

**The HKIFM  
FAME Award  
2003**

**Application Booklet**



**Deadline: 22 Sept 2003**

**Organized by**





## **Contents**

---

<b>Introduction to the FAME Award.....</b>	<b>P. 1</b>
<b>Benefits of the FAME Award.....</b>	<b>P. 2</b>
<b>Award Categories.....</b>	<b>P. 2</b>
<b>FAME Award Logo.....</b>	<b>P. 2</b>
<b>FAME Award Selection Process Facilitators.....</b>	<b>P. 3</b>
<b>FAME Award Judging Panel.....</b>	<b>P. 3</b>
<b>Submission Format &amp; Requirements.....</b>	<b>P. 4 - P. 7</b>
<b>Rules Governing All Applications.....</b>	<b>P. 8</b>
<b>Assessment Process.....</b>	<b>P. 8</b>
<b>Announcement of Results.....</b>	<b>P. 9</b>
<b>Confidentiality of Information.....</b>	<b>P. 9</b>

**The HKIEM  
FAME AWARD  
2003**



## Introduction to the FAME Award

---

The objective of the HKIFM **F**acility **M**anagement **E**stablishment (FAME) Award is to promote and encourage the pursuit of excellence among FM practitioners.

The Award is aimed at giving recognition to outstanding FM practitioners of different sectors and promoting interests in the FM industry among professionals as well as the general public in Hong Kong. Also it is our purpose to encourage FM practitioners to develop a continuous professional development culture in order to upgrade their skills and knowledge.




This activity is conducive to achieving HKIFM's main objective, which is to promote facility management as one of the leading disciplines and professions in the management of built assets and facilities in Hong Kong.

The HKIFM  
FAME AWARD  
2003



## Benefits of the FAME Award

---

-  All participants will benefit from a self-assessment process and networking with other renowned FM service providers in the industry.
-  The Award is a recognition of excellence among all winners. It is the best way for the winning corporations in advertising and marketing of their services. Territory-wide coverage in the media of the winners is ensured.
-  All winners will receive a permanent memento, and are entitled to display the HKIFM FAME Award's logo for one year, on the company's print matters, press advertising and other promotional materials.

## Award Categories

---

There are three categories of awards:

- 1) The FAME Award: **Overall Winner**
- 2) The FAME Award: **Certificate of Excellence**
- 3) The FAME Award: **Certificate of Merit**

The number of winners will be decided by the HKIFM FAME Award Judging Panel.

## FAME Award Logo

---

The FAME Award logo is the sole property of the HKIFM. Without prior permission from the HKIFM, use of the logo for any purpose is prohibited.

Winners of the FAME Award are eligible to use the logo, for a period of one year, to demonstrate their well-recognized achievement in Facility Management.



## **FAME Award Selection Process Facilitators**

---

Preliminary screening of the applications received shall be performed by the Selection Process Facilitators.

*Chairman*

**Mr Daniel Lam**

Property Director, KCRC

*Members*

**Dr Chan Man Wai**

Immediate Past President, the HKIFM

**Mr Philip Lo**

CEO, Lexos Ltd



## **FAME Award Judging Panel**

---

Shortlisted applicants shall be considered by the Judging Panel based on the award criteria and scope weighting as detailed in the next section.

*Chairman*

**Mr Paul S.W. Leung**, SBS JP

CEO, Hong Kong Philharmonic Orchestra

*Members*

**Mr Chan Bing Woon**

Solicitor, SBS JP

**Dr Daniel Ho**

President, the HKIFM

**Dr Japhet S. Law**

Professor, Department of Decision Science and Managerial Economics,  
Chinese University

**Mr Daniel Lam**

Property Director, KCRC

**Mr Michael Price**

Group Manager, Swire Property





## Submission Format & Requirements

---

A total of six copies of your submission are required, including one original and five copies. Please note that only hard copies of submission format that comply with the requirements of this FAME Award booklet will be accepted. Otherwise, the submission will be returned. Each company must include in the submission at least two reference letters from their corporate clients.

