

Standards EN 15221/1-7



Development in Switzerland

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Existing Cost Codes



IFMA WORKPOINT
ACCOUNTING

ProLeMo IFMA

GEFMA 200

OPIK

ITOCC-OPD

CRB Nutzungskosten NKS

Danish FM cost structure

DIN 18960

QUICKSCAN

IFMA/GLOBAL FM
BENCHMARKS

UK Building Cost
Information Service

France - Apogee

JELLEMA

ÖNorm

GEFMA/IFMA SUBMISSION CODES

NEN

BOMA CHART OF ACCOUNTS

ISO/FDS 15686-5

BMI – Property occupancy cost analysis

CEEC Cost groups

Nordic Life Cycle Cost Structure LCC

CREIS

Pom+

Benchmarking

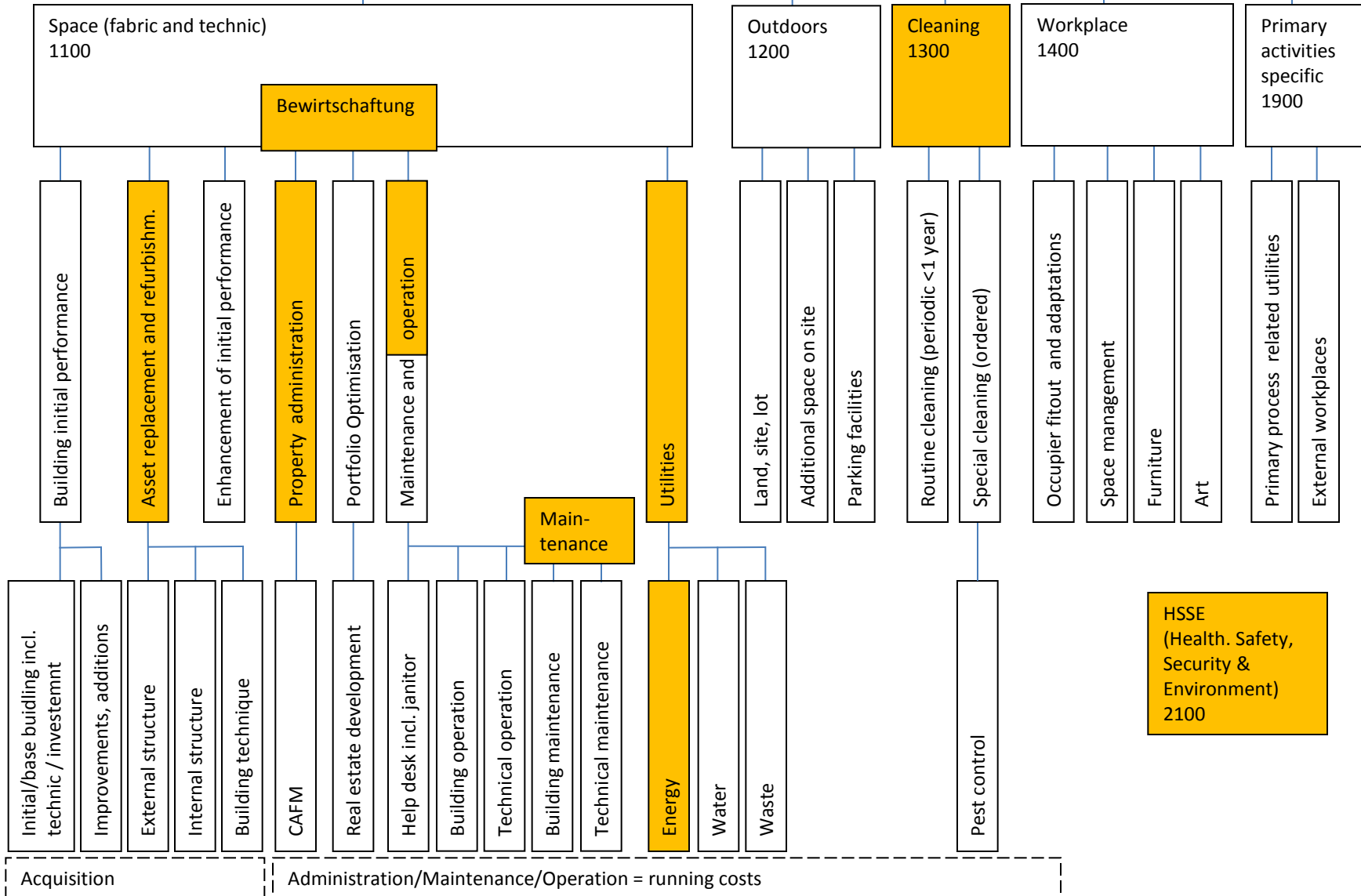


- Most widespread FM-benchmarking in CH: FM-Monitor by pom+
- > Privat consulting company (marketing initiative)
- Adaptation to EN 15221 is being investigated
- Master students work on selecting a benchmarking system

FM-Monitor compared to EN15221

Facility Management – Integration of processes on strategic level (Total support costs)

Space & Infrastructure – Integration of processes on tactical level 1000
 (Real estate support management) accommodation & workplace – building efficiency (p& o = effectiveness)



EN15221/1-7



Overview Facility Products and comparison with Dutch Standards

Facility Management (Total support costs)													LEGEND								
