

Cut Costs, Raise Service Levels, Optimize Fixed Asset Performance Through Strategic

FACILITIES

MANAGEMENT

New in 2004!

23-24 August 2004 *Grand Copthorne Waterfront Hotel, Singapore

Critical Issues to be Addressed:

- ❖ Find out the Changing Role of Facilities Managers in Today's Business Environment
- ❖ Analyze the Key Factors to Consider in Arriving at the Decision to Outsource or Retain Services-In-House
- ❖ Case Study from Hong Kong University of Science & Technology on methods used to measure the performance and success in meeting the needs of the organization and the customers
- ❖ Assure Security in your Building
- ❖ Implement Effective Risk Management & Measurement Tools
- ❖ Discover how to obtain the Best Deal when you Outsource
- ❖ Case Study from Alexandra Hospital on Identifying Good Space Planning Principles
- ❖ Obtain a Strategic View of Plant Maintenance
- ❖ Develop Cost Efficient Strategies while Managing your Energy Resources
- ❖ Best Practices of Operating Building Management Systems
- ❖ How to Minimize disruption to Business during a Crisis

Panel of Distinguished Speakers:

- HONG KONG UNIVERSITY OF SCIENCE & TECHNOLOGY, HONG KONG
- THE COMMERCIAL & INDUSTRIAL SECURITY CORPORATION (CISCO)
- ALEXANDRA HOSPITAL
- SYNGENTA, CHINA
- HONEYWELL
- COLLIERS INTERNATIONAL ASSET MANAGEMENT
- EASTPOINT PROPERTY MANAGEMENT SERVICES, HONG KONG
- OPUS INTERNATIONAL CONSULTANTS, MALAYSIA
- ASIAN INSITUTE OF INTELLIGENT BUILDINGS, HONG KONG
- CPG CONSULTANTS
- JONES LANG LASALLE PROPERTY CONSULTANT
- BUILDFOLIO TECHNOLOGIES
- CPG FACILITIES MANAGEMENT
- THE OCB NETWORK, CHINA

PLUS

A Separately Bookable Post Conferences Workshop on: **25 August 2004, Wednesday**

Creating Value and Remaining Relevant - Face Today's Challenge in Facilities Management!

Workshop leader: **Jeffrey J. Budimulia**
Managing Director, Asia Pacific - The OCB Network

ORGANISED BY:

**The Asia
BUSINESS
FORUM**

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Special discount of 10% to the members of AIB or HKIFM



OFFICIAL PUBLICATION:



Best practices and strategies to achieve

Day 1: Monday, 23 August 2004

8.00 Registration and Morning coffee

9.00 **CHAIRPERSON'S OPENING ADDRESS**
Wong Yew Heng, Chief Operating Officer
Colliers International Asset Management

9.15 **THE CHANGING ROLE OF FACILITIES MANAGER IN TODAY'S BUSINESS ENVIRONMENT**

- * Vital role of Facility Manager in bringing together key resources from across the organization to address the new work environment
- * Understanding how external factors can contribute to changes in your workplace and transform the way Facility Managers go about their daily routines
- * Future direction of the industry and the expectations of today's Facility Manager
- * Understand the evolution of Facility Managers and where Facility Management will find its niche in the present corporate structure
- * Understand the evolution of Technology and its impact on the way Facilities Managers execute their job in today's business environment

Wong Yew Heng, Chief Operating Officer
Colliers International Asset Management

10.00 Morning Refreshment

10.15 **KEY FACTORS TO CONSIDER IN ARRIVING AT THE DECISION TO OUTSOURCE OR RETAIN SERVICES IN HOUSE**

- * Common types of facilities that are outsourced
- * Analyze the factors when outsourcing
- * Study the common problems and pitfalls to avoid when outsourcing
- * Appreciate the management implication for clients and service provider when outsourcing
- * Discover the merits of contracting for services versus in-house management
- * Understand the possible risk involved when projects are outsourced

Keith Futcher, Managing Director
Eastpoint Property Management Services, Hong Kong

11.00 **A CASE STUDY FROM THE HONG KONG UNIVERSITY OF SCIENCE & TECHNOLOGY - FACILITY MANAGEMENT ORGANISATION**

- * The presentation will start with a visual tour of the facility and some basic data about its management and the associated business drivers. The organisational structure of the University and the roles and responsibilities of its Facility Management Office will be explained. The tasks together with the resources available will be defined before moving on



to look at how the operations are performed and services delivered. The Case Study will end with methods used to measure performance and success in meeting the needs of both the organisation and the customers.

