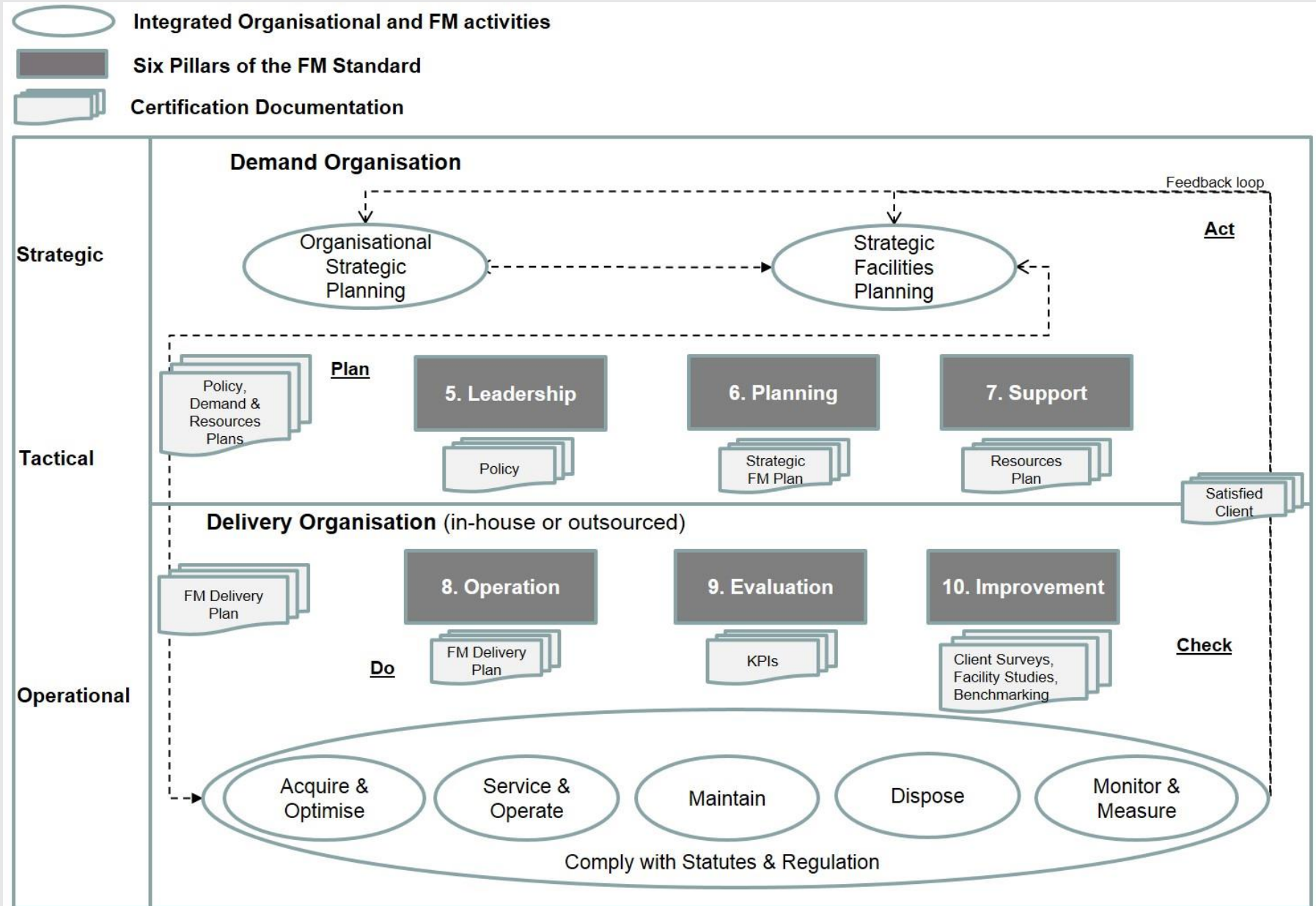


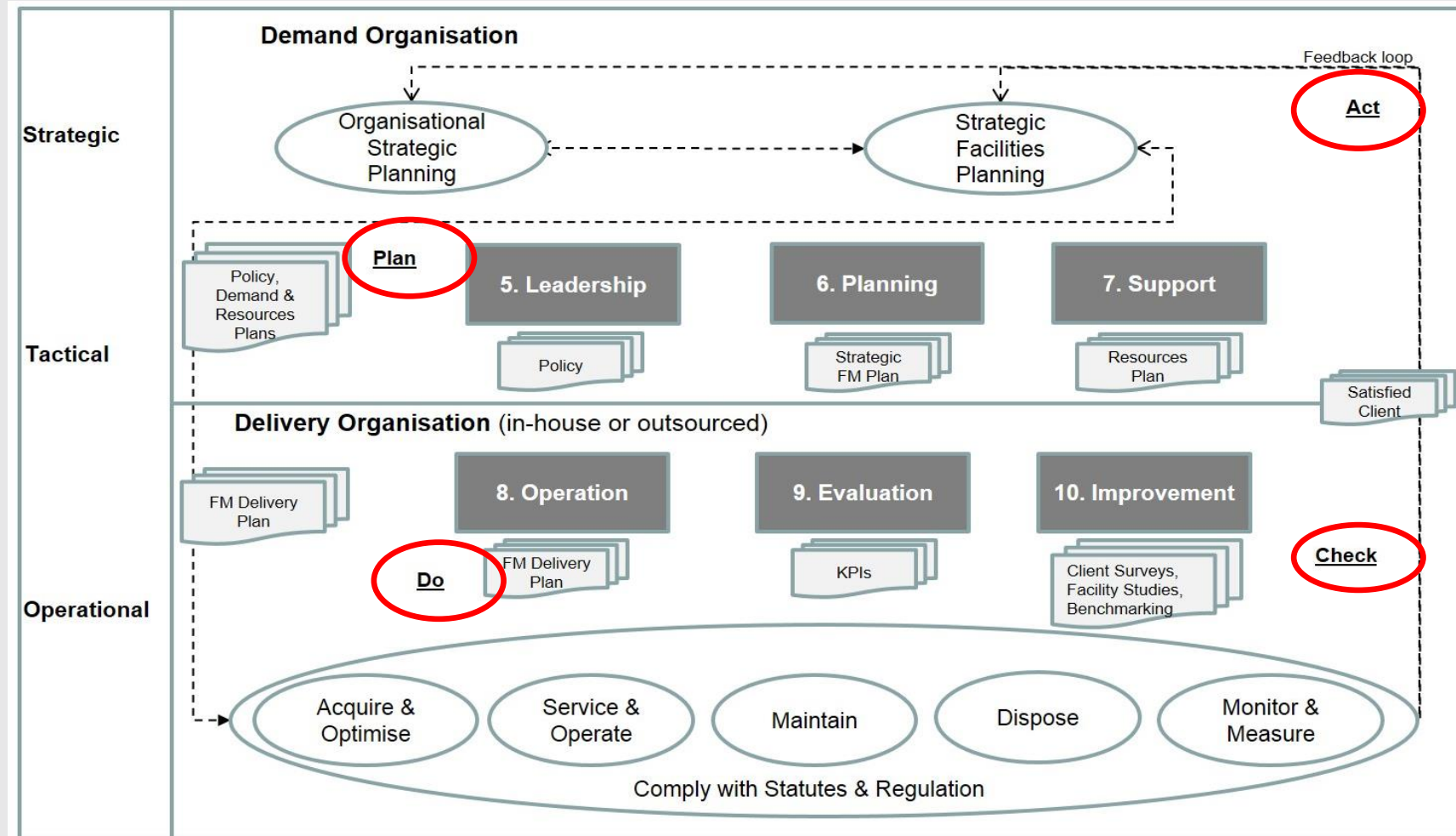
SAFMA WEBINAR: FM STANDARDS

