

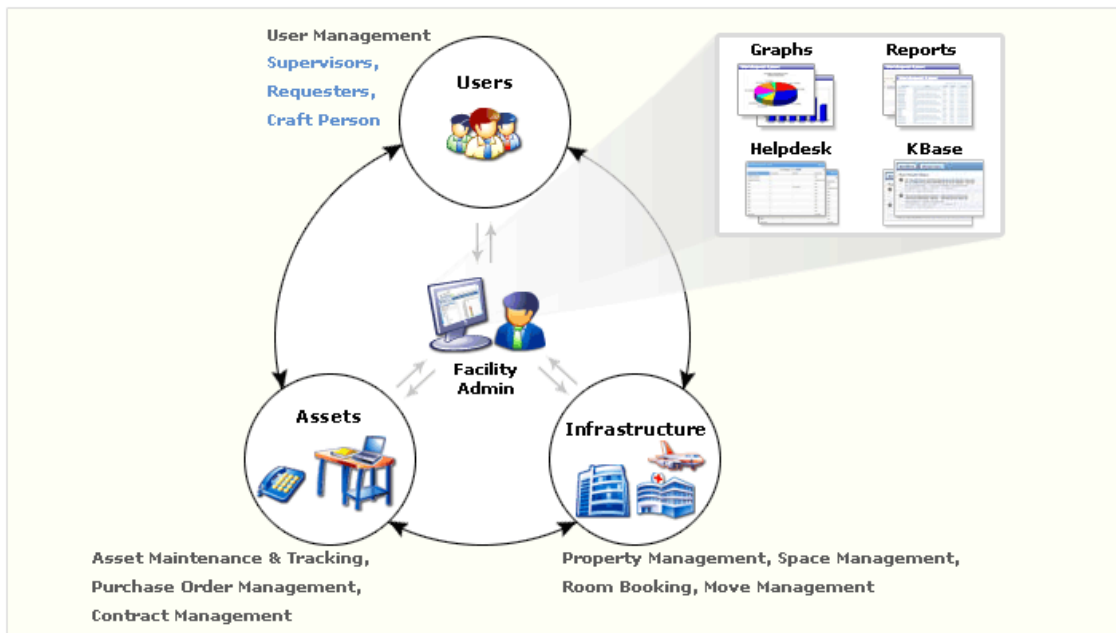
## FM updates

- **What is FM?**

**FM (Facility management)** is an interdisciplinary field primarily devoted to the maintenance and care of commercial or institutional buildings, such as hospitals, hotels, office complexes, arenas, schools or convention centers.

It is "a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, processes and technology."

(Source : IFMA / Euro FM : EN15221)



- **Role of FM**

The discipline of facility management and the role of facility managers in particular are evolving to the extent that many managers have to operate at two levels:

1. Strategic-tactical ... Owners need to be informed about the potential impact of their decisions on the provision of space and services.
2. Operational ... It is the role of a facility manager to ensure proper operation of all aspects of a building to create an optimal, safe and cost effective environment for the occupants to function. This is accomplished by managing some of the following activities.