Roger Davies, Estate Manager
Hong Kong University of Science & Technology

11.45 **DISASTER RECOVERY: AN ASSET MANAGEMENT APPROACH**

Recent incidents have proven the need for all organisation to assure security. Planning and preparing for Disastrous Situations is an integral aspect to good asset and business management. In this presentation, David will use case histories to illustrate:

- * Different kinds of business hazard from equipment failure to natural events (eg storms and earthquake)
- * Assessment of vulnerability and criticality including cost of business interruption
- * Planning and preparation for disaster recovery
- * Immediate response, business continuity and disaster recovery
- * Asset management and emergency management planning to improve business continuity

David N Jennings, Chief Operating Officer
Opus International Consultants, Malaysia

12.30 Lunch

1.45 **EFFECTIVE RISK MANAGEMENT AND MEASUREMENT TOOLS**

- * Benefits of risk management and the reasons to develop an organization culture that is risk averse
- * Identifying the risk management process such as establishing context, identifying risk, analyzing risk, evaluating, treating and finally monitoring risks
- * Major considerations when assessing areas of risk in your business
- * Risk management tools - Knowledge on the different kinds of tools to prepare for the most unexpected situation
- * Matching of the tools to different situations
- * Framework for risk management and how to improve your organization's approach to risk management
- * How to implement a risk management model including education, reporting and evaluation

A K Moorthy, Senior Security Consultant
Security Consultancy Department Services
Division, The Commercial & Industrial Security Corporation (CISCO)

2.30 **FACILITIES MANAGEMENT BENCHMARKING - MORE QUESTIONS THAN ANSWERS?**

Effective facilities management is essential to the success of today's business operations. But how do you ensure that your FM operation is making a real contribution towards your organization success

Achieve optimal Facilities Management

- * Many organizations are not as good as they think are, benchmarking indicates the right questions to ask and what areas may need fixing. This presentation takes a practical view of facility management benchmarking using real experience and examples. It will cover topics such as what it is and what it is not, why do it, how to do it and how to win participation from others

Roger Davies, Estate Manager

Hong Kong University of Science & Technology

3.15 Afternoon Refreshment

3.30 INTRODUCTION OF INTELLIGENT BUILDING INDEX

- * Environmental Friendliness - Green Building
- * Space Utilization and Flexibility
- * Human Comfort
- * Working Efficiency
- * Culture
- * Image of High Technology
- * Safety and Security Measures - Fire, Earthquake, Disaster and Structural Damages etc
- * Construction process and structure
- * Life Cycle Costing - Operation and Maintenance with emphasis on Effectiveness
- * Health and Sanitation

Representative

Asian Institute of Intelligent Buildings, Hong Kong

4.15 ASSURING SECURITY IN YOUR BUILDING

- * In light of terrorist attack, find out the procedure for biological terrorist samples and guidelines for security in a building
- * Emergency evacuation plan - Examples of the procedure/plan
- * Identify ways to record and analyse data for security and track hazardous trends in the daily operations of an organization
- * Effective tools to enhance and monitor security operations

Fang Yea Saen, Vice President

CPG Consultants

5.00 End of Day One

Day 2: Tuesday, 24 August 2004

9.00 CHAIRPERSON'S WELCOME AND OPENING REMARKS

David Lum, Managing Director

CPG Facilities Management

9.15 CAN OUTSOURCING SAVE COST AND INCREASE PERFORMANCE? HOW TO OBTAIN THE BEST DEAL WHEN YOU OUTSOURCE?

- * Find out the benefits of outsourcing when you concentrate on core business and outsource basic administrative chores

- * Discover how your organization can drive results, gain competitive edge, eliminate unnecessary spending and boost productivity when projects are outsourced

- * Negotiating to obtain the best deal

- * How to ensure quality in outsourced projects?

