



sydney opera house
facilities management
exemplar project

Launch on Thursday 28th April in the Utzon Room, Sydney Opera House

Facilities Management (FM) is a dynamic and fast growing industry, already directly contributing \$8.6 billion to the Australian economy and employing 135,000 people*. It helps make our businesses more productive by providing best-practice models for key building functions such as maintenance, fire and hydraulic upgrades, cleaning and building refurbishment.

The Australian Government Department of Industry, Tourism and Resources has provided funding support for the development of the emerging FM industry, endorsing a Facilities Management Action Agenda and the implementation of recommendations of that agenda through the Sydney Opera House (SOH) FM Exemplar Project. The Action Agenda and the SOH FM Exemplar Project will be officially launched by the Hon Warren Entsch, MP, Parliamentary Secretary to the Minister for Industry, Tourism and Resources on Thursday 28 April 2005 at Sydney Opera House.

The Cooperative Research Centre (CRC) for Construction Innovation has led the formation of a team of industry, government and research participants who will work together on the SOH FM Exemplar Project under the leadership of Rider Hunt. This exciting industry-focussed research project will utilise SOH to research and create world class FM models that will have a direct beneficial role for the Australian FM industry as well as the economy as a whole.

“Facilities management impacts on every sector in the Australian economy, yet owing to the breadth and infancy of the industry it can be difficult to demonstrate its contribution.

This project provides the basis under which we can practically articulate the recommendations of the FM Action Agenda and produce tools and road maps for the effective implementation of many of the specific actions.” Stephen Ballesty, Chairman of the Facility

Management Association of Australia

What does this mean for the community?

The SOH FM Exemplar Project research will deliver the following outcomes to the FM industry, building and business owners, and the Australian economy:

- Dissemination of new 'best-practice' information, increasing the skill base of Australian facilities managers
- Identification and implementation of opportunities for SOH to increase the effectiveness of their FM service, delivery, procurement and performance
- Development of open standards and contractual clauses for the production of digital models and information
- Development of interactive digital facility modelling for SOH
- Development of innovative frameworks for identifying appropriate procurement options for building long-term strategic relationships whilst continually delivering value for money
- Benchmarking models that effectively measure and place SOH, and the documentation of this process for wider industry application of effective measurement and placement of diverse built assets
- Demonstration of effective alignment of FM with organisational objectives as a business enabler and key component of the efficient operation of government and industry.

“The Sydney Opera House FM Exemplar Project is another excellent example of CRC for Construction Innovation delivering industry relevant results for our project partners and our industry as a whole. This project will drive an extensive industry dissemination program throughout 2006, up-skilling the FM industry through important education and training outcomes.” Keith Hampson – Chief Executive Officer CRC for Construction Innovation

Key Research Areas

Successful delivery of FM requires an integrated and holistic approach in which operation and maintenance are considered as a whole – together with an understanding of how the project will affect business efficiency and service delivery. The research will focus on the areas of procurement, benchmarking, digitisation of the facility and business alignment. All are deemed crucial in increasing the effectiveness of FM and assisting FM teams in identifying a variety of maintenance and services issues and increasing performance. As such the SOH FM Exemplar Project will focus on three key research themes:

- Digital Interface of FM documentation and services in relation to the Strategic Asset Management plan of Sydney Opera House
- Procurement
- Benchmarking

This collaborative research project will not only raise awareness of leading edge facility management, but also demonstrate the value of these practices to Sydney Opera House business objectives through the increased effectiveness of its FM activities.

“With over 4 million visitors and 2000 performances a year, effective facilities management is critical to the success of SOH. This project will enhance the SOH Facilities team’s understanding of how we contribute to the experience of all our customers and enable us to demonstrate and improve our effectiveness through the development of business-oriented benchmarking, information management, planning tools and processes.” Paul Akhurst, Acting Director Facilities, Sydney Opera House

The project’s wider appeal, and real business value to the Australian community, is how the projected models will be applicable to any type of facility. In addition the documentation of this process for wider industry application will demonstrate how effective alignment of FM with organisational objectives is a business enabler, not just an overhead, and a key component of the cost-effective management of businesses and government.

* Access Economics report commissioned by the Department of Industry, Tourism and Resources; a statistical profile of the facilities management industry 2002/3. The full report is available by contacting the FMA Fiona.Parker@fma.com.au or Ph. 03 8346 8106

**For more information about the Sydney Opera House FM Exemplar Project
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or go to www.construction-innovation.info and follow the links to the Project pages**

Project Participants

