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Facilities Management Glossary

Air quality

Air quality refers to the condition of the air in a specific location, in terms of its composition, concentration of pollutants, and overall cleanliness. Good air quality means that the air is clean, with low levels of pollutants and contaminants, and is safe to breathe.

Air quality can be affected by a wide range of factors, including natural sources such as dust and pollen, as well as human activities such as industrial processes, transportation, and energy production. Common air pollutants include particulate matter, nitrogen oxides, sulphur dioxide, carbon monoxide, and ozone.

Poor air quality can have significant impacts on human health, particularly for vulnerable populations such as children, the elderly, and those with respiratory or cardiovascular diseases. It can also have environmental impacts, such as acid rain, ozone depletion, and climate change.

Facilities management can play a critical role in managing air quality in buildings and indoor spaces. This may include strategies such as regular maintenance of heating, ventilation, and air conditioning (HVAC) systems, installation of air filters and purifiers, and use of low-emission building materials and cleaning products. By prioritising air quality in facilities management, it is possible to create healthier and more sustainable indoor environments that support the well-being of occupants.

Asset management

The process of managing physical assets throughout their lifecycle, from acquisition to disposal. Asset management involves the management of physical assets, such as buildings, equipment, and infrastructure, in order to optimise their performance and value over their life cycle.

The asset management process typically involves a range of activities, including:

1. Asset inventory and classification - Identifying all physical assets within a facility or portfolio, and classifying them based on factors such as age, condition, and criticality.
2. Asset tracking and maintenance - Monitoring the performance and condition of assets over time, and scheduling maintenance and repairs as needed to ensure optimal performance and extend their useful life.
3. Capital planning and investment - Developing long-term plans for asset replacement or upgrade, and allocating resources to support these investments.
4. Risk management - Identifying and managing risks associated with asset failure or malfunction, such as safety hazards or compliance risks.
5. Performance measurement - Establishing metrics to measure the performance of assets and the effectiveness of asset management strategies.

Effective asset management can provide a range of benefits for facilities management, including improved reliability and performance of assets, reduced maintenance and repair costs, and better compliance with regulatory requirements. Asset management is often supported by technology such as Computerised Maintenance Management Systems (CMMS) or Enterprise Asset Management (EAM) software, which can automate many of the tasks involved in asset management and provide real-time data on asset performance and condition

Building Automation System (BAS)

See Building Management System (BMS)

Building Information Modelling (BIM)

BIM stands for Building Information Modeling. It is a digital representation of a building or facility that includes detailed information about the building's physical and functional characteristics. BIM is a collaborative process that involves creating and using a shared digital model of a building, which can be accessed by architects, engineers, contractors, and other stakeholders involved in the building's design, construction, and operation.

BIM provides a more comprehensive and accurate view of a building than traditional 2D drawings or paper-based documentation. BIM models can include information about a building's structure, systems, materials, and equipment, as well as data on energy performance, sustainability, and maintenance requirements. This information can be used to optimise building design and construction, improve operational efficiency, and reduce costs.

BIM can be used throughout the building's lifecycle, from initial design and construction to ongoing maintenance and renovation. It can also support data-driven decision making, collaboration, and communication between stakeholders, which can lead to improved project outcomes and better building performance.

Building Management System (BMS)

BMS stands for Building Management System, also known as Building Automation System (BAS). It is a computer-based control system that manages and monitors a building's mechanical and electrical equipment, such as HVAC (heating, ventilation, and air conditioning), lighting, power systems, and security systems.

A BMS is designed to optimise the performance of building systems by controlling and regulating them based on predefined parameters and settings. It gathers information from sensors and other devices throughout the building and uses that information to adjust and optimise the operation of building systems. For example, a BMS can adjust the temperature and humidity levels in different areas of a building based on occupancy, outdoor temperature, and other factors.

The main functions of a BMS include monitoring, control, and automation. It allows facility managers to remotely monitor and manage building systems from a centralised location, and it provides real-time data and alerts to help identify and resolve issues before they become major problems. Overall, a BMS can help improve energy efficiency, reduce costs, and enhance the comfort and safety of building occupants.

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CAFM

CAFM stands for Computer-Aided Facility Management. It is a software solution that helps facility managers to manage, plan, and optimise their buildings, assets, and resources more effectively. CAFM systems typically include modules for space management, asset management, maintenance management, move management, and other facility-related functions.

