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Comments on Facility Performance and Serviceability from a Facility Manager’s Viewpoint by Arthur P. Hahn


The process of facility measurement and analysis is an iterative one - it is not a simple, linear process that can be emulated by a pert chart. Trial solutions to the problem (FM, building design, renovation, etc.) are capable of modifying the original problem if, and only if, evaluation measures account for the phenomena that drove the need for the building in the first place. The following diagrams serve to illustrate the point relative to institutional building types like universities, hospitals, schools, etc.

THE FACILITY MANAGEMENT PROBLEM

THE FACILITY MANAGEMENT DATA SETS

THE FACILITY MANAGEMENT PROCESS

THE FACILITY MANAGEMENT TEAM

FACILITIES MANAGEMENT IS

PROCESS An evaluative problem-solving process
Creating

DATA Growth and evolution of knowledge over time
Requiring

MODEL An integrated/multi-user computing environment permitting unlimited graphic display of complex database inquiries
Used By

USERS A wide range of professionals from many disciplines internal to and external to the organization.

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