SOUTH AFRICAN NATIONAL STANDARD (SANS 1752) – STRATEGIC FACILITY MANAGEMENT STANDARD

SUMMARY VIEW



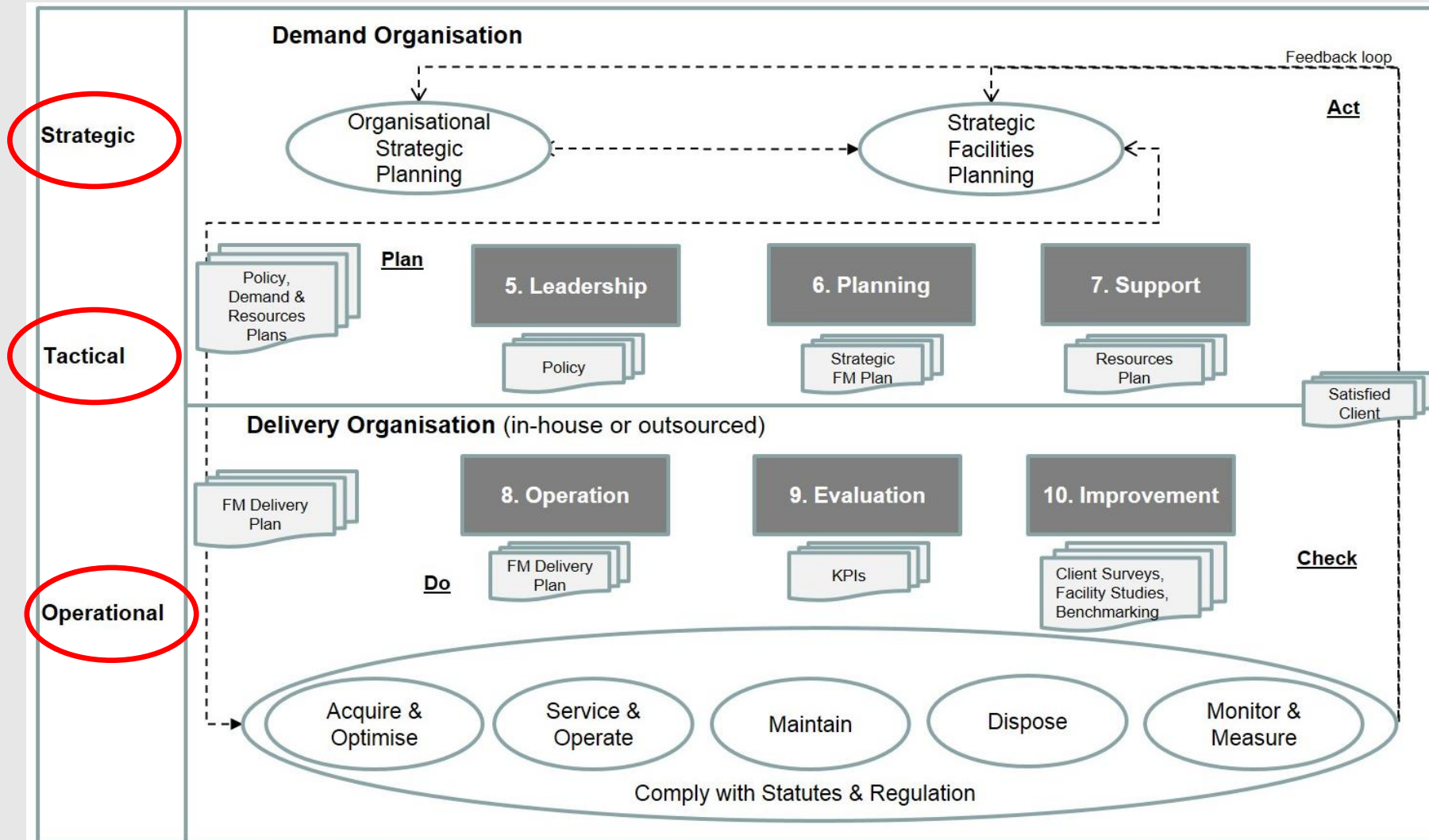
MANAGEMENT PRINCIPLE – PLAN-DO-CHECK-ACT