CAFM software allows facility managers to automate many of the day-to-day tasks involved in managing a facility, such as scheduling maintenance, tracking work orders, and managing space allocation. By centralising all facility-related data in a single system, CAFM software enables facility managers to make more informed decisions about how to allocate resources and optimise the use of their facilities. CAFM can be used in a wide range of industries, including healthcare, education, government, and corporate facilities.

Capital Expenditure (CapEx)

CapEx stands for Capital Expenditure. It refers to the money that a company or organisation spends on acquiring, maintaining, or improving its long-term assets, such as property, buildings, equipment, and technology, that are expected to generate future economic benefits.

Capital expenditures are typically larger and have a longer-term impact than operational expenditures (OpEx), which are the ongoing expenses incurred in running a business, such as salaries, rent, utilities, and supplies. Examples of CapEx in facilities management may include the purchase of new equipment, the construction or renovation of a building, or the implementation of new technology systems.

CapEx is an important aspect of financial planning and budgeting for organizations, as it can have a significant impact on their financial performance and competitiveness. Effective CapEx management involves identifying and prioritizing investment opportunities based on their potential return on investment (ROI), analysing the costs and benefits of different options, and allocating resources to maximise the organisation's long-term value.

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Charge out rate

A charge-out rate is a standard hourly rate that is used to bill clients or customers for the services provided by a business or individual. The charge-out rate is typically based on the cost of providing the service, including the cost of labour, materials, and overhead expenses, plus a profit margin.

Charge-out rates are commonly used in professional service industries such as consulting, legal, accounting, and engineering. They may differ within the facilities management industry insofar as they relate only to the rate charged for the first hour, normally with a lower rate for the second and subsequent hours.

Computerised Maintenance Management System (CMMS)

CMMS stands for Computerised Maintenance Management System. It is a software solution that helps organisations to manage their maintenance operations more efficiently and effectively. A CMMS typically includes modules for work order management, preventive maintenance, asset management, inventory management, and reporting.

A CMMS enables organisations to track and manage their maintenance activities more proactively, by automating many of the manual processes involved in maintenance management. For example, a CMMS can help schedule preventive maintenance activities, track work orders and repairs, manage spare parts and inventory, and generate reports on maintenance activities and costs.

By centralising all maintenance-related data in a single system, a CMMS can help organisations make more informed decisions about maintenance planning and resource allocation. It can also help reduce downtime and repair costs by enabling organisations to identify and address maintenance issues before they become major problems.

CMMS software is used in a variety of industries, including manufacturing, healthcare, transportation, and facilities management. Overall, a CMMS can help organisations to improve the efficiency and effectiveness of their maintenance operations, reduce costs, and increase asset uptime.

Condition survey

A condition survey is an assessment of the physical condition of a building or property (and sometimes plant and equipment). It typically involves a detailed inspection of the building, identifying any defects, damage, or areas of concern. The survey may also include an assessment of the building's compliance with regulations and standards, such as building codes or safety regulations.

Condition surveys are often conducted as part of a property acquisition, due diligence, or maintenance planning process. They may be conducted by a variety of professionals, such as architects, engineers, or surveyors, depending on the nature and scope of the survey.

The results of a condition survey can provide valuable information for building owners and managers, helping to identify areas in need of repair or improvement, as well as potential risks or liabilities. This information can be used to develop maintenance plans, prioritise repairs, and allocate resources effectively.

Overall, condition surveys are an important aspect of property management and can help to ensure the safety, functionality, and value of buildings and other assets.

Contract management

Contract management refers to the process of administering and overseeing the various aspects of a contractual agreement between two or more parties. It involves ensuring that all parties involved in the contract understand their obligations and responsibilities, and that the terms of the agreement are being met.

In facilities management, contract management is an important part of ensuring that services are delivered effectively and efficiently. This can include managing contracts for maintenance and repair services, cleaning services, security services, and other outsourced services that are necessary to operate and maintain a facility.

Effective contract management involves a range of activities, including negotiating contract terms and conditions, monitoring performance against

agreed-upon standards, resolving disputes or issues that arise, managing contract changes, and ensuring compliance with legal and regulatory requirements. By managing contracts effectively, organisations can ensure that they are getting the best possible value from their service providers, while also maintaining high standards of quality and accountability.