Space & Infrastructure (Real estate support management)						People & Organisation (Business support management)				Central Functions			Housing NEN 2748 Ch 1								
Space (accommodation)													Services & Means NEN 2748 Ch 2								
Building initial performance	Asset replacement, refurbishment	Enhancement initial performance	Property administration	Portfolio development	Maintenance and operation	Utilities	Outdoors	Cleaning	Workplace	Primary activity specific	Health, safety, security, environment	Hospitality	ICT	Logistics	Business support (Management support)	Organisation specific	Sustainability	Quality standards and guidelines	Risk policy	Identity, innovation	ICT NEN 2748 Ch 3
																					External Means NEN 2748 Ch 4
																					FM NEN 2748 Ch 5
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Source: NFC 2011

ProLeMo (IFMA CH)



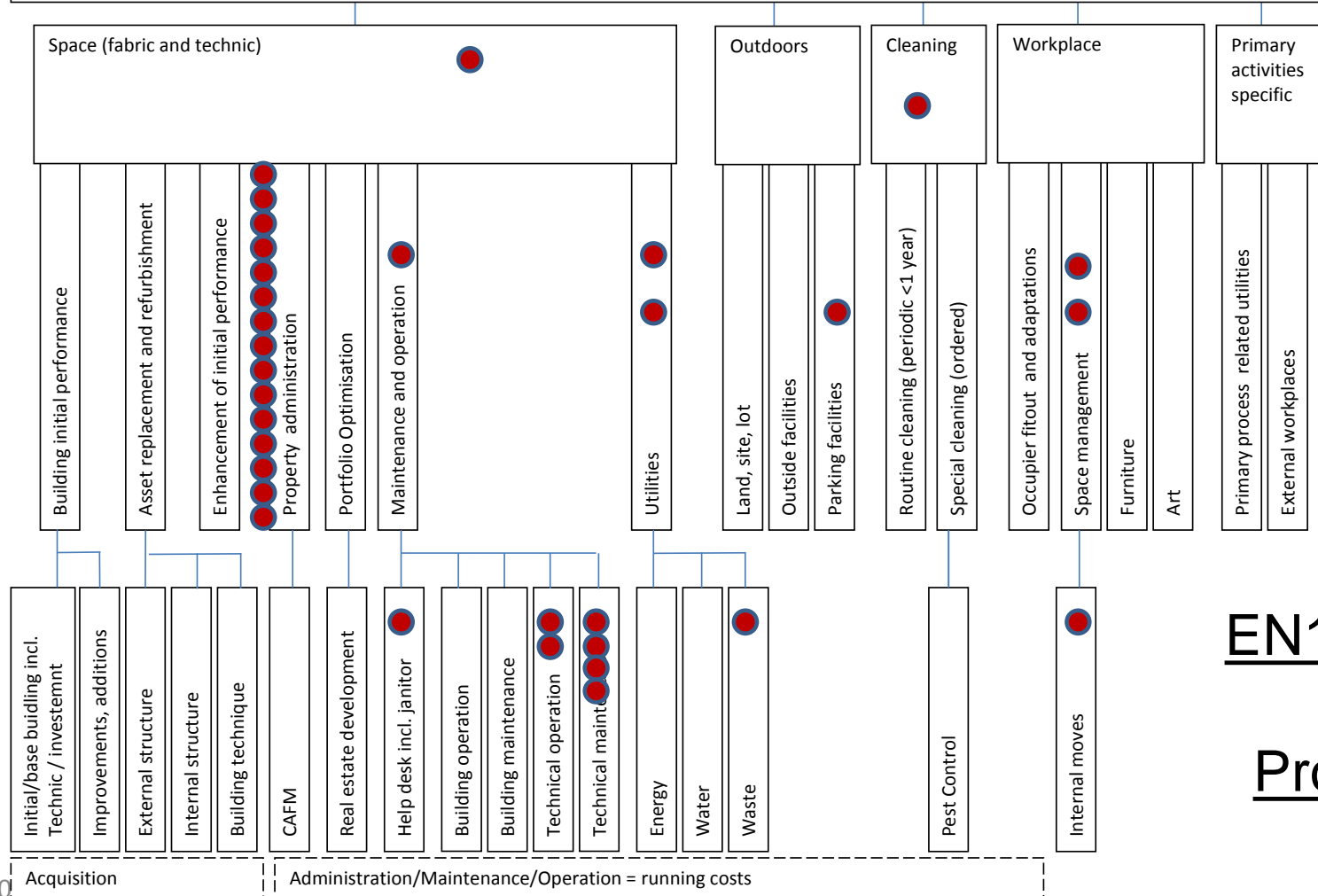
- Prozess-Leistungs-Modell (Engl: Process Activities/Services Model)
- Developed by IFMA Switzerland
- Describing Processes/Services e.g. as a structure for tendering
- More detailed descriptions are part of a follow-up project
- > Building administration oriented (strategic level <-> tactical level)
- > Diverting attention away from EN 15221
- **Adaptation to EN 15221 is announced/investigated by IFMA**