Applications should not be more than 5,000 words and not longer than 38 pages of A4 text. This will cover the sections of **executive summary, organization motive, leadership, strategic management, process of management, proven work record and business results**. The Judging Panel will base its decisions on the following award criteria and scope weighting:

Categories	Scope weighting
1. Organization motive	10%
2. Leadership	20%
3. Strategic management	10%
4. Process management	10%
5. Proven work record	20%
6. Business results	30%
	<b>100%</b>

Support materials (such as organization chart and diagrams) are excluded and should be provided in the Appendices section. Each section has its own limitation on words submitted, so please refer to the individual section requirements. The submission should be presented in a lucid and presentable manner.



The submission should be presented in the following format:

### 1) Title Page

Name, address, contact persons of organization applying, and date of application.

### 2) Contents Page

### 3) Executive Summary (not more than 400 words)

### 4) Organization Motive (not more than 800 words)

An overview of your organization structure, including:

-  Organization history
-  Organization chart
-  Average number of employees in 2002 and 2003
-  Primary products and services
-  Key customer groups
-  Objectives and values
-  The workforce profile of the organization (such as educational levels and number of employees by level)
-  Primary facilities and locations of the organization
-  Other important factors

### 5) Leadership (not more than 800 words)

**Leadership** is defined as what drives the organization, and causes all other activities to happen. The following examples provide some guidelines for this section:

-  How the managers and supervisors of different levels lay down and deploy the short and long-term directions for the organization;

- 📌 How the leaders of the organization communicate the missions and visions to employees at all levels;
- 📌 How the leaders assess organization performance and increase the productivity of the organization as a whole;
- 📌 The actions undertaken by leaders demonstrating their abilities in leadership skills.

#### **6) Strategic Management** (not more than 800 words)

**Strategic Management** is one of the crucial elements in business management. This includes strategic planning, human resource management, contingency management, and business planning.

- 📌 It is important for the applicant to demonstrate how the organization is competent in the aforementioned planning and management areas.
- 📌 The applicant should also show how the organization deploys its strategy and assures that its strategic direction is in line with the organization's primary objectives.

#### **7) Process Management** (not more than 800 words)

**Process Management** is an essential element in business management, which informs how the organization works and how it uses people and other resources to deliver its products and services in order to achieve the organization's goals and objectives.

- 📌 The applicant is required to demonstrate how the whole work processes are identified, documented, and examined.
- 📌 The utilization of various tools and techniques for process improvement and disputes resolution should be shown.

## **8) Proven Work Record** (not more than 900 words)

To provide proven work record indicating the strength in property/facility management in the following three core management areas with at least one specialty from section A **and one** from Section B.

### **Section A**

- ↳ Real estate management
- ↳ Maintenance and operations management
- ↳ Space planning and design management
- ↳ Project and contract management
- ↳ Environmental management
- ↳ Health and safety management

### **Section B**

- ↳ Human resources management
- ↳ I.T. management
- ↳ The practice of law and local legislation in real estate
- ↳ Financial management
- ↳ Logistics management
- ↳ Risk management and security control

## **9) Business Results** (not more than 500 words)

Business results are the results of the organization laid down to achieve the purpose for which it exists.

**The HKIFM  
FAME AWARD  
2003**





## Rules Governing All Applications

---

-  The performance of a corporate applicant during the calendar years of 2002 and 2003 will be taken into account in judging.
-  In the event of a conflict of interests between a judge/judges and a corporate applicant, the said judge/judges will excuse himself/themselves from the judging process.
-  All decisions made by the HKIFM and the Judging Panel are final and binding.



## Assessment Process

---

The assessment will be in four stages:

- 1) Preliminary screening
- 2) Presentation by shortlisted applicants
- 3) Site visit of workplaces managed by shortlisted applicants
- 4) Final judging




Date	Activities
6 August	Public announcement in SCMP & Mingpao
20 August	Deadline for application
22 September	Deadline for report submission
Late September	Preliminary screening
Mid October	Presentation by shortlisted applicants
Mid October	Site visit of workplaces managed by shortlisted applicants
Early November	Final judging
Mid November	Presentation ceremony





## **Announcement of Results**

---

-  The winner(s) will be notified 3 days prior to the presentation ceremony.
-  All winners will be invited to attend the presentation ceremony for celebration.
-  The presentation ceremony will be held on the day of the HKIFM 4th AGM in November 2003 (tentative).



## **Confidentiality of Information**

---

All information supplied for the purpose of assessment for the FAME Award will be kept strictly confidential except for evaluation by the Judging Panel. The appropriate information will only be published if an award is granted.

**The HKIFM  
FAME AWARD  
2003**