Contractors Health & Safety Assessment Scheme (CHAS)

CHAS stands for the Contractors Health and Safety Assessment Scheme. It is a UK-based health and safety accreditation scheme for contractors and consultants working in construction and related industries.

The CHAS accreditation process involves a review of the contractor's health and safety policies, procedures and practices, as well as any relevant qualifications, training and experience. If the contractor meets the required standards, they will be awarded CHAS accreditation, which can be used to demonstrate their competence to potential clients.

By achieving CHAS accreditation, contractors can demonstrate their commitment to health and safety, and can differentiate themselves from competitors who may not have undergone a similar assessment process. For clients, CHAS accreditation provides assurance that contractors have met certain health and safety standards, and can help to simplify the procurement process by pre-qualifying suppliers.

Demand response

Demand response refers to the practice of modifying energy usage in response to changes in the supply and demand of electricity. In a typical scenario, when demand for electricity exceeds the available supply, utilities may need to implement measures to reduce demand in order to avoid blackouts or other disruptions to the power grid.

Demand response programs aim to incentivize consumers to reduce their energy usage during these peak periods. This can be achieved through a variety of methods, such as adjusting the thermostat settings in a building, temporarily shutting down non-critical equipment, or shifting energy usage to off-peak hours. In exchange for participating in these programs, consumers may receive financial rewards, rebates, or other incentives.

Demand response programs are becoming increasingly important as the demand for electricity continues to grow, and the need for more efficient and sustainable energy use becomes more pressing. They can help to reduce energy consumption during peak periods, improve the stability and reliability of the power grid, and provide cost savings for both utilities and consumers.

Energy management

Energy management is the process of monitoring, controlling, and conserving energy usage in a building or organisation. It involves implementing strategies and technologies to optimise energy efficiency and reduce energy consumption and costs.

Environmental Management System (EMS)

EMS stands for Environmental Management System. It is a set of policies, procedures, and practices that an organisation implements to manage its environmental impacts and ensure compliance with environmental regulations and standards.

An EMS typically involves a systematic approach to identifying and assessing environmental risks and opportunities, setting goals and targets for improvement, implementing action plans, monitoring progress, and reporting results. The goal of an EMS is to reduce an organisation's environmental footprint and improve its sustainability performance, while also reducing costs, increasing efficiency, and enhancing its reputation.

An EMS can be implemented in a variety of organisations, including manufacturing facilities, office buildings, hospitals, and government agencies. Some common elements of an EMS include identifying and tracking energy and resource use, reducing waste and pollution, promoting environmental awareness and education among employees, and integrating environmental considerations into procurement and supply chain management.

EMS frameworks such as ISO 14001 provide a structured approach to developing and implementing an EMS, and can help organizations to achieve certification and demonstrate their commitment to environmental sustainability.

Effective energy management involves identifying areas of energy waste and implementing solutions to reduce that waste. This can include upgrading equipment and systems to more energy-efficient alternatives, implementing energy-saving practices such as turning off lights and equipment when not in use, and optimising building systems such as HVAC and lighting to operate at peak efficiency.

Energy management can also involve the use of renewable energy sources such as solar, wind, or geothermal power, as well as energy storage systems such as batteries or thermal storage. These solutions can help reduce the reliance on traditional energy sources and further lower energy costs and carbon emissions.

Overall, effective energy management can provide a range of benefits for buildings and organisations, including lower energy costs, reduced carbon emissions, improved building comfort and safety, and enhanced reputation and brand value.

Enterprise Asset Management (EAM)

EAM stands for Enterprise Asset Management. It is a software-based system that is designed to help organisations manage their physical assets throughout their entire life cycle, from acquisition to disposal.

EAM software typically includes a range of features and functionalities, such as asset inventory and tracking, maintenance scheduling and work order management, asset performance monitoring, and capital planning and investment analysis. The software may also integrate with other systems such as financial and procurement systems, to provide a comprehensive view of asset management across the organisation.

The goal of EAM is to optimise the performance and value of assets over their entire life cycle, while minimising costs and risks. By providing real-time data and analytics on asset performance and condition, EAM can help organisations to make informed decisions about maintenance, repairs, upgrades, and replacements.

EAM is often used in industries such as manufacturing, transportation, and utilities, where physical assets play a critical role in operations. However, it

can also be applied in facilities management to manage assets such as buildings, equipment, and infrastructure.