Katherine Langan, Director

Jones Lang Lasalle Property Consultant

10.00 TECHNOLOGY IN FACILITIES MANAGEMENT: EFFICIENCY AND COST SAVINGS

- * Explore and demonstrate business case for deployment of wireless technologies for Facilities Managers
- * Live case studies in California, Singapore and Australia
- * Studies on Return on Investment
- * Available wireless technologies in the modern world

Alex Lau, Chief Technology Officer

Buildfolio Technologies

10.45 Morning Refreshment

11.15 IDENTIFY AND ASSESS THE IMPORTANCE OF GOOD SPACE PLANNING PRINCIPLES

- * It is important to identify good space-planning principles as it has a visible impact on environment, health, staff morale, cost and productivity of your company. In this session, Stewart Tai will be using case study examples to show us on how to optimize current working facilities throughout the plant and eliminate less productive facilities. Focusing on Alexandra Hospital, he will share with us practical insights on how the hospital successfully manages their facilities by applying the 'just-in-time' principle. This 'just-in-time' principle will enable optimization of existing facilities and reduce the waiting time of process.

Stewart Tai, Manager: Facilities Department

Alexandra Hospital (AH)

Steven Chew, Consultant

Harvest Consulting Engineer

12.00 A STRATEGIC VIEW OF PLANT MAINTENANCE

- * New challenges to plant maintenance
 - * Facility management as part of manufacturing competence in a business environment
 - * Tools, methodology and measurements to apply in facility management
 - * Major risks in facility management and address real issues
 - * Develop capability for continuous improvement
- Danny Yu, Engineering Project Manager*
Syngenta, China

12.45 Lunch



Separately
Bookable

An Interactive Post Conference Workshop
25 August 2004, Wednesday

2.15 COST EFFICIENT STRATEGIES WHILE MANAGING ENERGY RESOURCES

- * Taking actions to cut costs and improve efficiency by staying current with technology, regular training of employees, appropriate selection of vendors and documenting progress of each project
- * Gain better control of day-to-day facility management and utility cost and implement energy conservation measures - Cost cutting strategies
- * How to ensure performance while cutting costs
- * Risk involved when cutting costs

*Leow Kok Chong, Energy Manager
Honeywell*

3.00 Afternoon Refreshment

3.30 GUIDELINES TO THE MOST EFFICIENT WAY OF OPERATING AND MAINTAINING BUILDING MANAGEMENT SYSTEMS

Building Management Systems are one of the most sophisticated elements in a commercial building. This presentation will focus on how Facilities Managers can enhance their service using new technologies

- * Importance of integrating and design of technology with the built environment
- * Best practices of integrating technologies for better used experiences like wireless transactions, Life safety, HVAC controls, Security and energy management
- * Cost effective ways to maintain and operate Building Management Systems

*Woon Kim Seng, Executive Director
CPG Facilities Management*

4.15 MINIMIZATION OF DISRUPTION TO BUSINESS DURING A CRISIS

- * Expect the unexpected - Identify the top threats for facility managers
- * How risk management tools plays a part and the disaster recovery process, lessons taught from the disaster
- * Basic information in defining the first step in organizing disaster plan
- * Business Recovery Process

*Jeffrey Budimulia, Managing Director - Asia Pacific
The OCB Network, China*

5.00 End of Conference

WHO SHOULD ATTEND

- ▶ Facility Managers
- ▶ Building Managers
- ▶ Premises Managers
- ▶ Property Managers
- ▶ Maintenance Managers
- ▶ Property Developers

And all Senior Executives, Vice Presidents, Directors with responsibilities in facilities maintenance and management

FACILITY MANAGER - CREATING VALUE AND REMAINING RELEVANT FIND OUT TODAY'S CHALLENGES FOR FACILITIES MANAGERS

Workshop Objective:

With the fast evolving technology in a difficult economic environment, Facilities Professionals are challenged to remain relevant to the company's core objective. How do we overcome the law of diminishing returns after many cuts to the facilities budget and the requirement to improve service quality. - 'MORE WITH LESS!' This interactive workshop would share strategies with Facilities Professionals to Create Values and remain relevant in today's world.

