

SEJAHTERA **FACILITIES MANAGEMENT:** **THE NEXT LEVEL**

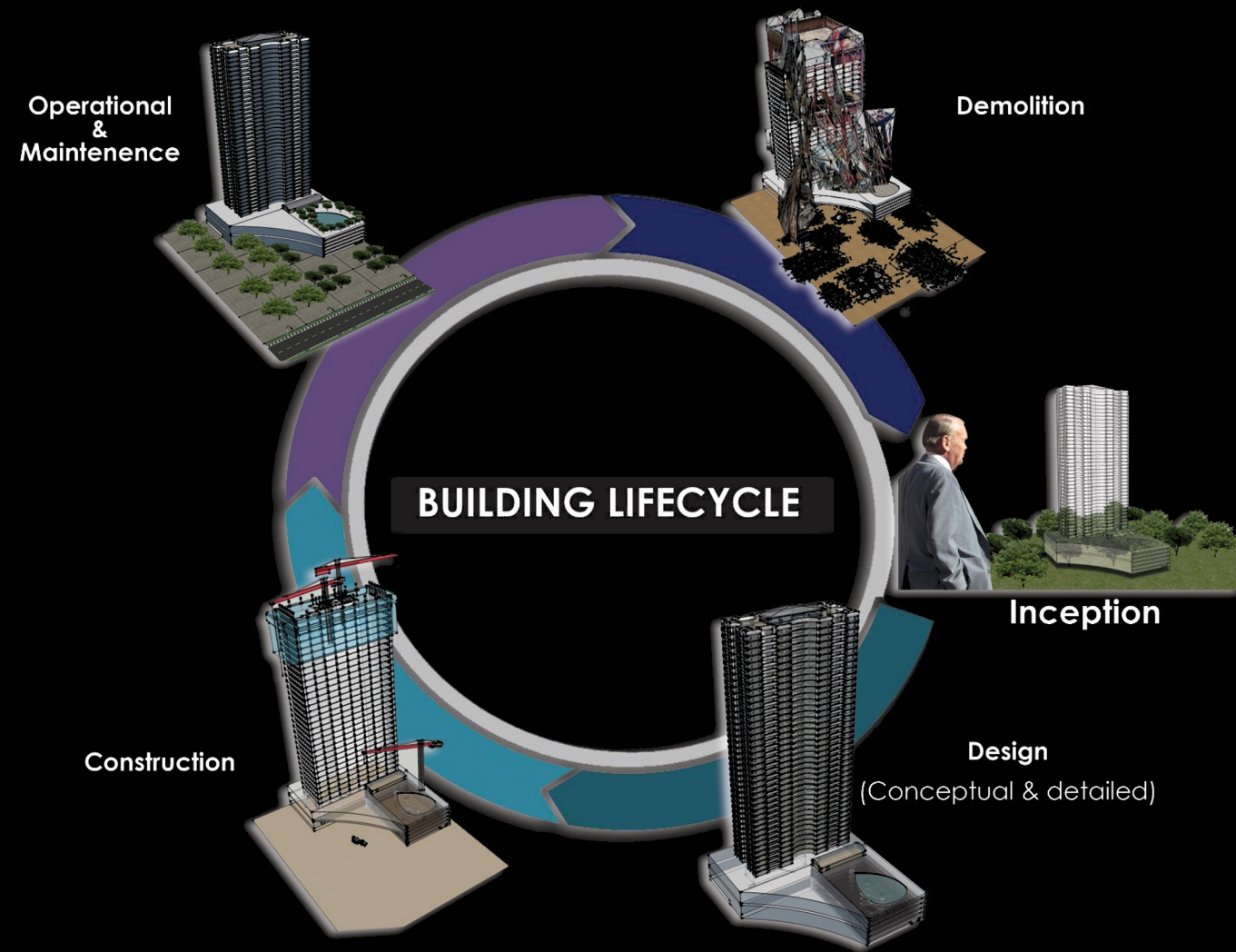
Presented by: DR. KHAIRUSY SYAKIRIN HAS-YUN HASHIM

SEJAHTERA FACILITIES MANAGEMENT RESEARCH GROUP

DEPARTMENT OF QUANTITY SURVEYING

KULLIYAH OF ARCHITECTURE AND ENVIRONMENTAL DESIGN

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA



AKTA 520 (pindaan 2011)

AKTA 520 (pindaan 2011)

*Pembinaan, penyambungan, pemasangan, **pembaikan, penyenggaraan, pembaharuan, pemindahan, pengubahsuaian, pengubahan, perombakan** atau perobohan:-*

- a) Mana-mana bangunan, binaan, bangunan besar, struktur, dinding, pagar atau cerobong, sama ada dibina keseluruhannya atau sebahagiannya di atas atau di bawah paras bumi;*
- b) Mana-mana jalan, pelabuhan, landasan keretapi, talian kabel, terusan atau padang terbang;*
- c) Apa-apa kerja saliran, pengairan atau kawalan sungai;*
- d) Apa-apa kerja elektrik, mekanikal, air, gas, petrokimia atau telekomunikasi;*
- e) Mana-mana kerja jambatan, empangan kerja tanah, talian paip, terowong atau kerja penibusgunaan.*


Dan termasuklah:-

- a) Apa-apa kerja yang membentuk bahagian yang terpenting dan integral atau adalah persediaan atau sementara bagi kerja-kerja yang diperihalkan dalam perenggan (a) hingga (e), termasuk pembersihan tapak, penyelidikan dan pembaikan tanah, pemindahan tanah, penggalian, peletakkan batu asas, pemulihan dan landskap tapak; atau*
- b) Pemerolehan bahan binaan, kelengkapan atau pekerja, yang semestinya diperlukan dalam perenggan (a) hingga (e).*