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Facility Management – Integration of processes on strategic level (Total support costs)

Space & Infrastructure – Integration of processes on tactical level
(Real estate support management) accommodation & workplace – building efficiency (p& o = effectiveness)



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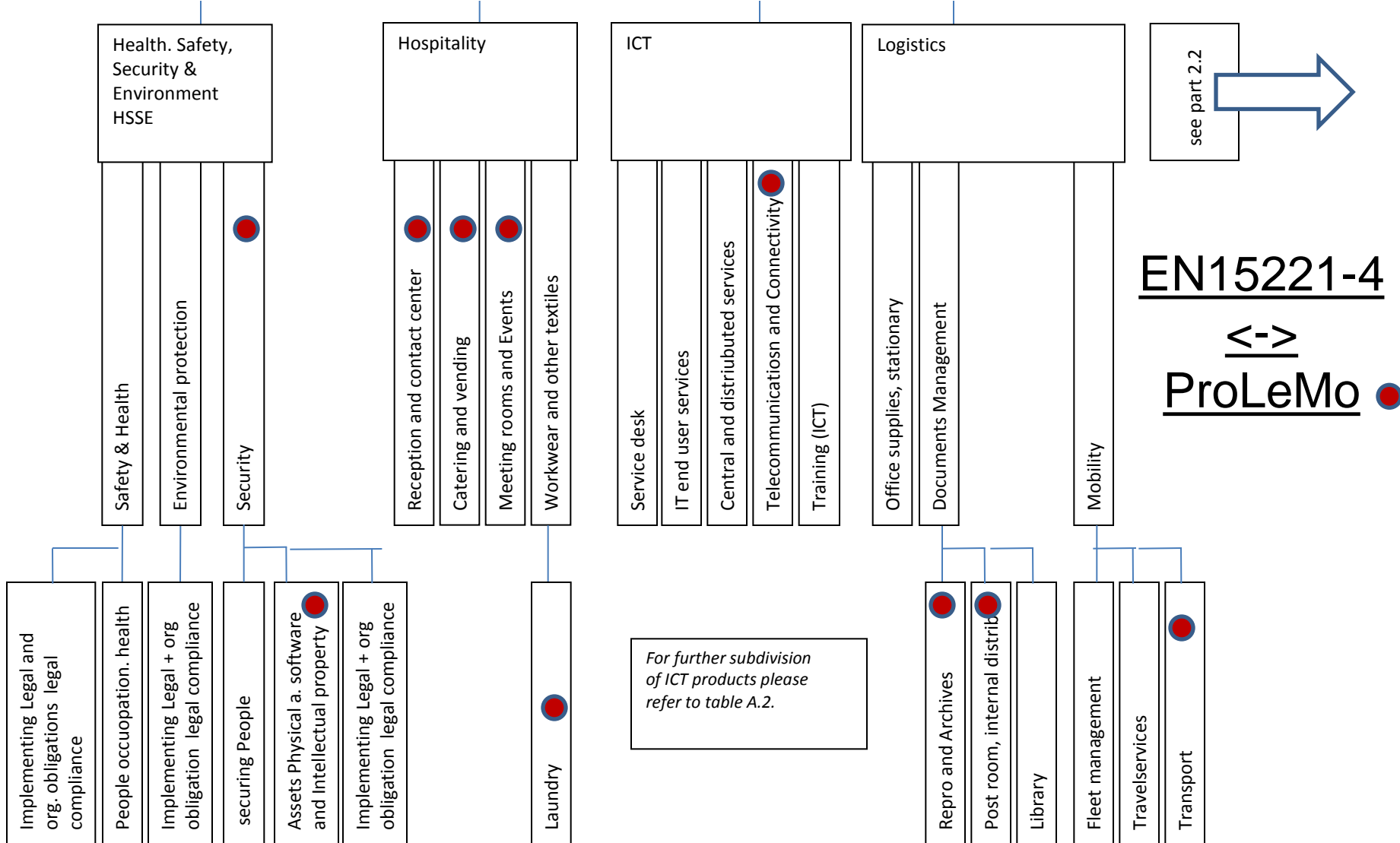