Overall, EAM is a powerful tool for asset management, providing organisations with the data, insights, and capabilities needed to optimise asset performance and value, and ultimately achieve their strategic objectives.

Environment, Social & Governance (ESG)

ESG stands for Environmental, Social, and Governance. It is a framework that is used to evaluate the sustainability and ethical impact of investments, businesses, and organisations.

Environmental factors refer to issues related to climate change, pollution, resource use, and other environmental impacts. Social factors relate to issues such as labour practices, community engagement, diversity and inclusion, and human rights. Governance factors relate to issues such as corporate governance, ethics, and transparency.

ESG considerations are becoming increasingly important for investors and businesses, as there is growing recognition of the impact that environmental and social factors can have on financial performance and reputation. Many investors now use ESG criteria as part of their investment decision-making process, as they seek to identify companies that are well-positioned to manage environmental and social risks and capitalise on opportunities related to sustainability.

In the context of facilities management, ESG considerations may include factors such as energy efficiency, waste management, labour practices, and community engagement. By incorporating ESG considerations into their operations and decision-making processes, facilities managers can help to create more sustainable and socially responsible facilities that meet the needs of stakeholders and contribute to a more sustainable future.

Fire safety

Fire safety refers to the set of practices, procedures, and technologies that are designed to prevent fires from occurring, and to minimise their impact in

the event that they do occur. It encompasses a wide range of measures, including building design and construction, fire detection and suppression systems, emergency planning and response, and training and education programs.

Effective fire safety measures are essential to protect people, property, and the environment from the devastating effects of fire. They can help to prevent loss of life, minimise property damage, and reduce the economic and social costs associated with fires.

Examples of fire safety measures include installing smoke detectors and fire alarms, using fire-resistant building materials and construction methods, providing adequate means of egress, maintaining fire suppression equipment such as fire extinguishers and sprinkler systems, and developing emergency evacuation plans and procedures. Fire safety is an important aspect of facilities management, and it is essential that organisations take it seriously in order to ensure the safety and well-being of their employees, customers, and the public at large.

Framework

In general, a framework is a set of rules, guidelines, or principles that provide structure or a common basis for understanding a particular topic or field. In the context of facilities management, a framework may refer to a standardised approach or methodology for managing various aspects of a building or facility. It may also be a specified set of rates and charges to which a supplier must adhere when delivering services to a client.

Frameworks may be developed by industry organisations (such as Housing Associations), regulatory bodies, or individual companies or consultants. They may be based on established standards or guidelines, such as ISO 55000 for asset management or LEED for sustainable buildings, or may be customised to meet the specific needs of a particular organisation or facility.

Facilities management frameworks can be useful for streamlining operations, improving efficiency, and ensuring that facilities are managed in a consistent and effective manner. By providing a common language and approach to facilities management, frameworks can help to promote collaboration, reduce costs, and improve overall performance.

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Health & Safety (H&S)

H&S is an abbreviation commonly used to refer to health and safety in the workplace. It stands for "health and safety". H&S is an important consideration for businesses and organisations of all sizes and types, as it helps to ensure the safety and well-being of employees and others who may be affected by their operations.

Health and safety in the workplace involves identifying and assessing potential hazards, and taking steps to eliminate or control those hazards in order to reduce the risk of injury, illness or other harm. This may include implementing safe working practices, providing protective equipment and training, and ensuring that equipment and machinery is properly maintained.

Effective management of health and safety risks can help to improve productivity, reduce costs associated with accidents and ill-health, and enhance the reputation of a business or organisation. In many countries, there are legal requirements for businesses to have effective health and safety management systems in place, and failure to comply with these requirements can result in legal and financial penalties.

Health & Safety Executive (HSE)

HSE stands for Health and Safety Executive. It is a UK government agency responsible for regulating and enforcing health and safety laws in the workplace. HSE works to ensure that workplaces are safe and healthy for employees and members of the public.

The HSE sets standards for health and safety in the workplace, provides guidance on how to comply with those standards, and enforces compliance through inspections, investigations and prosecutions. HSE also provides information and advice to businesses and individuals on health and safety matters.

HSE's main areas of focus include promoting risk management and accident prevention, reducing work-related injury and ill-health, and ensuring that businesses comply with health and safety laws and regulations. HSE works with a range of stakeholders, including businesses, workers, trade unions, and other government agencies, to achieve these objectives.

