



# AI2117 Facility Management 7.5 credits

## Facility Management

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

## Establishment

Course syllabus for AI2117 valid from Autumn 2020

## Grading scale

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

## Education cycle

Second cycle

## Main field of study

The Built Environment

## Specific prerequisites

Eligibility to the master programme Real Estate and Construction Management

Passed AI2810 Project Communication, or equivalent.

## Language of instruction

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

## Intended learning outcomes

The aim of the course is to instil an understanding of the principles and practice of Facility Management, and of how the Facility Management organisation can support the core business of facility owners and tenants/users. After the course the participants should be able to:

- Develop and describe a Facility Management strategy for a specific organization, based on investigation and analysis of needs and opportunities, and knowledge of relevant practices and tools.
- Explain the functions of a Facility Management organization (FMO), differentiate between and describe types of FMOs, and evaluate their applicability in various contexts.
- Investigate, describe and analyse an empirical case of FM-related change or innovation, using scientific literature and methods, and report results in a scientific paper.

## Course contents

- Facility management purposes and roles (core business support, owner/client, users and service providers)
- Hard and soft FM services, principles of service management and standards
- Strategy components and development
- People and organisations (stakeholder impact analysis, engagement and communication)
- Outsourcing, purchasing, contract specifications and management
- Performance management (performance measurement, KPIs, benchmarking, management of risk (threats and opportunities) and sustainability).
- Change and innovation in Facility Management
- Application of scientific methods, analysis and writing

## 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.

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

The assessment for the course is based on a combination of participation in compulsory classroom and online activities (lectures, workshops/seminars and an online test with multiple choice questions) and three written assignments.

Examination is time limited.

## 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.