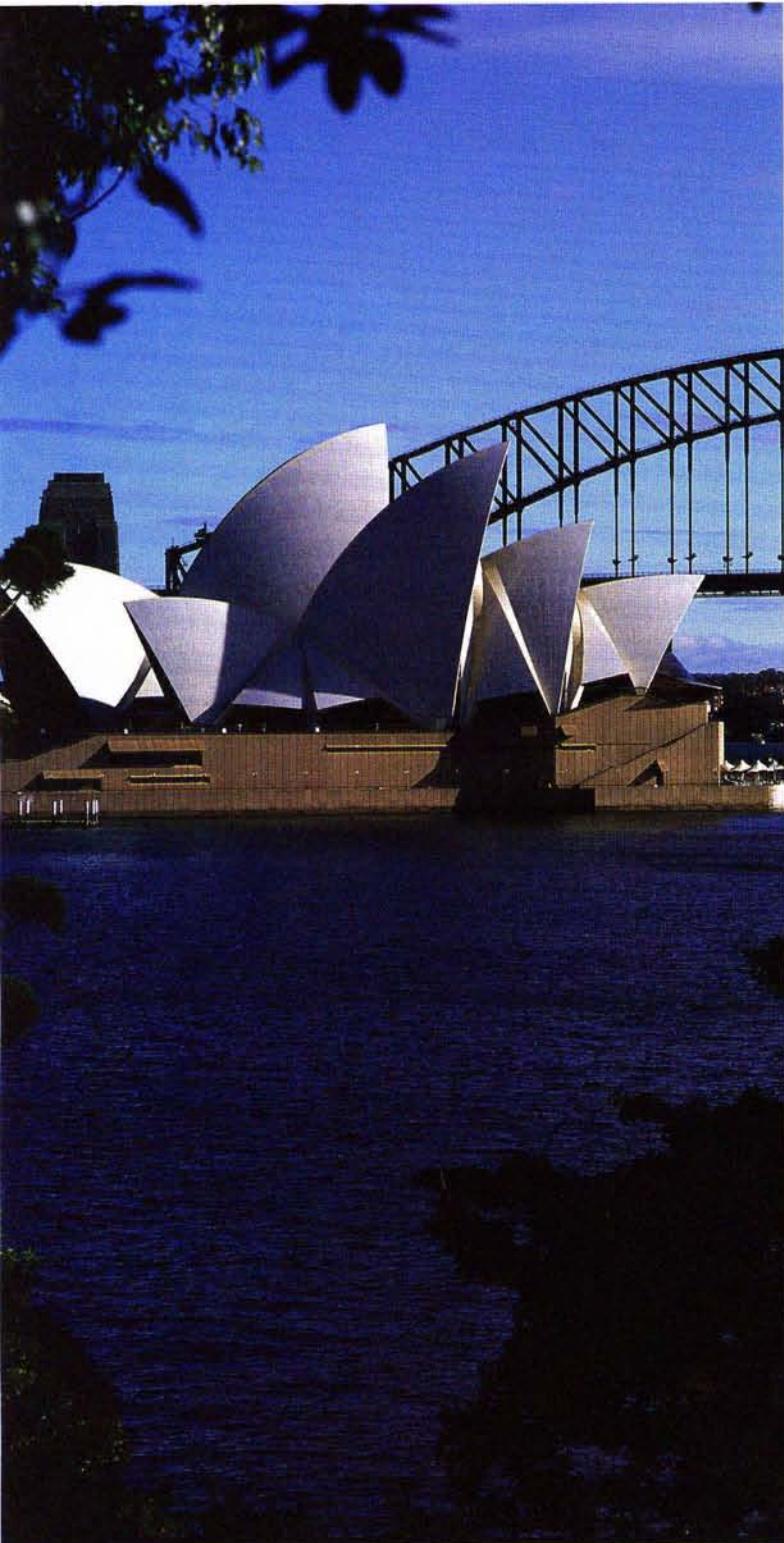


# Facility management – a developing profession?



**In 2002/03, the Facility Management industry's total direct contribution to Australia's gross domestic product represented over \$8 billion.**

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Yet Facility Management in Australia can still be seen as a developing profession.

In the last year industry representatives, as members of the FM Action Agenda's Strategic Industry Leader's Group (SILG), met on numerous occasions to study the Australian FM industry specifically to look for opportunities for selected growth and contribution to economic performance and sustainability.

The Sydney Opera House Facilities Management Exemplar Project (SOH FM Exemplar Project) is a major case study that aims to develop new and innovative research that will allow for the implementation of a number of major recommendations from the Australian Governments Facilities Management Action Agenda.

The Project aims to investigate and highlight industry best practice using one of Australia's most unique buildings as a model and proving that certain FM strategies are applicable across all building types and functions and have real financial benefits to building and business owners.

CRC for Construction Innovation has also led the formation of the project team, bringing together the private sector through Transfield Services Australia (TSA) and the Sydney Opera House, together with research expertise provided by the University of Sydney, CSIRO and Queensland University of Technology.

Strategically CRC CI has partnered with the Facility Management Association to ensure specific industry uptake of lessons learned through this research while Rider Hunt Sydney has the task of project managing the process and participant interaction.

Jason Morris, the project leader says that "Rider Hunt is particularly excited to be providing leadership to a project which promises to be of great benefit to the Facilities management industry and ultimately the Australian economy as a whole".

It is this collaboration between industry, government and research that will send a clear national and international message of the value of partnerships for leading applied research that is led by government and of benefit to the industry.

Successful delivery of FM requires an integrated approach in which operation and maintenance are considered as a whole – together with an understanding of how the project will affect the business efficiency and service delivery.

Prior research has shown separately that the areas of procurement, benchmarking, digitisation and business alignment are crucial in increasing the performance of FM and assisting FM teams in identifying a variety of maintenance and services issues.



As such the SOH FM Exemplar Project will focus on three key research themes:

- (i) Digital Interface of FM documentation and services in relation to the SAM plan,
- (ii) Procurement
- (iii) Benchmarking

The overarching strategy for the research project is the integration of these three research areas into the overall business

objectives of the SOH. The intention is that their alignment will support FM as a significant business enable and value adder.

The research methodology has the critical factor of wider application that will create a framework and guidelines for similar implementations in FM practice across the board.

The benefits to the SOH are obvious, however, the FM industry as well as Australian business and building owners will also benefit from

the project. This two year project is still in its launch phase but the industry will not have to wait that long to begin benefiting from the research being developed by the participants.

***As each of the themes are researched and resolved, information will become available through newsletters, a web site, workshops and seminars. For more information please contact Kylie Legge at [m:arch](mailto:m:arch) communications via email at [contact@m-arch.com.au](mailto:contact@m-arch.com.au).***