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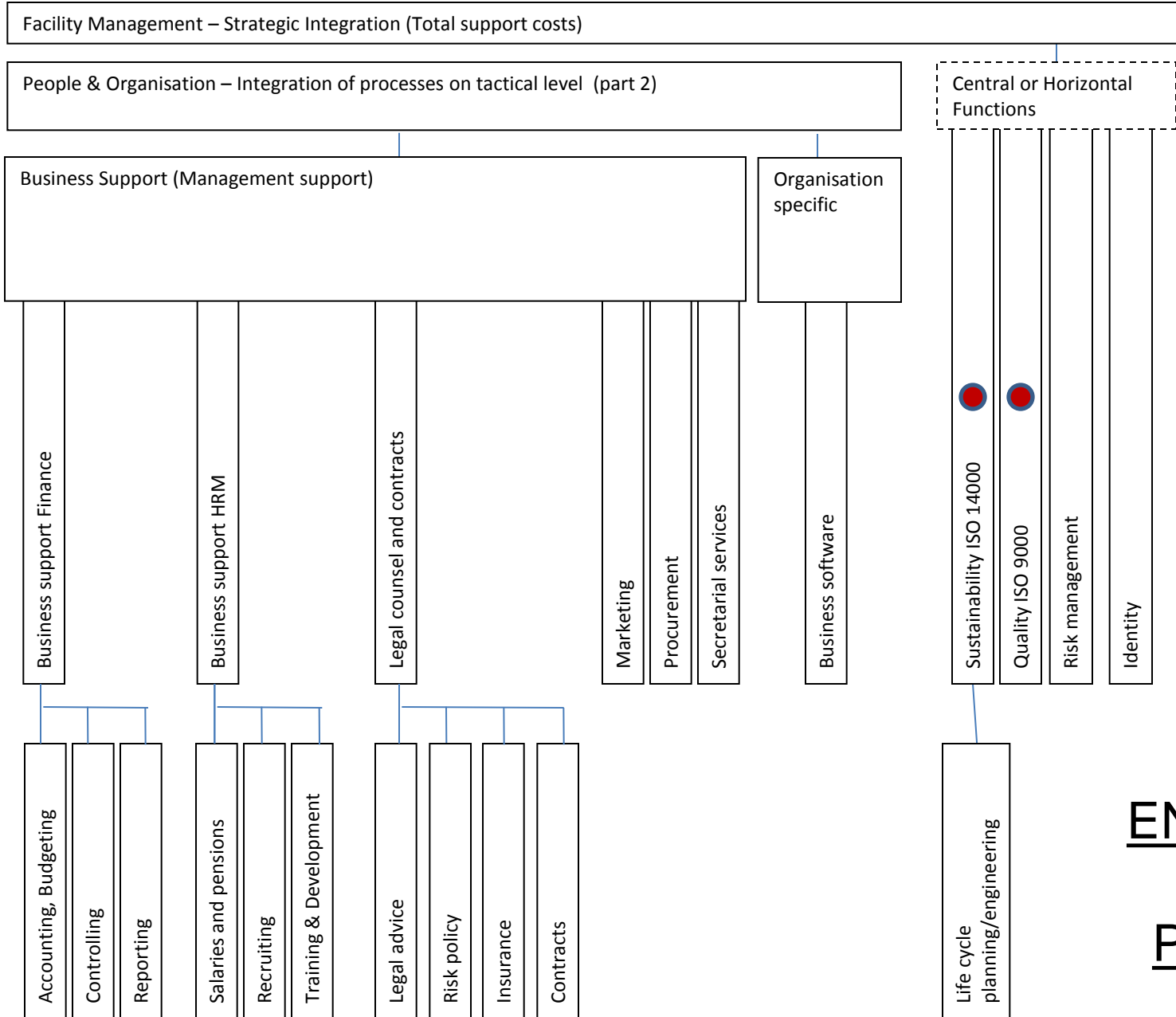
Structure of Facility Products - part 2.1 People & Organisation

