



# AI2117 Facility Management 7,5 hp

Facility Management

## Fastställande

Kursplan för AI2117 gäller från och med VT09

## Betygsskala

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

## Utbildningsnivå

Avancerad nivå

## Huvudområden

Samhällsbyggnad

## Särskild behörighet

**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.

## Undervisningsspråk

Undervisningsspråk anges i kurstillfällesinformationen i kurs- och programkatalogen.

# Lärandemål

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.

# Kursinnehåll

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

## Kurslitteratur

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

## Examination

- PRO1 - Projekt, 7,5 hp, betygsskala: A, B, C, D, E, FX, F

Examinator beslutar, baserat på rekommendation från KTH:s handläggare av stöd till studenter med funktionsnedsättning, om eventuell anpassad examination för studenter med dokumenterad, varaktig funktionsnedsättning.

Examinator får medge annan examinationsform vid omexamination av enskilda studenter.

När kurs inte längre ges har student möjlighet att examineras under ytterligare två läsår.

## Övriga krav för slutbetyg

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.

## Etiskt förhållningssätt

- Vid grupparbete har alla i gruppen ansvar för gruppens arbete.
- Vid examination ska varje student ärligt redovisa hjälp som erhållits och källor som använts.
- Vid muntlig examination ska varje student kunna redogöra för hela uppgiften och hela lösningen.