DEFINITION OF FM

ISO 41011:2017

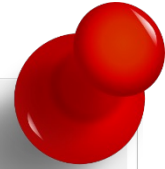
Organizational function which integrates **people**, **place** and **process** within the built environment with the purpose of improving the **quality of life of people** and the productivity of the core business



DEFINITION OF FM

MAFM

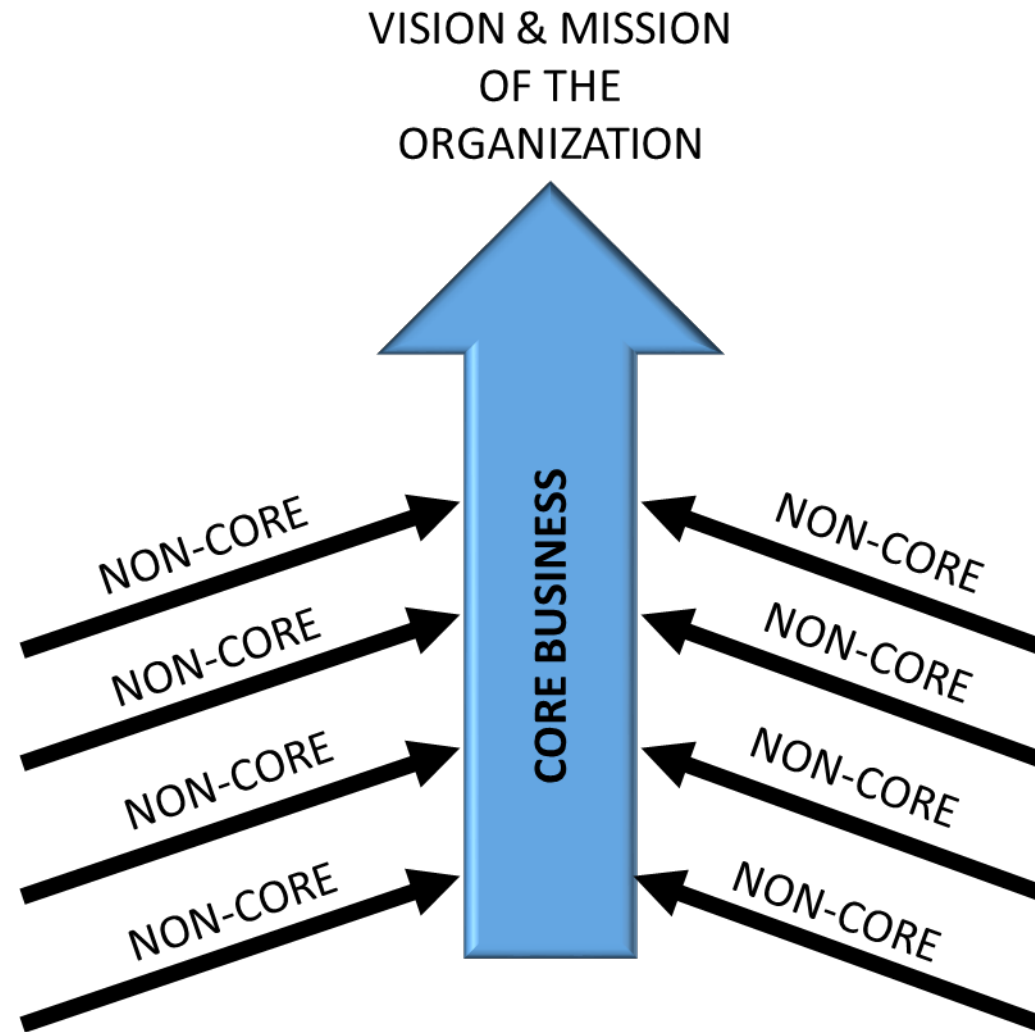
*The **total management** that **integrates all services** to **support the core business** of an organization.*



Different organization:
different core business

University: teaching &
learning

Hospital: patient care



SCOPE OF FACILITIES MANAGEMENT CONTRACT

PROJECT MANAGEMENT

Location search & selection
Asset acquisition or disposal
Building extension or alteration
Building refurbishment
System or installation upgrade

MAINTENANCE & REPAIRS

Architecture, civil & structure
Engineering systems / installations
IT & Communication systems
Landscape & ground keeping
Cleaning & hygiene control

FACILITY OPERATION

Waste management
Domestic animal & pest control
Energy, water & gas Supply
Safety, health & environment
Disaster prevention & recovery
Security management
Traffic control

SPACE PLANNING

Space Planning
Allocation & Relocation
Space Audit & Monitoring

New development planning
Development of policies & guidelines
Facility budget planning
Facility operational planning
Manpower resource planning

PLANNING & DEVELOPMENT

General administration
Procurement management
Inventory management
Catering management
Car Park management
Event management
Data & record management
Office supplies

ADMINISTRATION / MANAGEMENT

Telecommunication Services
Postal & Courier Services
Print & Fax Services
Help Desk & Telephone Operator
Public Relation
Travel & Transportation Services
Valet & Fleet Services

BUSINESS SUPPORT SERVICES

MAINTENANCE CONTRACTOR'S REGISTRATION

GRED, KATEGORI DAN PENGKHUSUSAN KONTRAKTOR FASILITI

Aktiviti perkhidmatan fasiliti dan penyenggaraan bangunan / infrastruktur secara bersepadu yang meliputi perkhidmatan kejuruteraan dan perkhidmatan yang berkaitan dengan keperluan pengguna.

