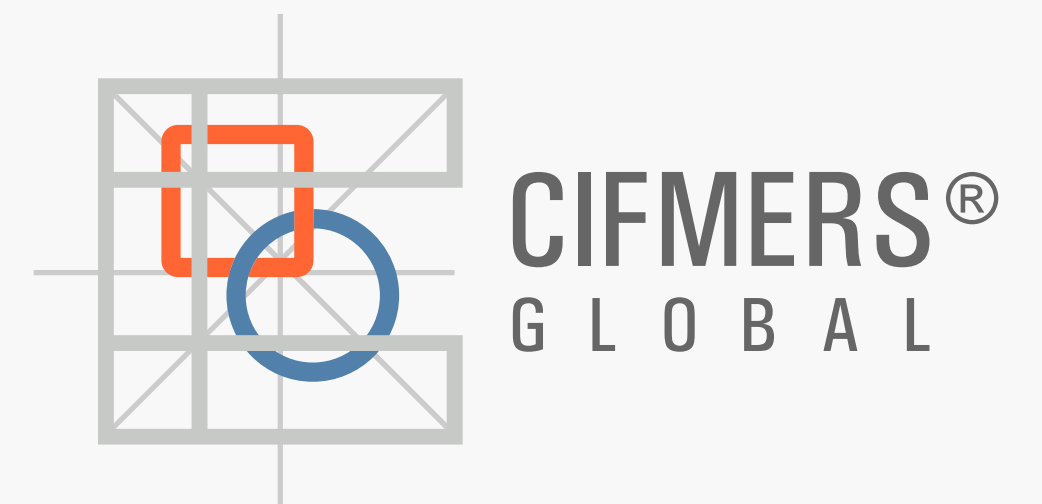




Interview with:

Simon Ashworth

*Researcher at Institute of Facility Management,
Zurich University of Applied Sciences*



Peter Brogan

*Peter Brogan, Head of Research and Insights at
British Institute of Facilities Management (BIFM)*

Today we interview Simon Ashworth, researcher at Institute of Facility Management, Zurich University of Applied Sciences and Peter Brogan, Head of Research and Insights at British Institute of Facilities Management (BIFM), speakers in the EFMC, to share with us their vision on Facility Management.

1.- Simon, as an expert in BIM, what is your opinion on the role of BIM in Facility Management?

I believe facility managers have a fundamental role to play in the BIM process. As the people responsible for managing buildings, assets and infrastructure over their entire lifetime it is critical to include their knowledge and knowhow at the start of the BIM process. Only by engaging can we ensure they are fit for purpose when handed to clients and that we have the information at handover needed to optimise them from a usage and cost perspective. FMs need to be involved early to define the Employer's Information Requirements (EIR), which clearly articulate the information needed at handover. If you are not involved early, you only get "the best will" of the design team, which may not be what you really need. However it is no different from the days before BIM, if you wanted the best information at the end of a construction project, you had to get involved at the beginning.

2.- Simon, you were the European researcher of the year 2017 at the EFMC in Madrid, how was this experience and how did it help you?

It was a great experience and a privilege to share my PhD work I have been undertaking my Supervisor Dr Matthew Tucker from Liverpool John Moores University with the wider FM community. The focus of the work is to establish how we can help facility managers better engage with and benefit from the BIM process. I have been lucky to develop a close collaborative partnership between my work at the Institute of Facility Management (ZHAW) in Switzerland, Liverpool John Moores University and the British Institute of Facilities Management (BIFM). The work has led to a team effort with many professionals from the BIFM to produce comprehensive BIFM guides including; The Role of FM in BIM Projects focused on advice on where FMs sit within the process, The Operational Readiness Guide, consolidated advice and signposting for FMs and the Employer's Information Requirements (EIR): Template and Guidance, which is a working example of an EIR with standard wording. If anyone is interested this can be downloaded from <https://www.bifm.org.uk/bifm/knowledge/topics/bimforfm>

3.- Peter, as a research expert for BIFM, what are your most interesting insights, key trends and themes for future?

The provision of public facing services is under scrutiny like never and high-profile company failures have put outsourcing and facilities management under the spotlight in the UK, so the future of outsourcing and PFI, the race to the bottom on price and risk transfer are key issues.

The impact of 'data' is growing in every professional role but it has the potential impact of automation and machine learning on the workplace; the ethics of the 'connected workplace' and the challenges for people managers.

BIFM has announced proposals to change its name to the Institute of Workplace and Facilities Management so we are looking at the opportunities of 'Workplace' and the skills needed to take advantage of them.

4.- Peter, on March 1st BIFM announced the name change to IWFM (Institute of Workplace and Facilities Management), what is your opinion about this?

The BIFM Board announced on 1 March 2018 that it will put a resolution to the AGM on 5th July 2018 that the name of the Institute be changed from the British Institute of Facilities Management (BIFM), to the Institute of Workplace and Facilities Management (IWFM). It also announced that the Institute will begin the process to seek chartered body status.

This proposed name change has emerged from research commissioned by the BIFM and undertaken by 3edges in 2017, which considered the FM industry today, the future of FM and its impact on workplace productivity.

An Executive Summary of the research has been produced as a report and is available on the website.

The Institute is taking this step because it believes:

- That the term 'Workplace' as a proxy for FM is being adopted by forward thinking companies and will spread to a more general adoption over the coming years.
- That the term 'Workplace' embraces a wider range of key functions than Facilities Management as it takes in the connection between FM, IT and Human Resources and recognises their joint responsibility for ensuring optimal business performance.
- That skilled individuals who can interconnect between FM, IT and HR are needed to achieve productivity improvements where knowledge workers are employed, and that these people will want to use the title; Workplace Managers, Workplace Leaders or Workplace Directors.
- At present none of the individual professions has taken responsibility for meeting the need to develop a cadre of interconnection specialists. We think that FM should step forward and do so.
- Facilities Management has matured as a profession, but as the pace of change becomes ever more rapid, the term Facilities Management will appear increasingly dated and the term Workplace will more adequately reflect the high level of skills needed to embrace the data analysis, automation, human factors and interconnectedness of today's organisations.
- Workplace can embrace all aspects of facilities management from senior leader to operational support.

5.- You will participate in the EFMC in Sofia as speakers talking about BIM, what will delegates discover with your presentation?

We will be presenting our recent findings from a survey undertake including responses from 28 countries to establish benchmarks around levels of awareness of BIM by facility managers. We hope to be able to inform facility managers about what's going on with respect to the role of FM in BIM projects and to show people who are interested in engaging in BIM projects how they can inform themselves and prepare to engage and prepare some of the key documents in the BIM process.