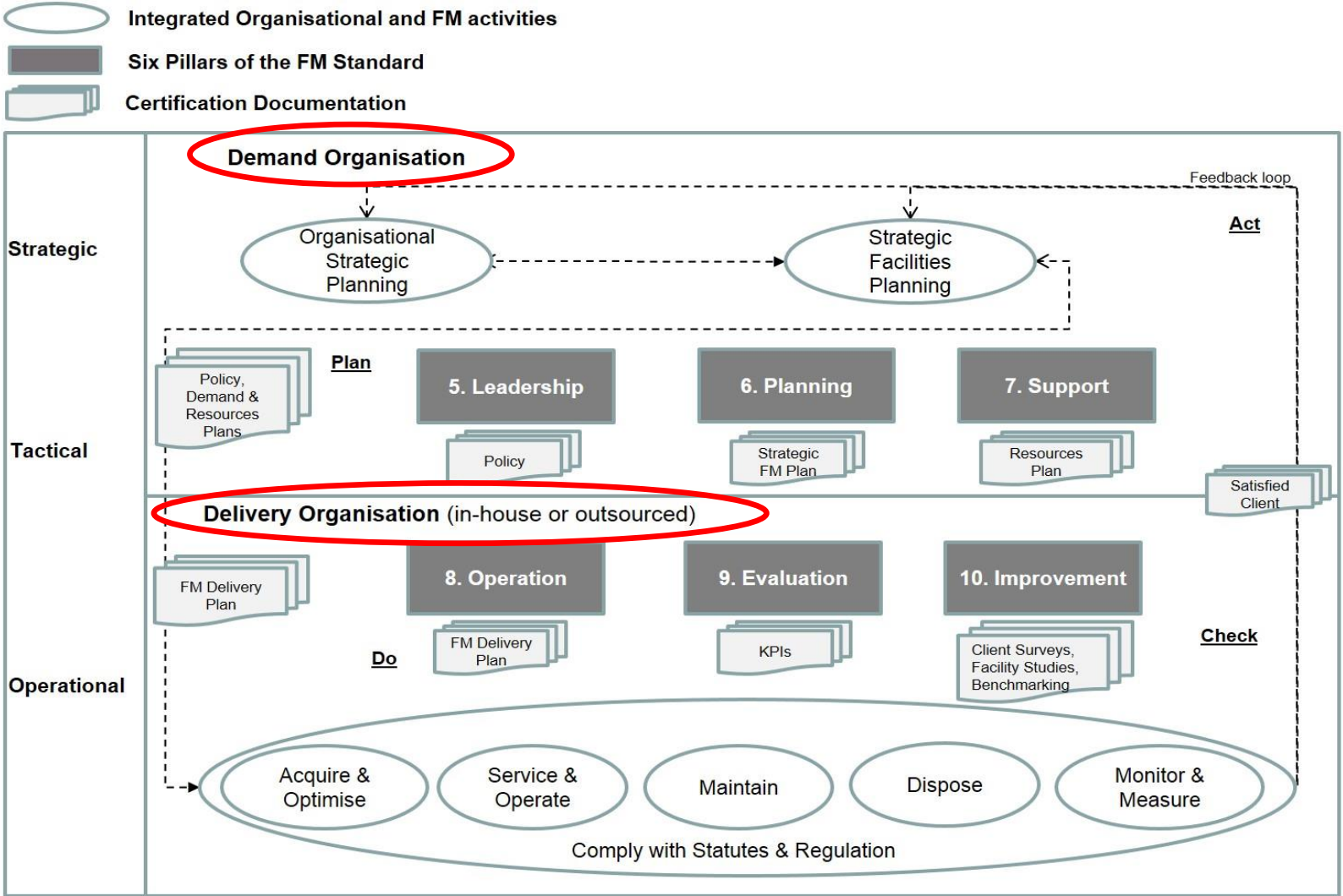
MANAGEMENT PRINCIPLE – PLAN-DO-CHECK-ACT

- **Plan:** Establish the objectives and processes necessary to deliver the outcomes in accordance with customer requirements and the organisation's policies
- **Do:** Implement the processes
- **Check:** Monitor and measure processes and product against policies, objectives and requirements for the product and report the results
- **Act:** Take actions to continually improve process performance

MANAGEMENT FOCUS



ORGANISATIONAL ROLES



MANAGEMENT FOCUS

Demand Organisation

- **Strategic:** Longer term focus of organisational objectives and related strategies; and supporting FM objectives and associated strategies
- **Tactical:** The policies, procedures, plans and objectives to guide the operations to achieve the strategic objectives; and