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Heating, Ventilation & Air Conditioning (HVAC)

HVAC stands for Heating, Ventilation, and Air Conditioning. It refers to the systems and technologies used to control indoor temperature, humidity, and air quality in buildings.

Heating systems typically use furnaces, boilers, or heat pumps to generate warmth and distribute it throughout a building. Ventilation systems are designed to provide fresh air and remove stale air, and may include features such as air filters, air ducts, and exhaust fans. Air conditioning systems use refrigeration technology to cool and dehumidify indoor air, and may include features such as evaporator coils, condenser coils, and refrigerant lines.

HVAC systems are a critical component of building infrastructure, as they help to create a comfortable and healthy indoor environment for occupants. They can also have a significant impact on energy consumption and environmental sustainability, as heating, cooling, and ventilation systems typically account for a large portion of a building's energy use.

Effective HVAC management involves regular maintenance, monitoring, and optimization of systems to ensure optimal performance and energy efficiency. This may include tasks such as air filter replacement, duct cleaning, and equipment repair or replacement. With proper maintenance and management, HVAC systems can help to create a comfortable and healthy indoor environment while minimising energy costs and environmental impact.

Helpdesk

A helpdesk is a centralised point of contact for customers or end-users who need assistance or support with a product or service. In the context of facilities management, a helpdesk is typically used to manage and resolve issues related to building maintenance, repairs, or other facility-related services.

A helpdesk system typically involves the use of software and other tools to track and manage requests or tickets raised by customers or end-users. When a request is received, it is logged into the system and assigned a unique identifier. The helpdesk staff then triage the request, categorise it, and prioritise it based on its severity and impact.

Once a ticket has been assigned, the helpdesk staff work to resolve the issue or escalate it to the appropriate party for further action. Throughout the process, the customer or end-user is kept informed of the status of their request.

A well-functioning helpdesk can provide a number of benefits for both the facility management team and the end-users. It can help to improve response times, reduce downtime, and increase customer satisfaction. Additionally, it provides a centralised platform for tracking and analysing data related to facility management issues, which can help to identify areas for improvement and inform decision-making.

Integrated Workplace Management System (IWMS)

IWMS stands for Integrated Workplace Management System. It is a software solution that combines multiple functions related to facilities management into a single, integrated platform. An IWMS typically includes modules for real estate management, space management, asset management, maintenance management, move management, and sustainability management.

IWMS software allows organisations to centralise all facility-related data in a single system, providing a holistic view of their facilities and resources. This enables better decision-making around space utilisation, asset management, maintenance planning, and other areas of facility management. An IWMS can also help organisations to reduce costs, increase efficiency, and improve the overall quality of their facilities and services.

In addition to traditional facility management functions, many IWMS solutions also incorporate features related to workplace experience and employee engagement, such as room booking, wayfinding, and employee self-service portals. Overall, an IWMS is designed to provide a comprehensive solution for managing all aspects of a modern workplace.

Internet of Things (IoT)

IoT stands for the "Internet of Things." It is a network of interconnected devices, objects, and machines that are embedded with sensors, software,

and connectivity technologies, allowing them to collect and exchange data with each other and the cloud.

The primary goal of IoT is to create a more efficient and interconnected world by improving communication, automation, and decision-making. By enabling devices to communicate with each other and the internet, IoT can streamline processes, reduce costs, and create new opportunities for innovation in various industries.

IoT applications can be found in various domains such as occupancy and air quality monitoring, automation, healthcare, transportation, energy, agriculture, and manufacturing, among others.

ISO 9001

ISO 9001 is a globally recognized standard for quality management systems (QMS). It specifies the requirements for establishing, implementing, maintaining, and continually improving a QMS, which is a framework for managing and improving the quality of products or services provided by an organisation.

The ISO 9001 standard is based on a process approach, which requires organisations to identify and manage the various processes involved in delivering products or services to customers. It covers a wide range of areas related to quality management, including customer focus, leadership, resource management, process management, and continuous improvement.

To achieve ISO 9001 certification, an organisation must undergo a formal audit by an accredited certification body. The audit assesses the organisation's QMS against the requirements of the standard, and verifies that it is being effectively implemented and maintained.

