the objective and the practical feasibility, the planning - determining the goals and the scope of comparison, selecting the key performance indicators and selecting the comparison partners - the conduct of the comparison, the analysis, and the input to the improvement plan, with an informative annex giving an example of indicator selection. It took effect on 6 August 2023.

This document establishes the overall principles related to facility management benchmark comparison analysis and provides guidance for planning, implementation, inspection and evaluation, and improvement processes. Guidance is provided. This document is suitable for facilities management benchmarking analysis activities in all types of organizations.

2 Normative reference documents

The contents of the following documents constitute essential provisions of this document through normative references in the text. Among them, the dated quotations For undated referenced documents, only the version corresponding to that date applies to this document; for undated referenced documents, the latest version (including all amendments) applies to this document.

GB/T 36688 Facility Management Terminology (GB/T 36688-2018, ISO 41011.2017, IDT)

3 Terms and definitions

The terms and definitions defined in GB/T 36688 and below apply to this document.

3.1 Benchmark A reference point or metric against which processes, performance, and quality can be measured. [Source: GB/T 36688-2018,3.8.5]

3.2 Benchmark comparison analysis benchmarking The process of comparing processes, performance and quality of practices of the same nature under the same conditions and using similar scales. [Source: GB/T 36688-2018,3.8.5.1]

3.3 objective The result to be achieved. Note

1.Objectives may be strategic, tactical or operational. Note

2.Goals can be related to different areas (e.g. financial goals, health and safety goals, environmental goals) and can be applied to different levels (e.g. strategic level) level, overall organization level, project level, product level and process level). Note

3.Objectives can be expressed in other ways, such as as expected results, intentions, operating criteria, as facility management objectives, and other words with similar meanings. To express (such as aim, goal, target). Note

4.In the context of facilities management management systems, facilities management objectives are set by the organization, are consistent with the facilities management policy, and enable specific results to be achieved. [Source: GB/T 36688-2018,3.7.8]

3.4 entity entity Real or abstract things that currently exist, have existed, or may exist, including the connections between these things. [Source: GB/T 36688-2018,3.7.11]