Facility Management – Strategic Integration (Total support costs)

People & Organisation – Integration of processes on tactical level



Structure of Facility Products - part 2.2 People & Organisation



EN15221-4

<->

ProLeMo ●

EN15221-4

<-> ProLeMo



	Theme	Plan	Do	Check	Act
Strategic level	Client interface	Alignment with client	Consulting of client	Reporting to client	Change mngt. on strategic level
	QM quality management strategic level	Identifying demand Needs and demand Specifications	n/a	Fulfillment of requirements	refer to below
	FM-organisation	FM-agreement	Lead FM organisation	Control FM organisation	Managing improvement process
	Strategy	Strategic planning and strategy developm.	Strategic projects (strategy implementation)	Strategic controlling	Communication External relations
Tactical level	Customer interface	Alignment with customer	Coordination client/customer Consulting of cust.	Reporting to customer	Change mngt. on tactical level Com. w. customer
	QM quality management tactical level	SL elaboration	n/a	Compare results Quality control	refer to below
	FS-organisation	Service level agreement (SLA)	Manage FM team	Evaluation performance Cost control	Continuous improvem. process
	Tactics and central functions / Resources	Tactical planning a. central functions	Service coordinat. Manage central functions	Monitoring performance	Provider manag. Com. w. end users
Operational level	Facility products and facility services	Product planning	Product map	Evaluation, Reporting	Operational measures
	QM quality management operational level	Organizing Measurement (I/T/O)	Data collection	Measure results	Improve measurement