By implementing a QMS based on the ISO 9001 standard, organisations can ensure that their products or services meet customer needs and expectations, and are delivered in a consistent and reliable manner. It can also help to improve customer satisfaction, reduce waste and errors, and enhance the overall efficiency and effectiveness of the organisation.

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ISO 14001

ISO 14001 is a globally recognized standard for Environmental Management Systems (EMS). It provides a framework for organisations to manage their environmental impacts and comply with environmental regulations and standards. The standard was first published in 1996 and has since been updated to reflect changing environmental concerns and best practices.

ISO 14001 sets out a systematic approach to environmental management, based on the Plan-Do-Check-Act (PDCA) cycle. The standard requires organisations to:

- Identify and evaluate their environmental impacts and legal requirements
- Set environmental objectives and targets
- Develop and implement policies and procedures to manage environmental risks and opportunities
- Train employees and stakeholders on environmental issues
- Monitor and measure progress towards achieving objectives and targets
- Continuously improve environmental performance

ISO 14001 is applicable to all types of organisations, regardless of size, sector or location. It is particularly relevant for organisations seeking to improve their environmental performance and demonstrate their commitment to sustainability to customers, regulators, and other stakeholders.

ISO 14001 certification is voluntary but can provide a number of benefits, including improved environmental performance, reduced costs, enhanced reputation, and increased access to new markets and customers.

ISO 27001

ISO 27001 is a globally recognized standard for information security management systems (ISMS). It specifies the requirements for establishing, implementing, maintaining, and continually improving an ISMS, which is a framework for managing and protecting sensitive information in an organisation.

The ISO 27001 standard is based on a risk management approach, which requires organisations to identify and evaluate risks to their information assets, and to implement controls to mitigate those risks. It covers a wide range of areas related to information security, including access control, cryptography, physical and environmental security, business continuity, and compliance.

To achieve ISO 27001 certification, an organisation must undergo a formal audit by an accredited certification body. The audit assesses the organisation's ISMS against the requirements of the standard, and verifies that it is being effectively implemented and maintained.

By implementing an ISMS based on the ISO 27001 standard, organisations can ensure that their sensitive information is protected against a wide range of threats, including cyber attacks, unauthorised access, and data breaches. It can also help to demonstrate to customers, partners, and other stakeholders that the organisation takes information security seriously and has implemented appropriate controls to protect their information.

Mechanical & Electrical (M&E)

M&E stands for Mechanical and Electrical. It refers to the systems and technologies used to provide mechanical and electrical services in buildings, such as lighting, power distribution, heating, ventilation, air conditioning, plumbing, and fire protection.

Mechanical systems typically include heating, ventilation, and air conditioning (HVAC) systems, which are responsible for providing thermal comfort and indoor air quality in buildings. Electrical systems, on the other hand, are responsible for providing power and lighting, as well as supporting other building systems such as communication networks and security systems.

Effective M&E management is critical to the overall functionality and sustainability of a building. This involves regular maintenance, monitoring, and optimization of systems to ensure optimal performance and energy efficiency. This may include tasks such as equipment repair or replacement, system upgrades, and energy efficiency retrofits.

M&E management also plays a key role in ensuring the safety and security of building occupants. Fire protection systems, for example, are critical to preventing and containing fires, while security systems such as access control and CCTV can help to deter and detect unauthorised access and criminal activity.

Overall, M&E is a critical component of building infrastructure, and effective management is essential to ensuring the functionality, sustainability, and safety of buildings.

Planned Maintenance

See Planned Preventative Maintenance (PPM)

Planned Preventative Maintenance (PPM)

PPM stands for Planned Preventive Maintenance, also known as Planned Maintenance or Scheduled Maintenance. It is a maintenance strategy that involves scheduling regular maintenance tasks at specific intervals to prevent equipment failure and prolong the life of assets.

PPM typically involves a schedule of maintenance tasks that are performed at predetermined intervals, based on the manufacturer's recommendations, industry standards, or other criteria. These tasks can include inspections, cleaning, lubrication, calibration, and other maintenance activities.

By implementing a PPM strategy, organisations can reduce the likelihood of unexpected breakdowns and downtime, as well as extend the life of their assets. It can also help organisations to identify and address potential issues before they become major problems, which can further reduce costs and improve efficiency.

