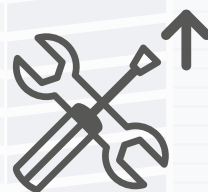# ADOPTION OF

S M A R T

FACILITIES MANAGEMENT

A Quick Start Guide for Building Owners and FM Managers

A 5-step SMART process towards:

Improving reliability, productivity and service delivery

Integrating systems, processes, technologies and personnel

Future proofing your building's systems

Step 1: SET Business Objectives and Outcomes

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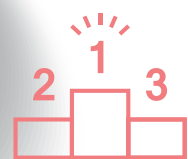
- Identify business objectives
- Set desired FM outcomes and corresponding KPIs
- Prioritise FM services to focus on

Step 2: MAP Out Smart FM Solutions as Enablers

M

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

Example with identified FM Services

Type	FM Service	Solution and Workflow
Type 1 Digitalised Workflow Automation	FM Management	**Workflow Automation System** — Customer feedback > Case routed to personnel > Status of issue tracked and updated
	Security	**Video analytics with incident detection** — Monitoring system detects incident > Alerts security team > Required response and checks activated
Type 2 Optimisation within System	M&E Services	**M&E Equipment Optimisation** — Collection of real time data > Data analytics and diagnostics detects inefficiencies > Alerts FM team to take response > Equipment Fault and Energy wastage prevented
Type 3 Integration across Systems	ACMV, Security	**Demand/occupancy-based building control and optimisation** — Visitors enter building > Visitor information shared across Security, Visitor Management, Room Booking and Building Management Systems. > Data analysed across systems allows for seamless occupant experience.

Towards Aggregation	Smart FM can also be implemented across:	Mixed Developments	Portfolio of Buildings	District Level

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

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 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?

?

Have the desired
outcomes and KPIs
been achieved?

Do the solutions
complement or improve
existing processes?

Which area can be
improved and how?

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."
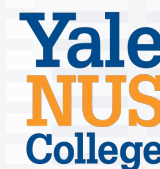
Mr Dennis Aw
Director
Infrastructure, Safety and Security

"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)

go.gov.sg/guide-to-smart-fm