Gred Keupayaan Menender		Kategori	Pengkhususan
Gred	Keupayaan Menender		
G1	Tidak melebihi 200,000.00	CE PEMBINAAN KEJURUTERAAN AWAM B PEMBINAAN BANGUNAN ME MEKANIKAL DAN ELEKTRIKAL F FASILITI	CE01,CE02,CE03,CE04, ...CE43
G2	Tidak melebihi 500,000.00		B01,B02,B03,B04,B05,..... B29
G3	Tidak melebihi 1,000,000.00		M01,M02,M03,M04,M21
G4	Tidak melebihi 3,000,000.00		E01,E02,E03,E04,E05, ...E35
G5	Tidak melebihi 5,000,000.00		F01,F02
G6	Tidak melebihi 10,000,000.00		
G7	Tiada had		

KATEGORI DAN PENGKHUSUSAN KONTRAKTOR FASILITI

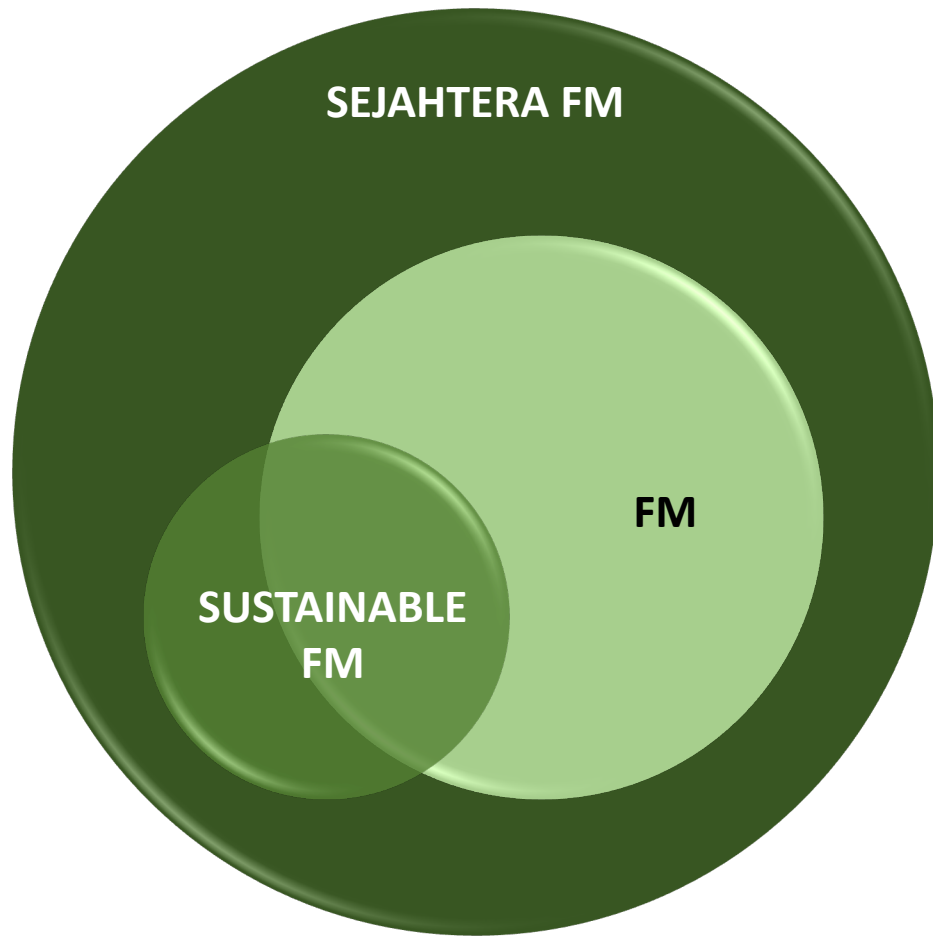
Aktiviti perkhidmatan fasiliti dan penyenggaraan bangunan / infrastruktur secara bersepadu yang meliputi perkhidmatan kejuruteraan dan perkhidmatan yang berkaitan dengan keperluan pengguna.

KATEGORI	PENGKHUSUSAN
F Fasiliti (Facility)	F01 Fasiliti Bangunan dan Infrastruktur Am (General Building and Infrastructure Facilities)
	F02 Fasiliti Bangunan Penjagaan Kesihatan (Healthcare Facilities)

KOD DAN PENGKHUSUSAN FASILITI

KOD	PENGKHUSUSAN	KETERANGAN
F01	FASILITI BANGUNAN DAN INFRASTRUKTUR AM	Aktiviti perkhidmatan fasiliti dan penyenggaraan bangunan/ infrastruktur secara bersepadu yang meliputi perkhidmatan kejuruteraan dan perkhidmatan yang berkaitan dengan keperluan pengguna
F02	FASILITI BANGUNAN PENJAGAAN KESIHATAN	Aktiviti perkhidmatan fasiliti dan penyenggaraan bangunan/ infrastruktur secara bersepadu yang meliputi perkhidmatan kejuruteraan, kejuruteraan biomedical dan perkhidmatan yang berkaitan dengan keperluan pengguna





ISO 41011:2017 defined Facilities Management as:

Organizational function which integrates **people**, **place** and **process** within the built environment with the purpose of improving the quality of life of people and the productivity of the core business