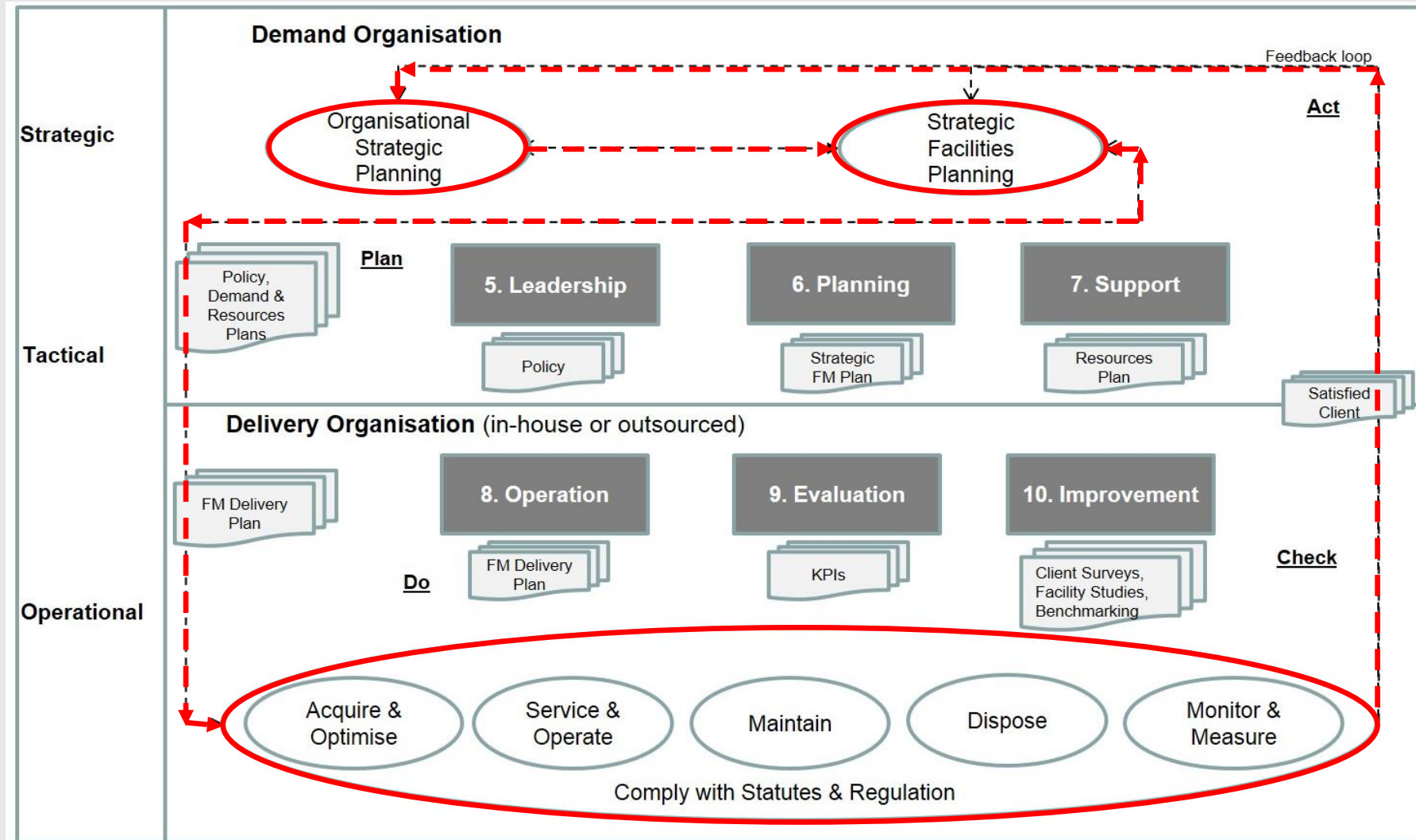
Delivery Organisation

- **Operational:** The execution of processes and activities through deployment of resources within the same PDCA cycle.

