



FM Communicator 設施管理溝通月刊

關注會員，助進專業

Caring our members, fostering our professionalism!

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Highlights

- * Appointment of Dr. Eric CHAN, the Immediate Past President of the Institute, as Member of Advisory Committee on the Regulation of the Property Management Industry
- * Publishing of PSDAS Project Report
- * Releasing of Results of One-minute Opinion Survey
- * Feature Articles by EFMA 2011 award winners

News

Dr. Eric CHAN, the Immediate Past President of the Institute, was appointed by Home Affairs Bureau as Member of Advisory Committee on the Regulation of the Property Management Industry from 1 Dec 2011 to 30 November 2013. At present, there are no industry-wide basic requirements for property management companies and practitioners in Hong Kong. The Government conducted a public consultation exercise from 3 December 2010 to 15 March 2011 in relation to the proposal to put in place a statutory licensing regime for the property management industry. The community indicated general consensus that a mandatory licensing system should be introduced for the property management industry. The advisory Committee is set up to work out the detailed provisions and operational set-up of the licensing regime.

Recent Events

PSDAS Project Report

The report on Professional Services Development Assistance Scheme (PSDAS) Project “ The Way Forward for Facility Management I.T. - Building Information Modelling” has been published. Funded by Commerce and Economic Development Bureau, the project aims to

- * introduce the concept of BIM to Hong Kong facility management (FM) professionals and practitioners;
- * explore potential for development of BIM in Hong Kong – in particular on effectiveness and efficiency aspects of FM;
- * offer opportunities for FM professionals to learn about best practices and latest techniques in I.T. for FM; and
- * promote more efficient communication among FM professionals, service providers, users and clients through BIM conference and visits.

The project has been successfully completed with the conduction of a 1-day conference in Hong Kong, a 1-day technical visit in Hong Kong, and a dissemination seminar in Hong Kong. Members may refer to the web-site for the project details and the full project report.

<http://www.hkifm.org.hk/psdas/index.php>

http://www.hkifm.org.hk/psdas/ProjectReport/ProjectReport-2010-1-9_webversion.pdf



One-minute Opinion Survey

A one-minute opinion survey on “Combating Climate Change: Energy Saving and Carbon Emission Reduction in Buildings” has been conducted with members of the Institute. Please refer to the findings attached.

Feature Articles

EFMA 2011

We have been publishing articles by award winners of EFMA 2011 to share their experience in facility management. In this issue, we have included two articles from EFMA award winners in the category of Institution & Public Sector and Industrial Sector.

EFMA 2011 (Institution & Public Sector)

設施管理卓越獎（公營機構 / 公共團體建築項目） 醫院管理局一九龍西醫院聯網

過去數年，醫院管理局一九龍西醫院聯網及轄下各醫院無論在設施管理及環境保護方面均屢次獲得本地及海外專業評審團體認同，為病友、醫護人員及市民提供既安全又舒適的醫療及工作環境。是次再度喜獲香港設施管理學會頒發的設施管理卓越大獎，聯網全人深感榮幸，此亦再次印證醫院管理局一九龍西醫院聯網設施管理的努力成果。他們深信，設施管理卓越大獎不但帶來鼓舞，更驅使其持續改善及優化服務予九龍西醫院聯網轄下各醫院。

設施管理卓越大獎（公營機構 / 公共團體建築項目）突顯了九龍西醫院聯網在設施管理上，包括最高管理層在專業設施管理人員的組織與培訓、優秀設施管理團隊的發展、創新技術應用與管理系統、著重環保職安健的理念等的卓越表現。

醫院管理局一九龍西醫院聯網設施管理透過完善的管理體制和國際標準認證建立和提供卓越設施管理服務，當中包括工程項目管理、日常樓宇維修保養、風險及質素監控及環境管理等。他們擁有穩健而高透明度的管理架構，權責清晰明確、有利於各種政策的籌劃與實施。此外，聯網推行一站式中央熱線管理系統、綜合設施管理數據庫均能有效處理各類設施維修服務；並融合聯網轄下各醫院在設



施管理上的優點，匯集成獨有的管治模式，整個過程不單需要各管理層的承諾與策劃，更重要的是各階層員工的配合及調節運作的轉變，充分發揮專業設施管理團隊精神是致勝和解難的關鍵。

機構的管治模式、持份者的參與和具前瞻性的視野絕對是卓越設施管理的主要條件。設施管理相關的配套包括技術與人力資源分配、設施管理專才培訓、宏觀規劃與發展等亦非常重要，並需要定期作出重點檢討及相互作出靈活調配。

環境保護是九龍西醫院聯網設施管理其中一個重要的使命，醫管局轄下各醫院藉著「綠色香港·碳審計」計劃，制定未來的減碳目標，並承諾以卓越的團隊精神、誠信與尊重、與各持份者的合作，繼往開來，邁向更優質、更專業、更貼心的設施管理服務。

設施管理卓越獎（工業大樓） 亞洲貿易中心（民亮發展有限公司）

亞洲貿易中心為南豐集團旗下民亮發展有限公司（民亮）其中一個位於葵涌區的管理項目。對是次參加「設施管理卓越大獎2011」並獲得評審委員的肯定，感到萬分榮幸及興奮。民亮一向秉承集團「以客為本」的宗旨為客戶提供優質設施管理服務，不斷優化管轄下之物業項目設施，以提升物業質素及企業形象。

要成為一個具備卓越設施管理之物業，「南豐發展」於樓宇建築設計時已為亞洲貿易中心建立了優質的基礎：地利優勢，鄰近葵興及大窩口地鐵站，交通網絡完善；硬件方面，物業設有多層停車場、貨櫃車起卸貨區、高低分層區域的升降機服務，而每單位均備有來去水設施及中央空調系統等。軟件方面，民亮建立一套完備之綜合管理系統，透過管理層的積極倡導及各部門的互相配合，各員工務實執行公司的指引及目標。

民亮深明客戶對物業價值有必然的期望。因此，物業的各類設施保養必須能時刻滿足客戶的要求，除切實遵守各項法例的規定進行設施的定期檢查外，更訂下保養監察時間表作出跟查，定期與保養商（包括升降機服務、中央冷氣供應服務、吊船服務等）

進行會議及安全巡查，而透過員工的日常視察保養及適時維修，不單可減輕物業因日久自然損耗所產生的風險，更時刻讓物業設施保持在良好的狀態。

為了提供卓越設施管理服務，除透過與業主委員會的緊密溝通及定期的常務會議匯報物業內之各設施狀況外，公司亦舉辦不同類型的節目或活動，藉此拉近與業主、廠戶的距離，並了解客戶需要，從而在日常管理服務上獲得更多業主支持及意見。在業主委員會的大力支持下，亞洲貿易中心現正進行更換樓層光管轉用LED光管之工程，既可配合公司節能減碳的承諾及減低能源開支，亦可大大減低物業支出。

展望將來，民亮會不斷追求進步，透過管理層的專業經驗及革新思維，領導各員工在每一個物業項目中都能達到「超越客戶期望」的目標。



EFMA 2011 (Industrial)

Source from Mingpao Daily

Upcoming Event

Conference, CPD Talk and Technical Visit

Title	Organizers	Event Date	Status	Link
Technical Talk on "New Requirements on Code of Practice for Fire Safety in Buildings 2011 related to Property Maintenance and Management"	BSOMES (supported by HKIFM)	4 January 2012	Enrolment in progress	BSOMES Technical Talk
*Integrate 2012 Facility Management Conference	IFMA (supported by HKIFM)	5 & 6 June 2012	Enrolment in progress	http://www.integrate.ifma.org.hk

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