

## Unit FM5.02 Organisational and facilities management strategy

*The assessment criteria form part of the unit and specify the standard that a learner is expected to meet to demonstrate that the learning outcomes within the unit have been achieved. The additional guidance, which is shown in brackets and italics alongside the assessment criteria, does not technically form part of the unit, in that it is not included in the reference version of the unit shown by the Register of Regulated Qualifications. The additional guidance is provided to illustrate how the assessment criteria might be interpreted. The BIFM will generally expect assessors to interpret the assessment criteria as described, or to an equivalent level of demand.*

*(At level 5, the evidence provided by learners to confirm that they meet the assessment criteria should mostly relate to organisations where they have worked or where they are working.)*

### Aim of the unit:

The unit enables a learner to analyse, implement, review and update the facilities management strategy based on an understanding of its relationship with organisational strategies and effectively communicate the facilities management strategy to a wide audience.

<b>Title:</b>	Organisational and facilities management strategy	
<b>Level:</b>	5	
<b>Credit value:</b>	6	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
<i>A learner when awarded credit for this unit will:</i>	<i>Assessment of this learning outcome will require a learner to demonstrate that they can:</i>	
1. Understand how organisations develop and review their business strategy	1.1 Explain how the business strategy is developed and put into practice <i>(including how the drivers and strategic objectives of the organisation shape the strategy, and the roles of communication and measurement in implementation)</i>  1.2 Evaluate the impact of the business strategy on the services offered by the facilities management team <i>(using example/s from the learner's own experience and/or case studies)</i>	
2. Understand approaches to developing facilities management strategies	2.1 Analyse the context in which facilities management services are provided and compare different approaches to developing an appropriate strategy. <i>(including contexts such as location, restructuring, compliance, technology and resourcing (in-house versus outsourcing), and comparing the merits of standard tools such as</i>	

	<p><i>PESTLE and SWOT )</i></p> <p>2.2 Analyse the relationship between organisational and facilities management strategies and the ways in which they influence each other. <i>(using example/s from the learner's own experience and/or case studies)</i></p>
<p>3. Be able to develop and implement a facilities management strategy</p>	<p>3.1 Develop a facilities management strategy which relates to and is consistent with the overall business strategy and core business operation of an organisation <i>(using an example from the learner's own experience and/or a case study)</i></p> <p>3.2 Describe how the facilities management strategy will be implemented <i>(including communication methods and the use of standard tools such as balanced scorecards and SLA's/KPI's)</i></p>
<p>4. Be able to review and identify the need to change the facilities management strategy</p>	<p>4.1 Use a variety of evaluation and review techniques to measure the effectiveness of the facilities management strategy <i>(applying standard evaluation tools, such as Deming, RAG and benchmarking, to the strategy related to the previous learning outcome)</i></p> <p>4.2 Analyse changes in an organisation that may require the facilities management strategy to be changed <i>(including how changes, such as to operational requirements, market, legislation and compliance, could require changes to be made to the strategy related to the previous learning outcome)</i></p>
<p>5. Be able to communicate the facilities management strategy effectively</p>	<p>5.1 Communicate with a wide range of target audiences about the facilities management strategy <i>(see below)</i></p> <p>5.2 Use appropriate methods to communicate a variety of complex FM issues <i>(see below)</i></p> <p>5.3 Evaluate the methods used to determine the level of understanding by recipient audiences <i>(see below)</i></p> <p><i>(All of the assessment criteria for this learning outcome can be addressed by an exercise based on practice at an organisation where the learner currently works or has worked in the past. The target audiences should include different types of stakeholder. The communication methods chosen should take into account both the nature of the messages and the different types of</i></p>

	<i>stakeholder. The evaluation of those methods should include the use of standard feedback evaluation tools.)</i>	
Unit expiry date	31 <sup>st</sup> October 2017	
Unit reference number	A/601/1768	
FM Professional Standards reference	FM functional area:	FM functional area component:
	Strategy and Policy Development	Facilities Management Strategy

### Resources:

Business Strategy: An Introduction by David Campbell, George Stonehouse, and Bill Houston

Total Facilities Management by Brian Atkin and Adrian Brooks

Facilities Management Journal - [www.mpp.co.uk](http://www.mpp.co.uk)

Facilities Management Excellence - [www.fmxmagazine.co.uk](http://www.fmxmagazine.co.uk)

FM World - [www.fm-world.co.uk](http://www.fm-world.co.uk)

[www.bifm.org.uk](http://www.bifm.org.uk)