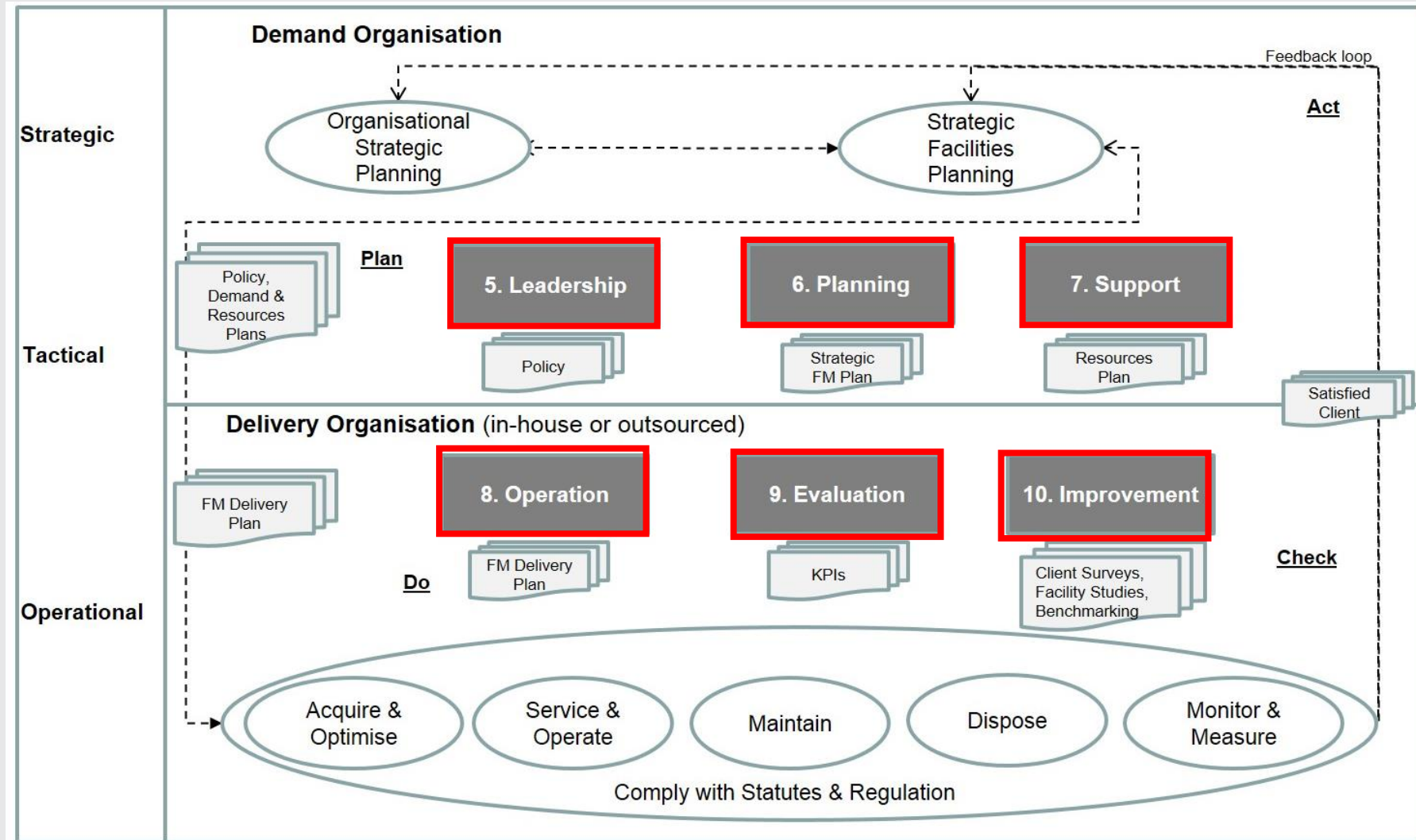
DEMAND AND DELIVERY ORGANISATIONS

- **Demand Organisation:** The organisation requiring the facilities management services and specifies its requirements
- **Delivery Organisation:** Either an internal organisational unit or a contracted service provider to deliver the services in accordance with the Demand Organisation's requirements

PROCESS APPROACH



MANAGEMENT PILLARS



SIX PILLARS OF MANAGEMENT

SANS 1752 - Strategic Facilities Management Standard Outline	
4 Organisation context and scope of FM	Understanding the organisation and its contexts
	Scope of facilities management
5 Leadership	5.1 Leadership and commitment
	5.2 Management commitment
	5.3 Policy
	5.4 Organizational roles, responsibilities and authorities
6 Planning	6.1 The Strategic Facilities Management Process (SFMP)
	6.2 Planning horizons
	6.3 Planning for competitive advantage
	6.4 The Strategic Facilities Management Plan (SFMP)
7 Support	7.1 Resources
	7.2 Competence
	7.3 Awareness
	7.4 Communication
	7.5 Documented information

SIX PILLARS OF MANAGEMENT

SANS 1752 - Strategic Facilities Management Standard Outline	
8 Operation	8.1 Overview of operation
	8.2 Planning and control
	8.3 Mobilization of services
	8.4 Delivery and operations of facilities services
	8.5 Sourcing and outsourcing
	8.6 Risk management
	8.7 Service delivery review
9 Performance evaluation	9.1 Monitoring, measurement, analysis and evaluation
	9.2 Internal audit
	9.3 Management review
10 Performance improvement	10.1 Non-conformity and corrective action
	10.2 Continual improvement

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