

Facility management practices the focus of innovation research

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ONE of Australia's iconic facilities – the Sydney Opera House – has been used as a model in research to find effective ways of managing the built environment. A new report published by the Cooperative Research Centre for Construction Innovation reveals research into the use of digital tools to integrate management practices.

The uniqueness and complexity of Sydney Opera House, which attracts an estimated 4.5 million visitors per year, was used as the model for a two-year facility management (FM) research program to build FM innovation and expertise in Australia.

According to the **CRC** for Construction Innovation, FM practices support an organisation's business objectives.

FM is one of Australia's fastest growing and dynamic industries, contributing \$8.6 billion to the Australian economy and employing 135,000 people.



Sydney Opera House is being used as a model in research by the CRC for Construction Innovation

Chief executive Professor Keith Hampson said the centre's research had shown that a digital model of a section of the Sydney Opera House – which provided a three dimensional representation of the building and the relationship of objects such as lifts, ventilation and fire systems within the building – could also integrate FM functions like condition reporting, energy consumption and room bookings.

The project was initiated under the Australian Government's FM Action Agenda and was headed up by Rider Hunt.

Rider Hunt director Stephen Ballesty said the project focused on digital modelling, services procurement, and performance benchmarking themes as dimensions of the FM equation, which when integrated, improved 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," he said.

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.