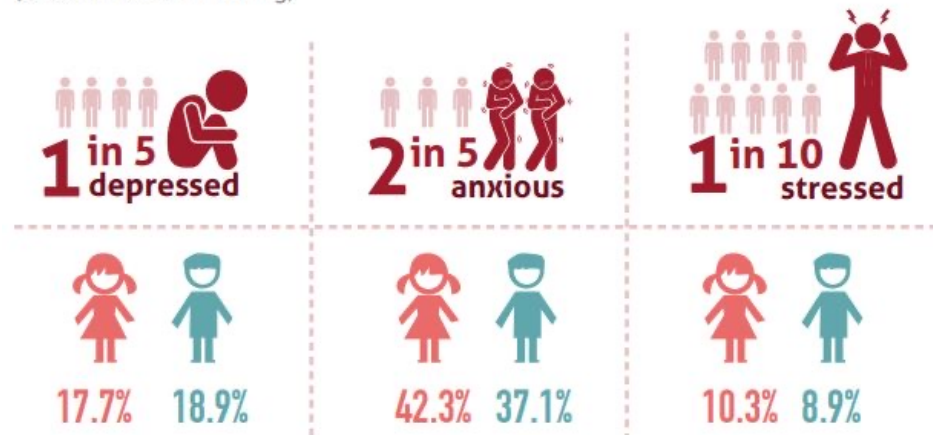
WELLBEING



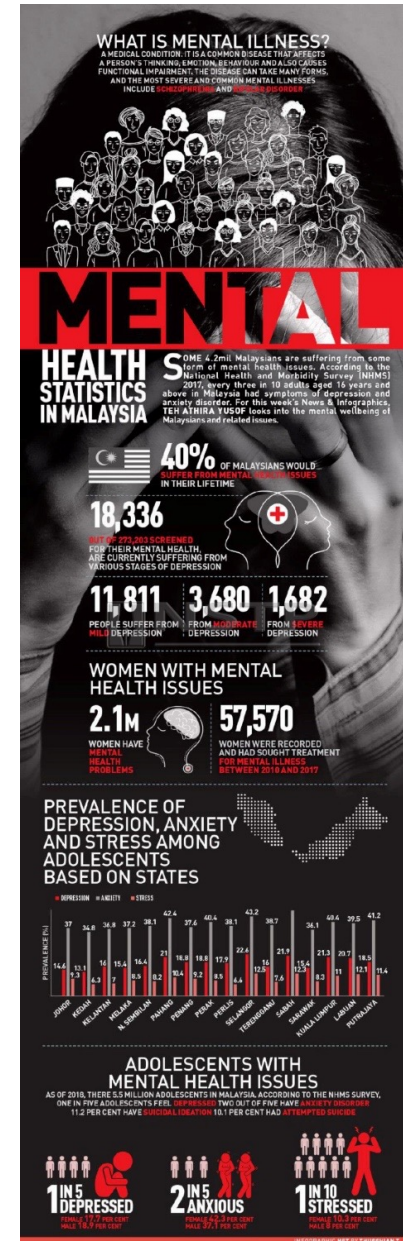
ISSUES

State of Adolescents' Mental Health in Malaysia

(Based on DASS-21 scoring)



Source: The Rakyat Post, November 2019



TERMINOLOGIES

SEJAHTERA

WELLBEING

HYGGE

UBUNTU

IKIGAI

Fjaka

MEPAK

WALDEINSAMKEIT

Sisu

TSAVT TANEM

terminologies

dimensions



UNDERLYING THEORY

1

SUSTAINABLE DEVELOPMENT



SUSTAINABLE DEVELOPMENT

was first introduced in
Uruguay Round, Green Round
in 1986

“...to meet the needs of the
present without compromising
the ability of the future
generations to meet their own
needs..” – Brundtland
Commission

ESG

Environmental, social and governance (ESG) is a framework used to assess an organization's business practices and performance on various sustainability and ethical issues. It also provides a way to measure business risks and opportunities in those areas.



Environmental

- Renewable fuels
- Greenhouse gas (GHG) emissions
- Energy efficiency
- Climate risk
- Water management
- Recycling processes
- Emergency preparedness



Social

- Health and safety
- Working conditions
- Employee benefits
- Diversity and inclusion
- Human rights
- Impact on local communities



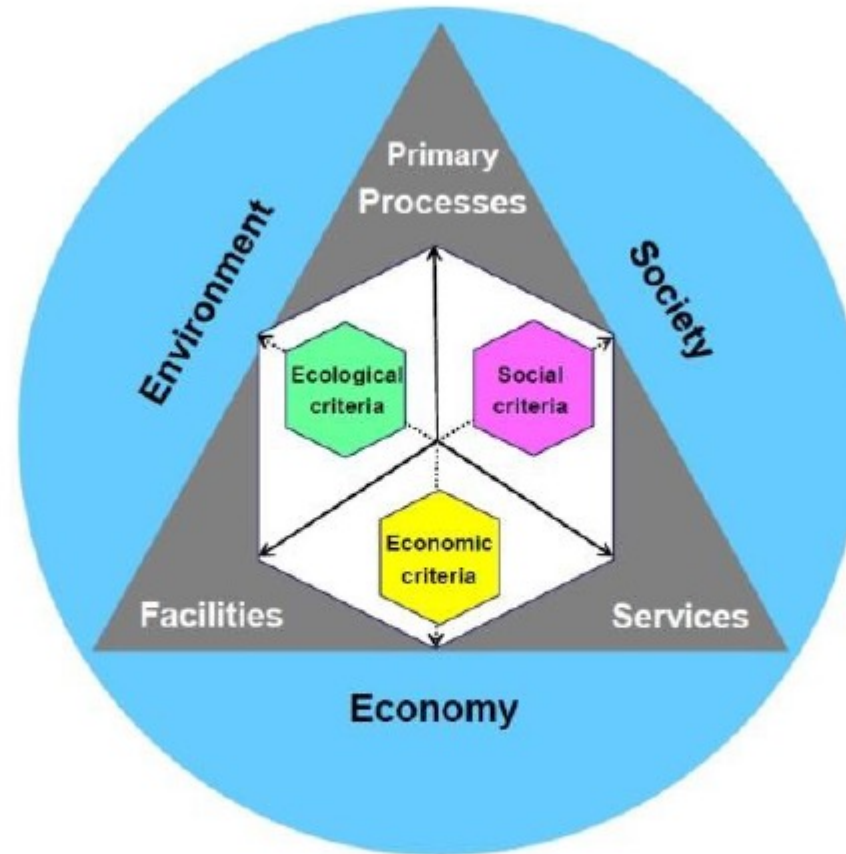
Governance

- Ethical standards
- Board diversity and governance
- Stakeholder engagement
- Shareholder rights
- Pay for performance

UNDERLYING THEORY

2

SUSTAINABLE FM



The SFM model (Junghans, 2011) was developed to show the interrelation between primary processes and supporting the facilities and services of any kind of organisation (public, private, different kind of industry sectors etc.), (Fig. 1.). At the 1st International Conference on Urban Sustainability and Resilience at the University College London (UCL) in November 2012, it was presented to show how **environmental management criteria** could be used to structure an **SFM approach with a focus on environmental issues**, like for example, focusing on energy efficiency and reduction vs CO2 emissions (Junghans, 2011).