Workshop Outline:

Participants would understand these various points of consideration:

- Introduction to the changing environment of the Facility Professionals
- Facility Management Operation in a flux
- Value Creation and Remaining Relevant
- Individual Various Strategies
- Executing all or a combination of Strategies

Timetable: Registration commences at 8.30am; Workshop begins at 9.00am and concludes at 5.00pm. Lunch, morning and afternoon refreshments will be provided. Workshop material and refreshments will be provided.

ABOUT YOUR WORKSHOP LEADER

Mr. Jeffrey Budimulia is a certified facility manager and is currently Executive Vice President of The OCB Network, a global consultancy specializing in change management and business transformation and corporate training in leadership, creativity and operational management processes.

Prior to joining The OCB Network, he spent over fourteen years managing a team of professionals in the practice of facility management in a multi-national electronic (semi-conductor) manufacturing company. He was responsible for achieving ISO 14001 and OSHAS 18001 status on the first attempt at the National Semiconductor in 2001 for his company as well as participating in the ISO9001, QOS 9000 task force. He was active in the training of the leadership team in Kepner Tregoe Project Management. His areas of expertise are in crisis management, facilities management, project management, environmental & safety and he has presented papers at international conferences and seminars on these topics. He was also the co-founder and first chair of the Singapore Chapter of IFMA.

ACHIEVING OPTIMAL FACILITIES MANAGEMENT

Increased Need for Safety and Security. Fear of Terrorism. SARS. Disasters. Advanced Technologies. Volatile Economy. Competition.

All these factors have affected the role and responsibilities of Facilities Managers today making them more complex, demanding and diverse on the one hand. On the other hand, Facilities Managers are also faced with the tough challenge of working within a cost-conscious budget and to ensure a safe, conducive and efficient environment at the workplace.

From feedback given by past delegates who have attended our conference and research findings or input received from Facilities Managers who have responded to our questionnaires, ABF is proud to present its 4th Annual Facilities Management Conference that brings **new** issues and **new** speakers to share the latest and best practice strategies in Facilities Management.

Meeting New Challenges Ahead and Adding Value

As a Facilities Manager, you need to keep abreast of the latest developments and factors that impact on your role and in order to cope with the demands and fast changing business environment. How do you bring together key resources and add value to your organization? What is the future direction of the industry and expectations of today's facilities managers? Hear the presentation from *Wong Yew Heng*, Chief Operating Officer at **Colliers International Asset Management** on this.

Effective Risk Management and Measurement

With the increased need for safety and security, how do you ensure that the framework for your risk management is sound? How do you develop and implement a risk averse culture in your organization and be effective in identifying, analyzing and monitoring risks. What are the risk management tools and how do you successfully implement them from beginning to the end? *A K Moorthy*, Senior Security Consultant at **CISCO** will share his knowledge and expertise with you in his presentation.

Gain practical insights and advice from other experts and speakers from leading organizations in this field as they share the latest information, practices, strategies and knowledge with you.

Some of these key issues include: **Optimizing the performance of your fixed assets**, wireless technologies in the modern world and their impact on facilities management, how to operate smarter, faster and in a more cost efficient and effective way, **strategies and pitfalls to avoid in outsourcing**, **good space planning principles and techniques**, **new challenges to plant maintenance**, **energy resources management**, **benchmarking** and **business recovery plan and process**.

PLUS case studies and corporate presentations by:

David N Jennings, Opus International Consultants, Malaysia

Alex Lau, Buildfolio Technologies

Roger Davies, Hong Kong University of Science & Technology

Stewart Tai, Alexandra Hospital

Danny Yu, Syngenta China

Leow Kok Chong, Honeywell

KEY BENEFITS OF ATTENDING

You will learn HOW TO:

- ▶ **Cope** with the increasing challenges and changing role of Facilities Manager
- ▶ **Identify** the need in facilities outsourcing, manage the risks and how to get the best deal in outsourcing
- ▶ **Be prepared** for disaster recovery and explore the asset management approach for business continuity and recovery
- ▶ **Plan** and enhance greater security in your building
- ▶ **Adopt** effective tools in risk management to enhance security and minimize risks
- ▶ **Choose** the right performance indicators to benchmark for success
- ▶ **Optimize** existing facilities and use space planning to improve morale and productivity at your workplace
- ▶ **Benefit** from cost efficient strategies in energy resources
- ▶ **Develop** a crisis plan and minimize disruption to your business during a crisis

PLUS 4 case studies on how to measure performance, disaster recovery, effective space planning and application of latest technology in facilities management.

