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Facility management - Guidance on process management

设施管理 过程管理指南

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Foreword

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0.1 Purpose A series of FM processes established, integrated and continuously improved by the facilities management (FM) organization according to needs are the basis for realizing the facility management function. This element, clearly and accurately defining these processes is an important basis for facilities management to carry out activities efficiently and effectively promote core business. implement The purpose of these processes is to create and manage a productive work environment that supports and facilitates the organization's core business objectives. These processes have clear activities and descriptions, monitorable inputs and outputs, interrelated relationships between processes, and applicable processes. methods to achieve continuous improvement.

0.2 Effect ISO 41001.2018 "Facility Management Management System Requirements and Guidelines for Use" is based on the high-level structure of ISO management system standards Established to guide the unified certification of the global facility management industry. In practice, organizations often face difficulties when introducing ISO 41001 management systems. Disaster. On the one hand, the unified high-level structure of ISO brings the advantage of being easy to learn. At the same time, it also makes it easier for people to combine other aspects such as quality management systems. The content is copied into the facility management system, so that it cannot play the important role that ISO 41001 should have; on the other hand, facility management includes It covers many functions at the strategic, tactical and operational levels. For most organizations, these functions and management systems are effectively connected. Coming is not easy. This document uses a process approach to sort out the functions of facility management and can be used as a supporting document for ISO 41001 to solve The above problems can also provide guidance on the structure design and function allocation of facility management organizations.

0.3 Process approach A process can consist of an activity or a set of activities that transform input into output through the use of certain resources. Within a system, through Often the output of one process directly forms the input of the next process, and a series of interrelated processes constitute the organization's process workflow. Facilities management organizations should implement effective monitoring and control of processes through a recognized Plan-Do-Check-Act (PDCA) approach. Improved,PDCA can be briefly described as follows:

---Planning (P). Establishing necessary goals and processes in accordance with customer requirements and organizational policies to achieve the purpose of delivering results;

---Implementation (D). execution process;

---Inspection (C). Monitor, measure processes and products against policies, goals and product requirements and report results;

---Disposition (A). Take measures to continuously improve process performance. Facilities Management Process Management Guide

1 Scope

GB/T 42936-2023 gives guidance on process management within facility management. Facility management is the discipline that keeps buildings and their services working for the organisation that occupies them, and it is characteristically run as a collection of separate contracts - cleaning, security, maintenance, catering - each managed on its own terms, so that nobody owns the outcome the occupier actually experiences. Treating it as a set of connected processes is what the standard is arguing for. It sets the general and systematic provisions, the requirements background, the role of leadership, the organisation and personnel and the financial budget, then the facility management planning and management and the operation and maintenance management, followed by the evaluation and the improvement of the processes. It took effect on 6 August 2023.

This document establishes the general principles of process management in facilities management and provides guidance for planning, defining, evaluating and improving facilities management processes. This document applies to facilities management 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 19000 Quality Management System Fundamentals and Terminology

GB/T 36688 Facility Management Terminology

3 Terms and definitions

The terms and definitions defined in GB/T 19000 and GB/T 36688 and the following apply to this document.

3.1 organization A person or a group of people whose functions are composed of responsibilities, authorities and relationships to achieve a goal.

Note. The concept of organization includes but is not limited to agents, companies, groups, firms, enterprises, administrative agencies, partnerships, charities or research institutions,

or Part or combination of the above-mentioned organizations, whether incorporated or not, public or private. [Source: GB/T 36688-2018,3.3.1]

3.2 activity activity One or more tasks that contribute to the completion of a deliverable. [Source: GB/T 36688-2018,3.5.2]

3.3 process process A set of interrelated or interacting activities that convert inputs into outputs. [Source: GB/T 36688-2018,3.5.1]

3.4 customercustomer A person or organization that can or actually accepts products or services provided to it or provided at its request. Examples. consumers, principals, end users, retailers, recipients of products or services of internal processes, beneficiaries and purchasers.

Note. Customers can be internal or external to the organization. [Source: GB/T 19000-2016,3.2.4]

3.5 An organizational function that integrates people, places, and processes within the built environment with the purpose of improving people's quality of life and increasing core business productivity. [Source: GB/T 36688-2018,3.1.1]