



# AI2117 Facility Management 7.5 credits

## Facility Management

This is a translation of the Swedish, legally binding, course syllabus.

If the course is discontinued, students may request to be examined during the following two academic years

## Establishment

Course syllabus for AI2117 valid from Spring 2009

## Grading scale

A, B, C, D, E, FX, F

## Education cycle

Second cycle

## Main field of study

Built Environment

## Specific prerequisites

**For students not registered on a KTH programme (180hp/300hp):** completed upper secondary education including documented proficiency in English (IELTS, TOEFL et al) and a bachelors degree in Business, Construction or equivalent.

## Language of instruction

The language of instruction is specified in the course offering information in the course catalogue.

## Intended learning outcomes

Understand what facilities management means and how it relates to the core business of organisations.

Differentiate between core and non-core business and services in the context of facilities management.

Appreciate the role of the informed client or customer, the nature of risks faced by the client and the need to provide best value.

Explain the importance of a strategy for facilities management and the key stages in arriving at the decision to outsource or retain services in-house.

Describe the basis of outsourced facilities management in terms of the main characteristics of service provision and the options for providing them.

Appreciate the management implications of both outsourced and in-house service provision for real estate owners (clients) and tenants (customers).

Recognise the critical success factors in facilities management and appreciate the role of key performance indicators in this connection.

Differentiate between service specifications and service level agreements and explain their role.

Understand the main types of contractual relationship between clients and service providers and suppliers.

Outline the procedure for managing contracts and measuring the performance of contractors for facilities management and the key stages in arriving at the decision to outsource or retain services in-house.

Describe the basis of outsourced facilities management in terms of the main characteristics of service provision and the options for providing them.

Appreciate the management implications of both outsourced and in-house service provision for real estate owners (clients) and tenants (customers).

Recognise the critical success factors in facilities management and appreciate the role of key performance indicators in this connection.

Differentiate between service specifications and service level agreements and explain their role.

Understand the main types of contractual relationship between clients and service providers and suppliers.

Outline the procedure for managing contracts and measuring the performance of contractors.

## Course contents

Scope and definitions

FM strategy and the outsourcing decision

Managing outsourced and in-house services

Specifying services and supplies

Selecting service providers and suppliers

Managing and improving performance

Partnerships and long-term projects

## Course literature

Atkin, B.L. and Brooks, A. "Total Facilities Management", Second edition, Oxford: Blackwell Science, 2005.

## Examination

- PRO1 - Assignment, 7.5 credits, grading scale: A, B, C, D, E, FX, F

Based on recommendation from KTH's coordinator for disabilities, the examiner will decide how to adapt an examination for students with documented disability.

The examiner may apply another examination format when re-examining individual students.

## Other requirements for final grade

Written exam (TEN1; 3cr)

Exercises (INL1; 2cr) To pass the course, students have to carry out a project and submit a report on an assigned topic. Students will also be required to participate in regular online assessment tasks.

## Ethical approach

- All members of a group are responsible for the group's work.
- In any assessment, every student shall honestly disclose any help received and sources used.
- In an oral assessment, every student shall be able to present and answer questions about the entire assignment and solution.