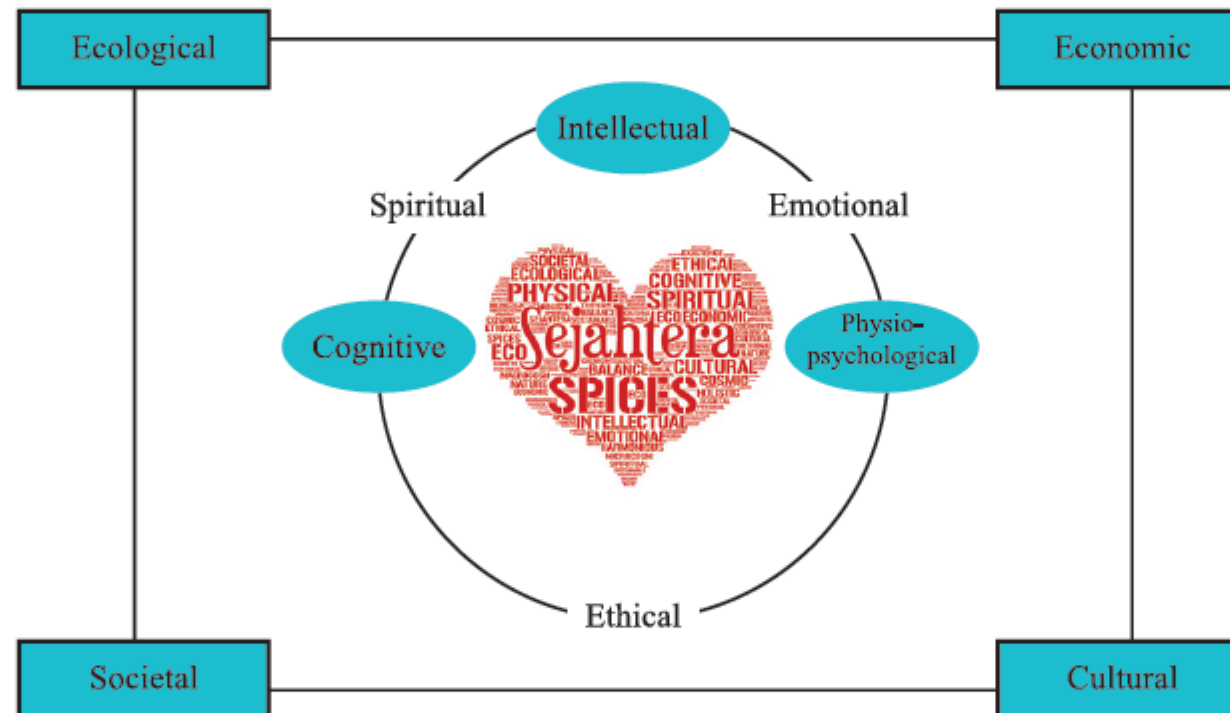
Collins, D., & Junghans, A. (2015). Sustainable facilities management and green leasing: The company strategic approach. *Procedia Economics and Finance*, 21, 128-136

Fig. 1. The SFM model (Junghans, 2011; Junghans & Olsson, 2014)

UNDERLYING THEORY

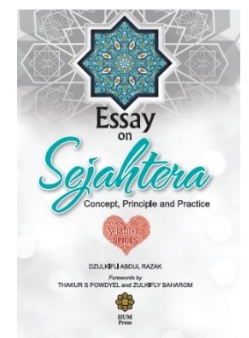
3

The 10 elements (SPICES) of *Sejahtera*



Source: Dzulkifli Abdul Razak, *Essay on Sejahtera: Concept, Principle and Practice*, 2020

