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FACILITY MANAGEMENT VO VYBRANOM REGIONĚ V ČESKEJ REPUBLIKE

FACILITY MANAGEMENT IN CHOSEN REGION IN THE CZECH REPUBLIC

Paper is dealing with services, which are providing by facility management companies. The chosen region is here the South Moravian region. At the beginning, there is clarified the term facility product and then is mention the quality of the provided services in facility management. All is in continuity with the valid structured European Standard. The next part of the paper is dealing with the market research with companies, which provide facility management services in the South Moravian region in the Czech Republic.

Introduction

The standard EN 15221 describes facility management (FM) as an integration of processes within an organization to maintain and develop the agreed services which support and improve the effectiveness of its primary activities. Primary activities are activities that constitute the distinctive and indispensable competencies of an organization in its value chain. (The distinction between the primary activities and support services is decided by each organization individually, this distinction has to be continuously updated). [1]

The basic processes of FM can be grouped around client demands on “hard” (Space and Infrastructure) and “soft” (People and Organization) services. According to the standard are the processes divided as follow:

Space and Infrastructure:

- Accommodation
- Workplace
- Technical infrastructure
- Cleaning

People and Organisation:

- Health, safety and security
- Hospitality
- Information and communication technologies (ICT)
- Logistics [1]

The term quality in facility management

The quality in facility management is described in the third part of standard EN 15221 – 3. This part includes instructions on how to achieve / ensure the quality in FM. It follows the EN 15221 -1 and EN 15221-2 and it is based on ISO 9000:2005 - Quality certification. In the standard are used some terms: Quality, requirement, Service level, Service level agreement, Key performance indicator.

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Quality means the degree of filling of the required parameters. Requirement means the need or expectation that is determined. It can be determined generally or mandatory. Service level (SL) is exactly specified need, which always define customer in the contract. Service Level Agreement (SLA) specifies the optimum balance between the needs and service levels and the capacity, limitations and costs. Key performance indicator (KPI) is used to measure the implementation performance and quality.

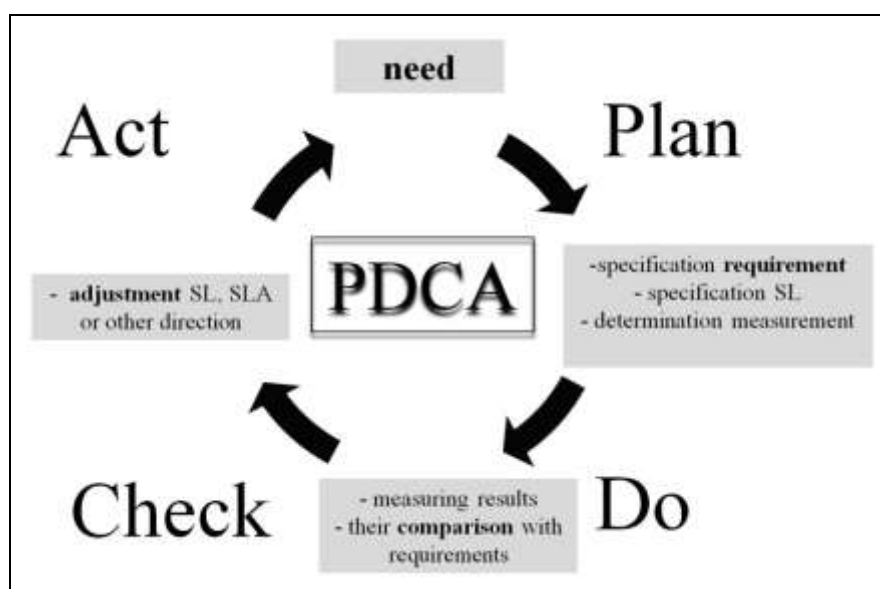
SL includes a complete overview of all the needs of products, processes or systems, including their characteristics. It is a regulation drawn by the client, without the participation of the provider. Service level agreement means service level accepted by selected provider.

We can use two approaches to the specification of SL (SLA). The first is the SL oriented to INPUT. Here are lists of services with an accurate description of how and what to do. This approach to drawing up contracts takes benefits for FM providers. The risk is on the client side in the form of extra works (price increase). Example of SL defined at the input can be text: "At the entrance to the building will be 3 people and check every car and every person who enters into the premise ..."