Overall, PPM is an important aspect of maintenance management in a range of industries, including manufacturing, transportation, facilities management, and more. It is often implemented using maintenance management software, which can automate the scheduling and tracking of maintenance tasks and provide real-time data on maintenance activities and costs.

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Pre-qualification Questionnaire (PQQ)

PQQ stands for Pre-Qualification Questionnaire. It is a document used in procurement to pre-screen potential suppliers or contractors before inviting them to submit a bid or proposal for a specific project or contract.

The PQQ typically contains a series of questions that are designed to assess the suitability of the supplier or contractor for the project or contract in question. The questions may cover a range of topics, such as financial stability, experience and qualifications, technical capability, health and safety, environmental management, and quality management.

The purpose of the PQQ is to help the procuring organisation to identify potential suppliers or contractors that meet certain minimum requirements, and to reduce the number of unsuitable or unqualified bidders that are invited to submit a full proposal. By pre-qualifying suppliers or contractors through the PQQ process, the procuring organisation can save time and resources, and ensure that only qualified and capable bidders are invited to compete for the project or contract.

Predictive Maintenance

Predictive maintenance is a maintenance strategy that involves using data and analytics to predict when equipment or assets are likely to fail and proactively addressing the issue before it occurs. It involves collecting and analysing data from sensors, equipment, and other sources to identify patterns and trends that can indicate impending failures.

Predictive maintenance can include a range of techniques and technologies, such as machine learning, artificial intelligence, and IoT (Internet of Things) sensors. By analysing data in real-time or near-real-time, predictive maintenance can identify potential issues before they cause significant problems, allowing organisations to take corrective action before a failure occurs.

Benefits of predictive maintenance include increased equipment reliability, reduced maintenance costs, and increased uptime. By detecting issues early and taking proactive measures, organisations can avoid unexpected breakdowns and reduce the need for reactive maintenance, which can be more costly and disruptive to operations.

Overall, predictive maintenance is becoming an increasingly important aspect of maintenance management, particularly in industries such as manufacturing, transportation, and facilities management. By using data and analytics to predict and prevent equipment failures, organisations can improve efficiency, reduce costs, and improve safety and reliability.

SafeContractor

SafeContractor is a UK-based health and safety accreditation scheme for contractors and consultants working in a range of industries, including construction, property management, manufacturing, and facilities management.

The SafeContractor accreditation process involves a review of the contractor's health and safety policies, procedures and practices, as well as any relevant qualifications, training and experience. If the contractor meets the required standards, they will be awarded SafeContractor accreditation, which can be used to demonstrate their competence to potential clients.

By achieving SafeContractor accreditation, contractors can demonstrate their commitment to health and safety, and can differentiate themselves from competitors who may not have undergone a similar assessment process. For clients, SafeContractor accreditation provides assurance that contractors have met certain health and safety standards, and can help to simplify the procurement process by pre-qualifying suppliers. SafeContractor is one of the leading health and safety accreditation schemes in the UK, and is widely recognized by clients across a range of industries.

Scheduled Maintenance

See Planned Preventative Maintenance (PPM)

Service Level Agreement (SLA)

SLA stands for Service Level Agreement. It is a contract between a service provider and a client that outlines the level of service the provider will deliver to the client. The SLA typically defines the specific services to be provided,

the level of performance expected, and the metrics that will be used to measure performance.

A service level agreement can cover a range of services beyond facilities management services (such as IT services, customer support, and more). It is often used to define the expectations and responsibilities of both the service provider and the client, and to ensure that both parties understand the level of service that will be provided.

Service level agreements typically include details such as response times, resolution times, uptime guarantees, and other performance metrics. They may also include details on penalties or incentives for meeting or failing to meet performance targets.

Overall, service level agreements are an important aspect of service delivery and management, helping to ensure that both service providers and clients have a clear understanding of expectations and responsibilities.

Service rate

In facilities management, a service rate is a metric used to calculate the cost of providing a particular service or set of services. It is typically expressed as a rate per unit of time, such as per hour or per day.

Service rates can be used to estimate the cost of providing various types of services, such as cleaning, maintenance, or security. They may also be used to set pricing for services offered to clients or tenants, or to calculate the cost of in-house facilities management services.

To calculate a service rate, the total cost of providing the service is divided by the total time required to complete the service. This may include direct costs such as labor and materials, as well as indirect costs such as overhead and administrative expenses.