READING

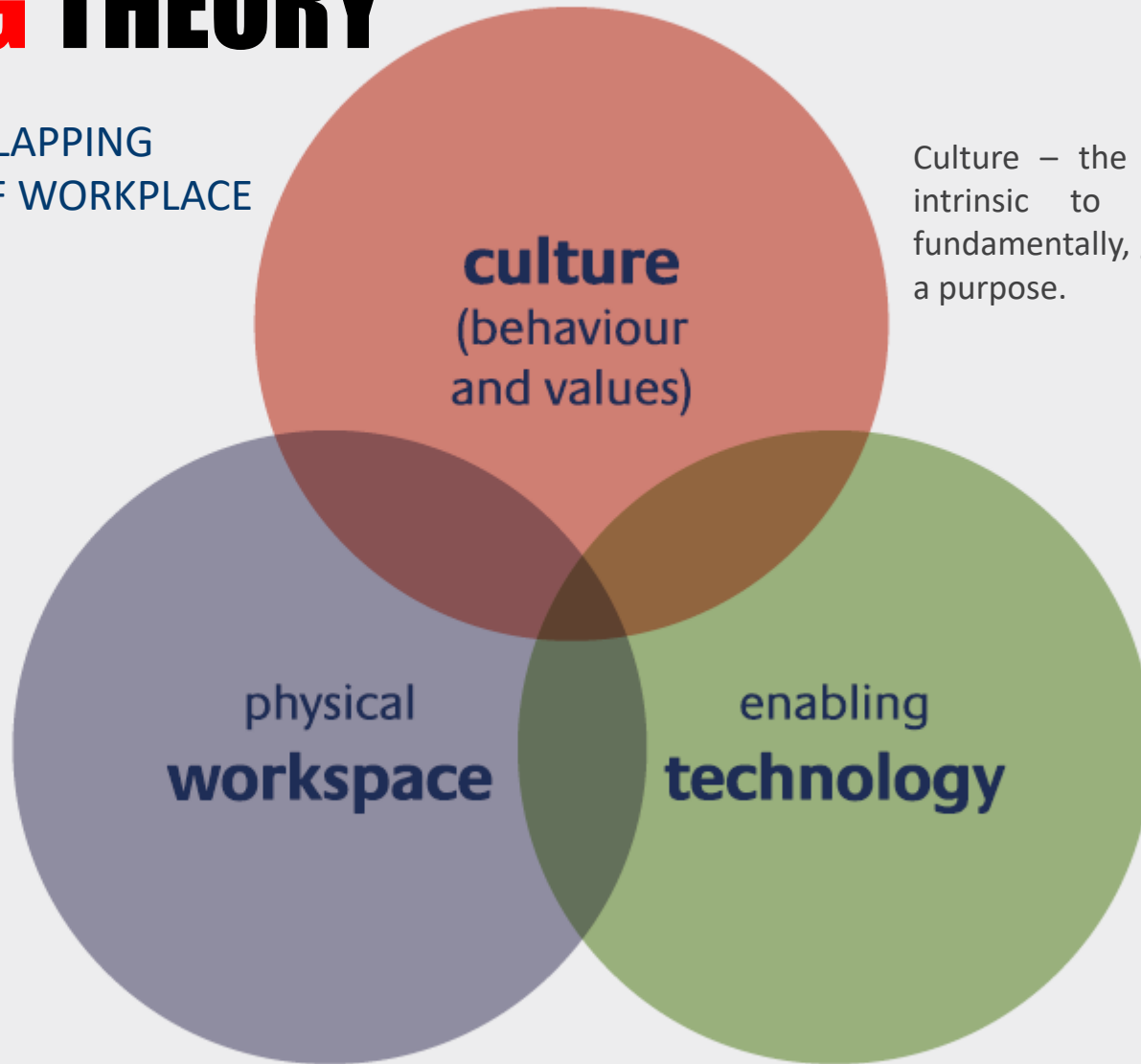


UNDERLYING THEORY

4

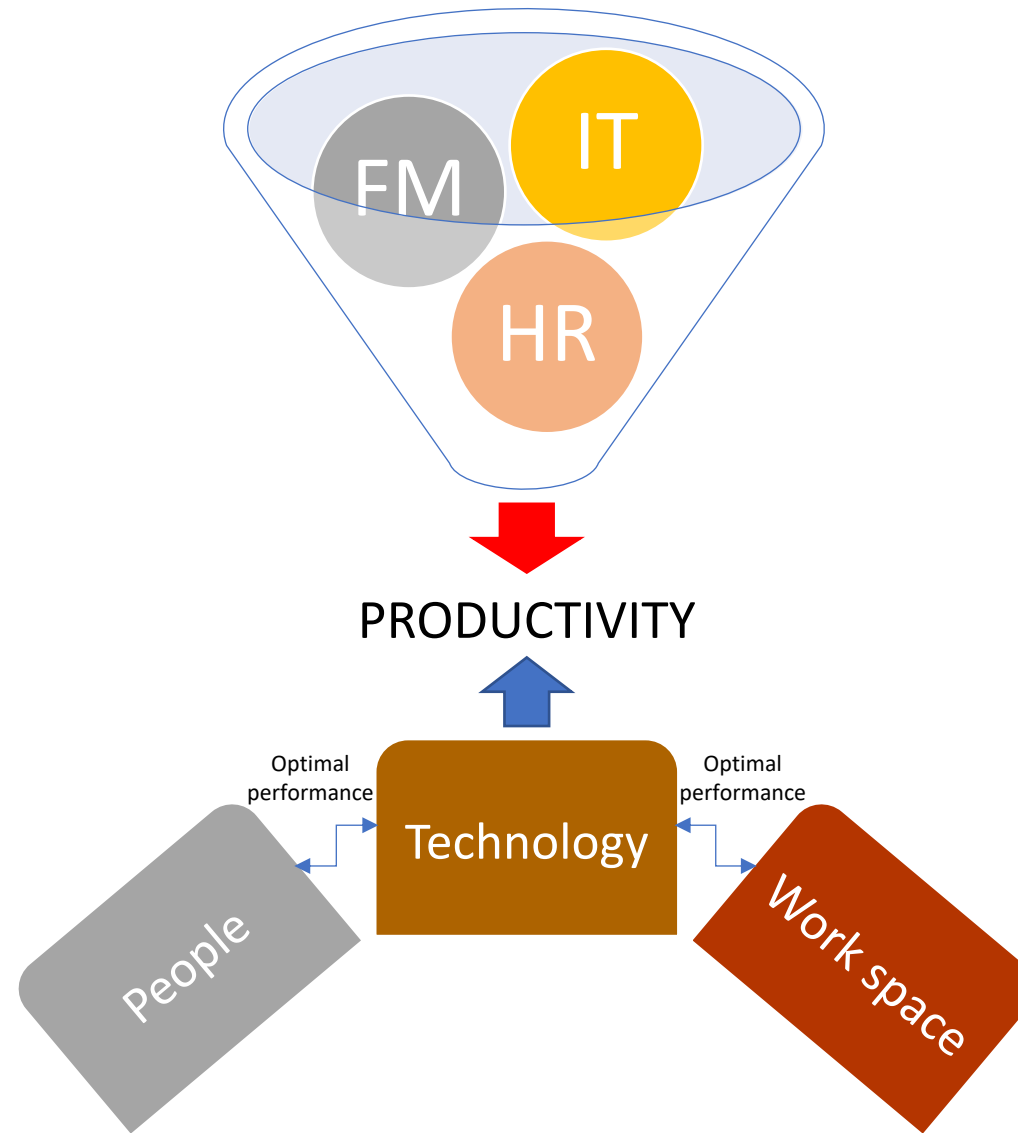
THE THREE OVERLAPPING COMPONENTS OF WORKPLACE

Physical workspace is where organizational activity takes place, both 'on site' and off-site, because everything happens somewhere.