AND PLUS a separately bookable Interactive Workshop where the workshop leader will share some strategies with Facilities Professionals on Creating Values and Remaining Relevant in Today's world – **Face** Today's Challenges in Facilities Management!

Reserve your place today!

Call our hotline (65) 6536 8676, Fax (65) 6536 4356

REGISTRATION FORM

FACILITIES MANAGEMENT

23-24 August 2004,

Grand Copthorne Waterfront Hotel, Singapore

- Yes! Please register the following delegate(s) for this Event
(Please photocopy for more delegates)

Please tick (✓) your choice session

- 2-Day Conference + 1-Day Workshop (23-25 August 2004)
 2-Day Conference only (23-24 August 2004)
 1-Day Workshop only (25 August 2004)

- I am unable to attend but please put me on your mailing list

I claim 10% discount as a member of AIB or HKIFM
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CONFERENCE VENUE & ACCOMMODATION INFORMATION

Grand Copthorne Waterfront Hotel, Singapore

392 Havelock Road Singapore 169663

Tel: (65) 6733 0880

Fax: (65) 6737 8880

Attn: Reservation Department

For reservations, please make your bookings directly with the hotel. To enjoy the special room rates, please quote Asia Business Forum's "Facilities Management". Hotel bills are to be settled by delegates directly with the hotel. Hotel reservations and travel arrangements are the responsibilities of the registrant. Please note that hotel rooms are available on a first-come-first-served basis.

INCORRECT MAILING INFORMATION

It is possible that you may receive multiple mailings of this event or incorrect company details on the labels, for which we apologise. If this happens, please let us know so that we can update our database immediately. If you do not wish to have your name on our mailing list, please let us know and we will remove it from our listing.

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Your investment for attending this Event is:

	Early Bird Fee (If payment & registration are received by 23 July 2004)	Regular Fee
Conference Only	S\$2,295 + 5%GST*	S\$2,495 + 5%GST*
Workshop Only	S\$1,095 + 5%GST*	S\$1,095 + 5%GST*
Conference + Workshop	S\$3,095 + 5%GST*	S\$3,295 + 5%GST*

Note: *GST is only applicable to Delegates from Singapore.

The fee includes lunch, refreshments and conference documentation.

Group Discount: Enjoy a group discount of **10% for 3 or more delegates** registered at the same time from the same organisation and of the same billing source.

METHODS OF PAYMENT:-

- Please cross cheque or bank draft made payable to **ASIA BUSINESS FORUM PTE LTD** and mail your payment together with this registration to **3 Raffles Place, #06-01, Singapore 048617**. Enclosed is our cheque/draft for S\$ _____
- Overseas delegates may pay by telegraphic transfer into the account of Asia Business Forum Pte Ltd which is:
- Account No. 141-630665-001, The Hongkong and Shanghai Banking Corporation Limited, 20 Raffles Place, #02-00, Ocean Towers, Singapore 048620.** Please quote our reference no. **1703S** and your Company's name in your payment instructions.

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Important Notice: Payments are required with registration and must be received prior to the Conference to guarantee your place. Walk-in delegates will only be admitted on the basis of space availability at the Conference and with immediate full payment.

CANCELLATIONS & TRANSFERS

If you are unable to attend, a substitute delegate is welcome at no extra charge. Please provide the name and the title of the substitute delegate at least 2 days prior to the Conference. A refund less 10% administrative charge will be made for cancellation received in writing by **2 August 2004**. A complete set of conference documentation and a 50% refund will be given for cancellation received by **12 August 2004**. Regrettably, no refund can be made for cancellation received after 12 August 2004. A complete set of documentation will however be sent to you.

The organiser reserves the right to make any amendments and/or changes to the programme, venue, speaker replacements and/or topics if warranted by circumstances beyond its control.