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FM Exemplar Project: FM as a business enabler report available



By Stephen Ballesty, Director & Immediate Past Chairman Facility Management Association of Australia, and FM Exemplar Project Leader CRC for Construction Innovation

FM Exemplar Project: Sydney Opera House is complete and, the final report entitled '**FM as a business enabler**' is now available as a free download at <http://www.construction-innovation.info/> or <http://www.fmactionagenda.org/> or by clicking [here](#).

FM Exemplar Project was undertaken as part of the implementation of the Australian Government's FM Action Agenda (<http://www.fmactionagenda.org/>) by FMA Australia (<http://www.fma.com.au/>) and the CRC for Construction Innovation working with other industry partners such as the CSIRO, University of Sydney, Transfield Services, Woods Bagot and Rider Hunt to look at the Sydney Opera House.

Staging some 1500 performances per year, the Sydney Opera House is one of the world's busiest performing arts centres – and now Australia's most iconic facility is leading the way in the use of digital tools to integrate its management practices.

The new report published by the Cooperative Research Centre for *Construction Innovation*, Australia's leading research body for property, design, construction and facilities management industry, demonstrates that data on the physical structure of a building can be integrated with facility management (FM) functions to provide more effective ways of Managing the Built Environment.

"Our research has shown that a digital model of a section of the Sydney Opera House which provides a 3-D representation of the building and the relationship of objects such as lifts, ventilation and fire systems within the building, can also integrate FM functions like condition reporting, energy consumption and room bookings," says Professor Keith Hampson, CEO of the *CRC for Construction Innovation*.

FM practices support an organisation's business objectives. FM is one of Australia's fastest growing and dynamic industries. It contributes \$8.6 billion to the Australian economy and employs 135,000 people.

The uniqueness and complexity of Sydney Opera House, which attracts an

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estimated 4.5 million visitors per year, was used as the model for a two-year FM research program to build FM innovation and expertise in Australia. The project was initiated under the Australian Government's FM Action Agenda with support from the Department of Industry, Tourism and Resources and FMA Australia and a project team led by Rider Hunt and comprising the Sydney Opera House, Transfield Services, Woods Bagot, Brisbane City Council, Queensland Government of Public Works, CSIRO, University of Sydney and Queensland University of Technology.

“The project focused on digital modelling, services procurement and performance benchmarking themes as dimensions of the FM equation, which when integrated, improve FM's ability to support an organisation's objectives. In the report our research outcomes were then aligned within the broader context of Sydney Opera House's total asset management plan in support of their organisation's business enterprise.” says Stephen Ballesty, Rider Hunt director and Immediate Past Chairman of FMA Australia.

The need for alignment of services, performance criteria and supporting information with an organisation's business goals and objectives was a key finding of the research project.

It was shown that digital modelling technology could be used as an effective tool for assisting in this process. Other findings of the research included the value of ensuring contractors understood the facility's organisational culture and the need to use performance benchmarking to develop effective key performance indicators that integrated with organisational objectives.

Further information on the project and a copy of the final report, ***FM as a business enabler*** is available for free **download**. Printed copies can be purchased from the *CRC for Construction Innovation* .

<http://www.construction-innovation.info/>

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