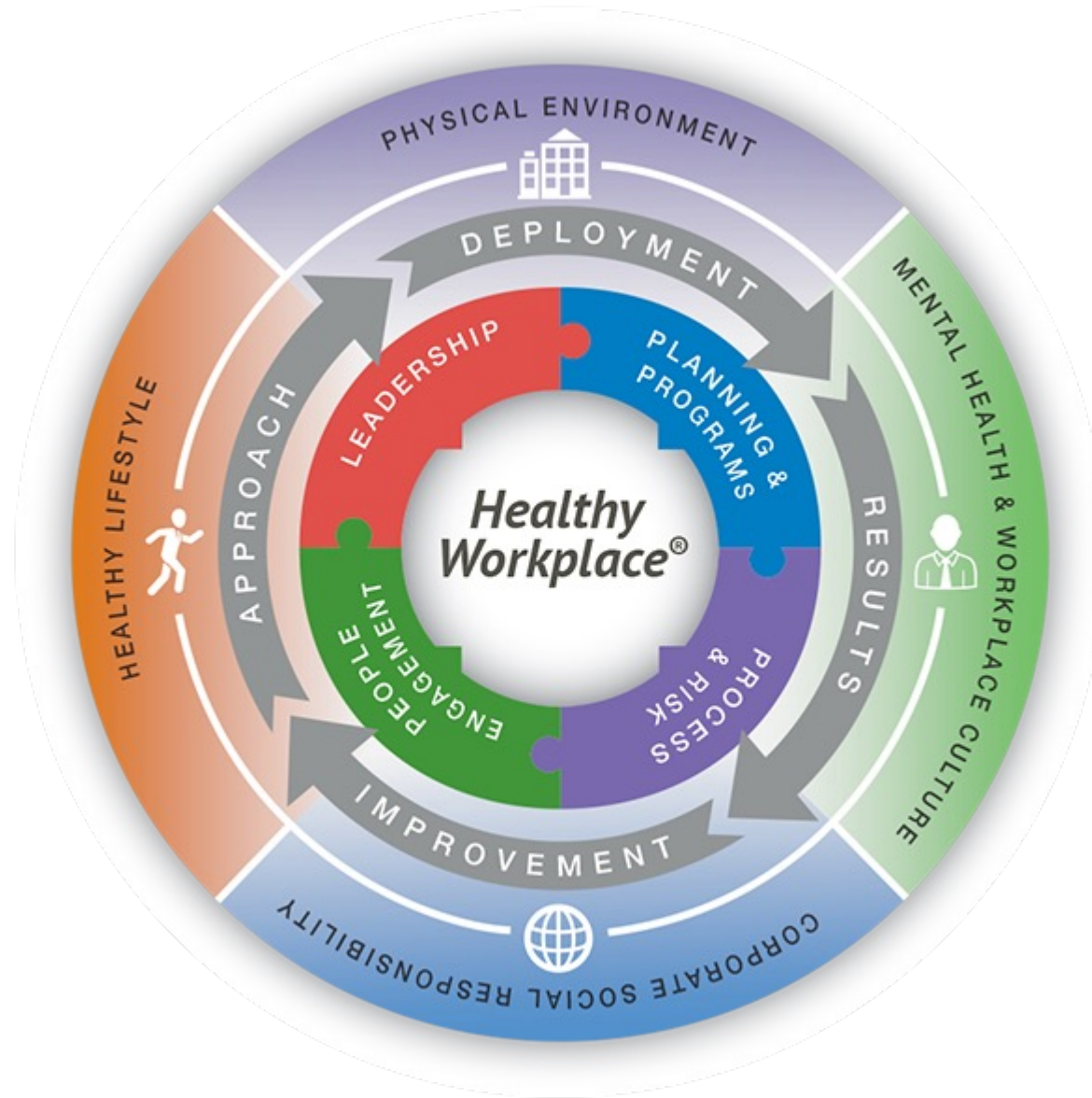
Culture – the way people do what they do – is intrinsic to organisations because they are, fundamentally, groups or communities of people with a purpose.