Service rates can vary depending on a wide range of factors, including the type of service being provided, the complexity of the task, the skill level of the service provider, and the location of the facility. Accurate service rate calculations are important for ensuring that facilities management services are provided at a fair and competitive cost, and that the overall costs of facilities management are effectively managed.

SFG20

SFG20 is a comprehensive standard for planned maintenance of building services in the UK. It was developed by the Building Engineering Services Association (BESA), in collaboration with facilities management professionals and other industry stakeholders.

SFG20 provides a standardised approach to planned maintenance, specifying recommended schedules for the maintenance of various building services, such as heating, ventilation, air conditioning, and electrical systems. The schedules are based on the type and frequency of maintenance required to ensure the efficient and safe operation of the systems, as well as compliance with relevant regulations and standards.

SFG20 also includes a library of over 500 maintenance schedules, which can be customised to meet the specific needs of different buildings or facilities. The library is regularly updated to reflect changes in technology and best practices.

By providing a standardised approach to planned maintenance, SFG20 can help facilities managers to optimise the performance of building services, reduce downtime and repair costs, and ensure compliance with regulatory requirements. It can also help to promote consistency and transparency in maintenance operations, and facilitate communication between facilities management professionals, building owners, and service providers.

Space management

Space management is the process of optimising the use of physical space within a building or facility. It involves managing the allocation, design, and use of space to meet the needs of the organisation and its employees.

Space management includes a range of activities, such as analysing space utilization, designing and configuring workspaces, allocating space to departments or teams, managing move requests, and tracking space inventory.

Effective space management can provide a range of benefits for organisations, including improved efficiency, reduced costs, increased productivity, and enhanced employee satisfaction. It can also help organisations to meet regulatory requirements, such as compliance with building codes and safety regulations.

Space management is particularly important in facilities management, where effective space management can help organisations to maximise the use of their facilities, reduce real estate costs, and improve the functionality of workspaces. It is often supported by space management software, which can automate many of the tasks involved in space management and provide real-time data on space utilisation and occupancy.

Safety Schemes in Procurement (SSIP)

SSIP stands for Safety Schemes in Procurement. It is a mutual recognition scheme for health and safety assessment schemes that are designed to help buyers of construction-related services to select competent suppliers.

The SSIP is a collaboration between a number of health and safety assessment schemes, and aims to reduce the need for suppliers to undergo multiple health and safety assessments when bidding for work. By joining an SSIP scheme, suppliers can demonstrate that they have met the necessary health and safety requirements, and this information can be shared between buyers and other SSIP member schemes.

The SSIP assessment process typically involves a review of the supplier's health and safety policies, procedures and practices, as well as any relevant qualifications, training and experience. If the supplier meets the required standards, they will be awarded an SSIP certificate, which can be used to demonstrate their competence to potential buyers.

By participating in the SSIP scheme, suppliers can save time and money by avoiding the need to undergo multiple health and safety assessments, and can demonstrate their commitment to health and safety to potential clients. For buyers, the SSIP scheme provides assurance that suppliers have met the necessary health and safety requirements, and can help to simplify the procurement process.

Cleverly

Total Cost of Ownership (TCO)

TCO stands for Total Cost of Ownership. It is a concept that takes into account all of the costs associated with owning and operating an asset or system over its entire life cycle, including acquisition, operation, maintenance, and disposal costs.

Total Cost of Ownership is often used as a framework for making purchasing decisions or evaluating the cost-effectiveness of different options. By considering all of the costs associated with owning and operating an asset, rather than just the initial purchase price, organisations can make more informed decisions and avoid unexpected costs or liabilities down the road.

TCO can be applied to a wide range of assets and systems, such as buildings, equipment, vehicles, and software. It may include costs such as energy consumption, maintenance and repair expenses, labour costs, training and support costs, and disposal costs.

Overall, the concept of Total Cost of Ownership helps organisations to take a more comprehensive and long-term view of their investments and assets, and can ultimately lead to more efficient and cost-effective decision making.

Work order

A work order is a document or form that contains detailed instructions and information regarding a specific job or task to be performed by a worker or team. It typically includes details such as the job description, materials and equipment required, timeline, priority level, and any special instructions or safety requirements. Work orders are commonly used in manufacturing, construction, maintenance, and other industries to ensure that tasks are completed efficiently and effectively.