Operation Facility Services Manager Facility Manager

Cost structure in CH-hospitals



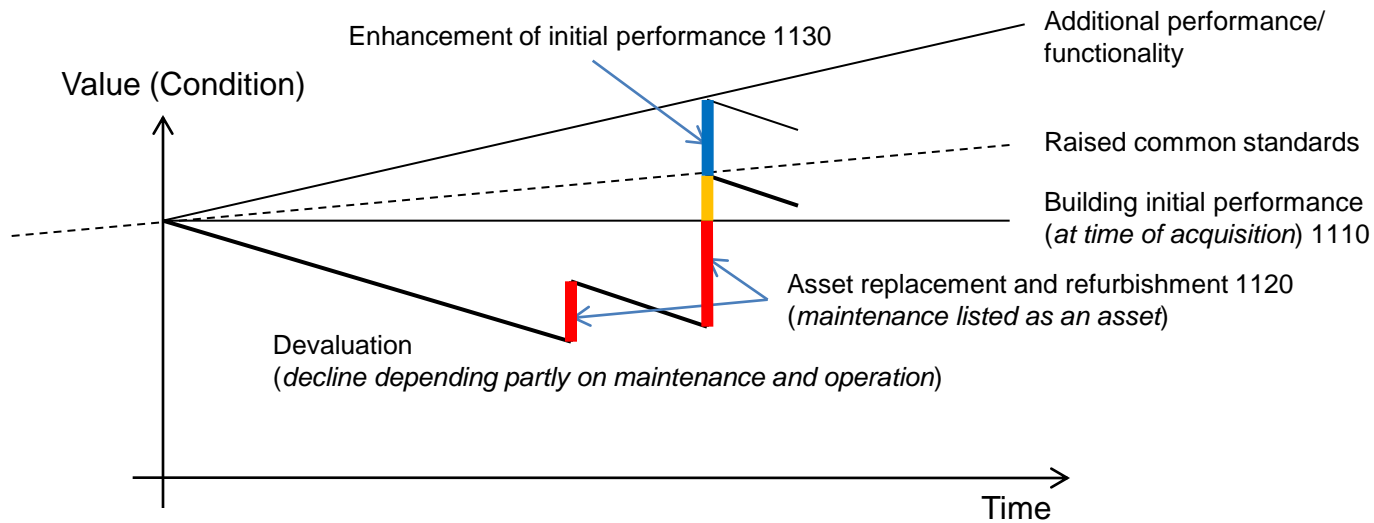
- New tarif system being introduced (Fallpauschalen = flat rate per case)
- Hospitals have little knowledge about their FM costs
- New cost structures needed for more transparency
- Departments are eager to reduce costs -> everything is shed into FM
- FM knows how to optimise support services

Strategic level	Tactical level	Level 1	Level 2	Level 3		Verrechnung Bsp.	REKOLE Kostenstellen
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1	9	Primary activity specific					
1	9	Nutzerspezifische Betriebseinrichtungen				Gemäss SLA	
1	9	1	Ver- und Entsorgung Kerngeschäft			dito	
1	9	2	Externe Arbeitsplätze			dito	
1	9	9	Branchenspezifische Produkte (z.B. Gesundheitswesen)			dito	
1	9	9	H1	Instandhaltung von Medizintechnik		dito	8 Support und Services
1	9	9	H1	Kinderkrippe			71 Kinderkrippen
1	9	9	H2	Personalunterkunft			73 Personalunterkunft
1	9	9	H3	Kommerzflächen			74,75 Blumenladen, Coiffeur
1	9	9	H4	Schwimmbad			76 Schwimmbad
1	9	9	H5	Geschützte Operationssäle			78 Geschützte Operationssäle
1	9	9	H6	Militärspital			79 Militärspital
1	9	9	H7	Arztpraxen			80 Arztpraxen

2	9	Organisation specific (industry sector)					
2	9	Organisationspezifisch				dito	
2	9	1	Business application providing			dito	
2	9	9	Branchenspezifisch (z.B. Gesundheitswesen)			dito	
2	9	9	H1	Hotellerie		dito	
2	9	9	H2	1 <i>Zimmer</i>		SLA (pro Bett)	41 Hotellerie Zimmer
2	9	9	H3	2 <i>Küche</i>		SLA (pro Essen)	42 Hotellerie Küche
2	9	9	H4	3 <i>Services</i>		SLA (Tarife)	43 Hotellerie Service
2	9	9	H2	Patient transport		SLA (pro km)	8 Support und Services
2	9	9	H3	Bed sterilization		SLA (pro Bett)	8 Support und Services
2	9	9	H4	Maintenance of biomedical equipment		SLA (pro Gerät)	8 Support und Services
2	9	9	H5	Sterilization service		SLA (pro Auftrag)	18 Zentralsterilisation
2	9	9	H6	Labor		SLA (pro Auftrag)	29 Labor
2	9	9	H7	Apotheke		SLA (Preis)	14 Apotheke
2	9	9	H8	Ambulanzdienste		SLA (Preis, km, h)	77 Rettungs bzw. Ambulanzdier
2	9	9	H9	Notfallzentrale		SLA (Anrufe, Präsenzzeit)	81 Notfallzentrale
2	9	9	H10	Broadcasting services		SLA	8 Support und Services

Maintenance budgeting



EN 15221/1-7 in CH - Summary



- Activities and influences on different levels
- Universities are teaching the standard
- Low selling figures of standards (included in membership?)
- Small interest in presentations (50 listeners in 3)
- Practical instruments are needed
- People believe in standards, but they have to know them