ADOPTION OF SMART FACILITIES MANAGEMENT

A Quick Start Guide for Building Owners and FM Managers

A 5-step SMART process towards:

- Improving reliability, productivity and service
- Integrating systems, processes, technologies and personnel
- Future proofing your building’s systems
Step 1: SET Business Objectives and Outcomes

The adoption of smart FM technologies should primarily be driven by your organisation’s business objectives, the building’s desired FM outcomes and the corresponding key performance indicators (KPIs).

- Identify business objectives
- Set desired FM outcomes and corresponding KPIs
- Prioritise FM services to focus on

Step 2: MAP Out Smart FM Solutions as Enablers

Map out your business needs and determine suitable technology solutions for high-priority FM services identified.

**Example with identified FM Services**

<table>
<thead>
<tr>
<th>Type 1</th>
<th>Digitalised Workflow Automation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FM Management</td>
<td>Workflow Automation System</td>
</tr>
<tr>
<td>Security</td>
<td>Video analytics with incident detection</td>
</tr>
<tr>
<td>Type 2</td>
<td>Optimisation within System</td>
</tr>
<tr>
<td>M&amp;E Services</td>
<td>M&amp;E Equipment Optimisation</td>
</tr>
<tr>
<td>Type 3</td>
<td>Integration across Systems</td>
</tr>
<tr>
<td>ACMV, Security</td>
<td>Demand/occupancy-based building control and optimisation</td>
</tr>
</tbody>
</table>

**Towards Aggregation**

Smart FM can also be implemented across:

- Mixed Developments
- Portfolio of Buildings
- District Level
Step 5: TRACK and review outcomes for continuous improvement

It is essential to track the smart FM solutions adopted and review them with the following questions:

- Are the smart FM solutions effective?
- Do the solutions complement or improve existing processes?
- Have the desired outcomes and KPIs been achieved?
- Which area can be improved and how?

Step 4: REVIEW Procurement Contract

CHOOSE longer-term contracts of at least 3 years with another 3 years extension to allow for long-term planning.

EMPLOY outcome-based measurements like metrics and outcome-based KPIs for data-driven tracking.

IMPLEMENT Integrated FM contracts to encourage integration of technology and FM processes, and create better value through demand aggregation.

Step 3: ADOPT Suitable Implementation Model

Model A: Integrated Smart FM Solution
- Cleaning
- ACMV
- Security
- Landscaping

Provided by FM companies as a service OR owned by Building Owners.

Model B: Single Smart FM Solution
- Cleaning
- ACMV
- Security
- Landscaping

FM services managed individually using tools by multiple service providers.
HEAR WHAT THESE SMART FM ADOPTERS HAVE TO SAY!

“With the implementation of the J-Ops Command Centre, work has become more preventive, rather than reactive. Investing in systems to keep utility bills low and encourage productivity is JTC’s way of trying its best to counter external cost pressures.”

Mr Mark Koh
Group Director
Facilities & Estates Management

“After reviewing work processes, we built myInfra app to let our users “snap and send” photos of breakdowns or faults, and track progress of rectifications. This reduced our average turnaround time for cases from 17 days to under one day.”

Mr Dennis Aw
Director
Infrastructure, Safety and Security

“Smart FM is about integrating technologies, people and processes to improve communications, lessen response time, reduce costs and manpower and more importantly, raise productivity.”

Mr Tony Khoo
President

An initiative from the FMIC (Facilities Management Implementation Committee) Smart FM Taskforce, supported by

Building and Construction Authority

Need more information?
Download the detailed Guide from the link below.
(https://go.gov.sg/guide-to-smart-fm)