WORKPLACE



Notes:
FM: Facilities Management
IT: Information Technology
HR: Human Resource

COMPONENTS OF HEALTHY WORKPLACE



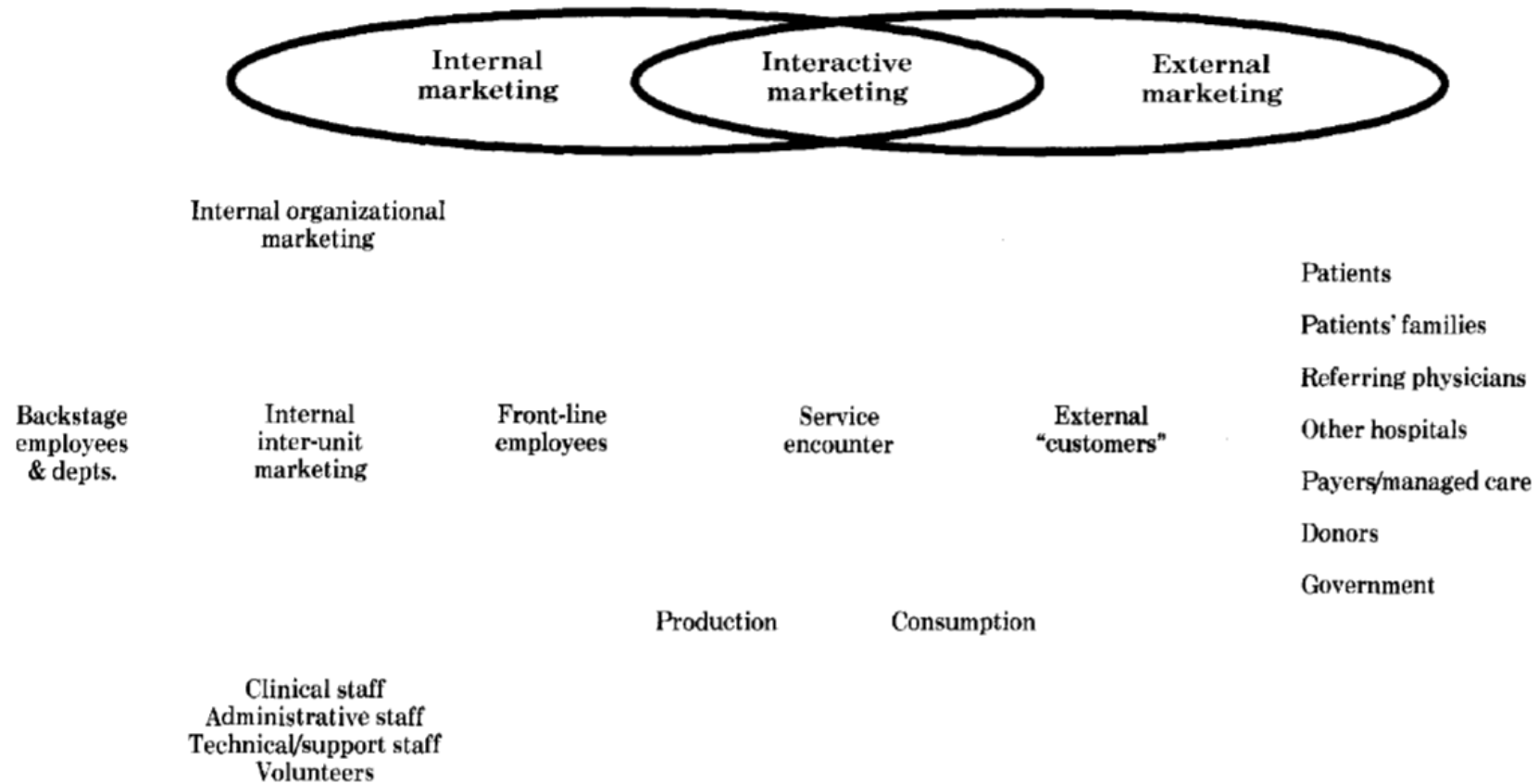
**HR
DEPARTMENT**

**FM
DEPARTMENT**



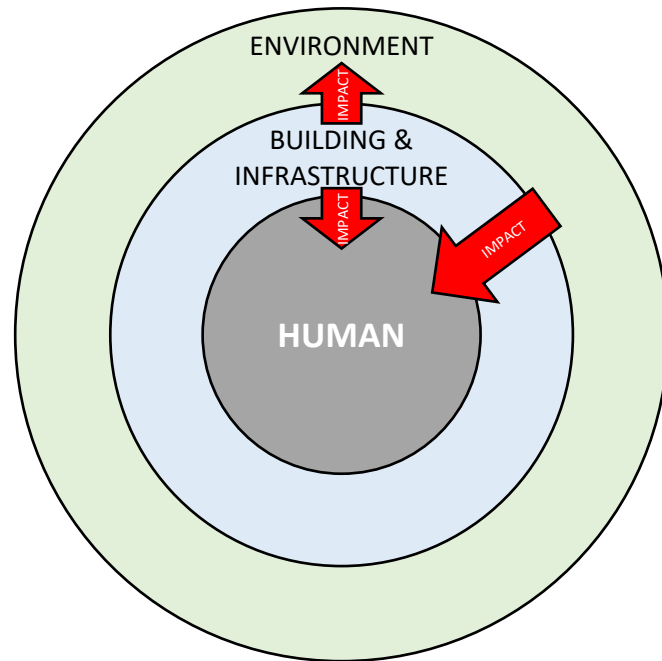
BORDERLINE

The Relationship Marketing System in a Health Care Organization



THE PROPOSAL

SEJAHTERA FACILITIES MANAGEMENT



1

SUSTAINABLE DEVELOPMENT

2

SUSTAINABLE FM

3

The 10 elements (SPICES) of *Sejahtera*

4

THE THREE OVERLAPPING COMPONENTS OF WORKPLACE

THE PROPOSAL

SEJAHTERA FACILITIES MANAGEMENT

1 SUSTAINABLE DEVELOPMENT

TO IMPLEMENT SD AND ESG IN THE FM ACTIVITIES/SERVICES

2 SUSTAINABLE FM

TO IMPLEMENT SFM IN THE FM ACTIVITIES/SERVICES

3 The 10 elements (SPICES) of *Sejahtera*

TO RETRAIN FACILITIES MANAGERS WITH THE SEJAHTERA CONCEPT

4 THE THREE OVERLAPPING COMPONENTS OF WORKPLACE

TO RETRAIN FACILITIES MANAGERS WITH THE WORKPLACE MANAGEMENT

Thank you