The second approach to the creation of contracts is oriented on the OUTPUT. Responsibility for the result goes to FM provider in this case. It is necessary to exactly and clearly specify the demand output. How the client understands the word "tidy". FM provider will then specify itself procedures to ensure the result. This type of contract is very demanding to prepare assignments. The risk is on the FM provider's side. This approach takes benefits for the client. Example of this agreement can be text: "I want a safe premise."

Here are introduced the standards of measurement, so - called indicators. The purpose of key performance indicator is a continuous performance measurement and monitoring of progress. Primary duty of the demand side is to control KPI. KPI can be used to monitor the service level agreements and to compare them with other organizations. Another term is critical performance indicator (CPI) that means the marginal quality. It is a limit, which overstepping gives clients the power to use drastic solution in conformity with FM agreement or SL agreement. [2]

The standard also includes qualitative cycle that can be best described at the following scheme:



Tab. 1: Quality cycle [4]

(Source: Štrup, O. FM INSTITUTE. COURSE: Základy Facility managementu dle ČSN EN 15221, problematika VŘ, implementace a kontroly FM služeb. Olomouc 17. -18. 5. 2011)

Facility management categorization

Categorization in facility management describes the fourth part of the standard EN 15221 – 4 Taxonomy, classification and structures in facility management. In EN 15221 -1 are set out basic classification of FM services (activities). This part EN 15221 – 4 includes a new FM element – FM product. It is definitely defined group of FM services (according to ISO 9000). We can standardize, measure etc. the FM product. It focuses primarily on the FM client. The standard provides an overview of the major FM products, introduces their signs and their main parameters. [3]

Facility management services providing by companies in the south moravian region in the Czech republic

On the South Moravian region market operate many companies, providing facility management services. But not all of them have there a branch. The research is focused on companies, which have in South Moravian region their company address, or branch. Their list and short characteristics is in table 2.

NAME	SERVICES	PLACE	PARENT COMPANY
D. I. SEVEN FACILITY, s.r.o.	security, cleaning, complex FM	Branch in Brno	Czech
Imos Facility, a.s.	cleaning services, property management, power, repair, revision, administration	Brno	-
AB Facility, a.s.	building operation, technology, power, cleaning, building surroundings, security, complex FM	Branch in Brno	multinational holding ABB
Johnson Controls International, s.r.o.	technical management of buildings, building operation	Branch in Brno	multinational
Atalian, s.r.o.	technical management of buildings, sewerage cleaning, cleaning, reception, security, desinfectant, building surroundings	Branch in Tvarožná	France
Glanc Facility, s.r.o.	cleaning, facade cleaning, solar panel cleaning, security	Brno	-
Moravia Facility, s.r.o.	property management, removal, reconstruction, repair, garden services, one-time cleaning, IT management	Brno	-
ABAS IPS Management, s.r.o.	security services, property management, cleaning services	Branch in Brno	multinational, Czech
REIWAG Facility Services, s.r.o.	administration FM, technology, cleaning, care for green vegetation, building surroundings, security and reception	Branch in Brno	Germany
DIW Service, s.r.o.	cleaning, technology maintenance, property management and building operation	Branch in Brno	-

Simacek Facility, s.r.o.	cleaning, security, building surroundings, property management, waste management, health and safety at work, technology, complex FM	Branch in Brno	Austria
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Tab. 2: List of companies with branch in the South Moravian region
(Source: own processing, 2013)

Own branch have in South Moravian region only 11 companies. Almost half of them are purely Czech. The others are subsidiary companies with biggest parent multinational companies. In the spectrum of offered services have all monitored companies cleaning services. Security is other, often offered service. And next often offered service is building surroundings.

On South Moravian market are even big companies, which have not there a branch. For all name company ISS Facility, s. r. o. This Danish company have headquarters in Prague in Czech Republic, but offer their services all over republic.

But there are also many companies, which offer only some part of FM services. Example already mentioned cleaning. Around 200 companies provide cleaning services in South Moravian region. Over 100 companies provide security services. Complex FM provide only minority of monitored companies.

Conclusion

Facility management is very dynamically developed branch. According to last EuroFM study represent FM 8% GDP European Union (it is about 900 billion €). The proof is also still more new companies offered FM services. This new companies are either branches of big multinational holdings, or purely Czech companies. Also many construction companies have in their offer FM services. Alternatively they establish new specialized companies. Management and operation need all construction objects. That is why could be facility management market the opportunity for new businessman. It is proposal to get new job vacancy, get lower unemployment in region and to get high lucrative of South Moravian region for resident.

Acknowledgement

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References

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