



International Facility Management Association
(Hong Kong Chapter)



The Hong Kong Institute of
Facility Management

Where can FM add more?

Date : 24th November 2004

Venue : American Club, Tai Tam, Hong Kong

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Time: 08:30 - 17:15

Venue: American Club, Tai Tam, Hong Kong

Facility Management is a term that is now widely used, if not always understood, in Asia and the FM function has been practiced for years in Hong Kong and other parts of the region. However, it has remained on the periphery of many organizations business activities and outsourcing has not been championed within local governments as a means to making them more efficient.

Facility Management has often been limited to looking after security, janitorial and M&E maintenance. However, this important business support function should be focusing on activities that can positively impact the business' core functions such as capital works, corporate real estate, and internal business movement.

Furthermore, whilst the private sector is leading the growth of FM, governments have been slow to adopt.

The co-organizers of the FM Conference 2004 have gathered together a diverse range of speakers, from a variety of backgrounds and nations. They will share experience gained in countries such as Australia and the UK, where FM is arguably more developed and widely used, and highlight what is happening on a local level, to begin the conversation on where FM can add more.



Program

08:30	Registration	
09:00 - 09:10	Opening Address	
09:10 - 09:50	Keynote Address : HKSAR Outsourcing - Opportunities for FM	Steve Barclay, Assistant Director, Efficiency Unit, Government of HKSAR, Hong Kong
09:50 - 10:20	Third Generation Outsourcing through Strategic Business Partnerships	Steve Gladwin, Director, Tungsten Group PTY Limited, Sydney, Australia
10:20 - 10:40	Morning Break	
10:40 - 11:10	Cluster Hospital Facilities Audit - An integrated approach to strategic facility planning and maintenance	Eric KS Chan, Senior Hospital Manager (Facility Management), Hospital Authority, Hong Kong
11:10 - 11:40	Dynamic workspace for business performance	Santa Raymond, Principal, Santa Raymond Consultants, London, UK
11:40 - 12:10	Achieving energy and cost savings in commercial buildings through low-cost and no-cost operational measures	Maria Chen, China Representative, ICF Consulting, Beijing, China
12:30 - 13:30	Lunch	
13:30 - 14:10	Keynote Address : Panel Contracts through Partnering - Key elements for success	Hugo Llopis, Manager Infrastructure Delivery, Public Transport Authority, Government of Western Australia, Perth, Australia Henry Stawarz, Director, Clifton Coney Group (WA) Pty Ltd, Subiaco, Western Australia
14:10 - 14:40	Whole Life Cost Planning - Delivering an integrated approach to procuring and managing the built assets	Lee Kok Weng, Partner, EC Harris, London, UK
14:40 - 15:10	Benchmarking in Facility Management - Application of decision making tools	Yat L. Philip Wong, Ph.D. Program, Facility Management, The Hong Kong Polytechnic University, Hong Kong
15:10 - 15:30	Afternoon Break	
15:30 - 15:50	Total Facility Management - An integrated engineering approach from planning, operation and maintenance to alteration and improvement	Ricky Chan, Senior Engineer, EMSD, Government of HKSAR, Hong Kong
16:00 - 17:00	FM Forum : Is FM worth more...	
17:00 - 17:15	Closing Remarks	
17:15	Conference Closed	

Keynote Speakers:



Steve Barclay

Assistant Director, Efficiency Unit, Government of HKSAR, Hong Kong

Steve is an Assistant Director within the Government of HKSAR's Efficiency Unit responsible for promoting private sector involvement in delivery of government services such as outsourcing and public private partnerships (PPPs). Steve has worked within the Hong Kong Civil Service since 1982 fulfilling a variety of roles including District Officer (Eastern), Assistant Secretary in the Finance and Trade & Industry Branches, Principal Assistant Secretary in the Planning, Environment and Lands Department and most recently was the Coordinator of the Chief Executive's Policy Address.

HKSAR Outsourcing - Opportunities for FM

The Government of HKSAR faces continuing pressure to reduce its expenditure and cut staff numbers, whilst at the same time meeting growing demands for improvements in the range, quantity and quality of services it provides to the community. The Government has responded to this, in part, by expanding significantly its use of outsourcing and Steve will examine the scope for expanded use of 'Facilities Management' within the Government's outsourcing policies and practices.



Hugo Llopis

Manager infrastructure Delivery, Public Transport Authority, Government of Western Australia, Australia

Hugo Llopis is currently working with the Public Transport Authority as the Manager Infrastructure Delivery within the Network and Infrastructure Division. In his position, Hugo is responsible for the development, justification and prioritisation of the Division's multimillion-dollar capital works program. He is also responsible for maximizing funding levels of the program through numerous funding sources. He has been responsible for the delivery of capital work projects across a number of government departments over the last 21 years. He has also been responsible for the provision of facility management services across a numbers of facilities, including schools, colleges and prisons. Hugo completed his Bachelor of Engineering (Civil) degree in 1982 and his MBA in 1989 from the University of Western Australia.



Henry Stawarz

Director, Clifton Coney Group (WA) Pty Ltd, Subiaco, Western Australia, Australia

Henry is a Western Australian Director of the Clifton Coney Group Pty Ltd, one of Australia largest Project and Development Management Consulting firms, currently with over AU\$2 billion in projects in progress through 5 Australian states and one International office (UAE).

Henry was previously employed for 27 years by the State Government of Western Australia in its Public Works Agency, within a general project management framework, focusing principally on Contract Administration and Project Management of Building Construction and Maintenance projects, with emphasis since 1985 on Strategic Asset Management and the total project

Panel Contracts through Partnering – Key elements for success

At last year's conference Hugo talked about his first hand experience in establishing panel contracts with a difference. We learnt how Hugo crafted this approach to "insourcing while outsourcing" services in two separate Government Departments in Perth over the last 6 years. This year he will be joined by Henry, one of his key contractors, to discuss in detail the key element of "their" successful model, partnering. They will cover both the principal's and the contractor's fears, concerns, motives, objectives and attitude throughout the life of this model. They will discuss how they approached this relationship at first, how it developed over time and where it is now going. They will talk about their successes, their failures and the lessons learnt.

Conference Speakers:



Eric KS Chan

Senior Hospital Manager (Facility Management), Hospital Authority, Hong Kong

Eric specializes in Maintenance Management, Quality Management and Built Environment Issues. Prior to joining the Hospital Authority, he was Maintenance Manager at Hong Kong Telecommunication Limited and Colliers Jardine Property (HK) Limited. He has received his MSc in Construction and Real Estate and obtained a second Master in Health Services Management. He is a PhD candidate with a research focus on energy management in an FM context. He is a Registered Professional Surveyor, Chartered Building Surveyor, Chartered Builder and Fellow Member of Hong Kong Institute of Facility Management.

Cluster Hospital Facilities Audit - An integrated approach to strategic facility planning and maintenance

A facilities audit is an indispensable tool for identifying the existing physical condition and functional performance of buildings and infrastructure for strategic planning and timely maintenance. However, different hospitals within the Hong Kong Hospital Authority had managed audits in different ways by using different systems which led to inconsistencies in scoring and priority rating. As a pilot scheme, a Cluster Facilities Audit was implemented covering 4 acute hospitals, 2 convalescence hospitals and 1 psychiatric hospital.



Ricky Chan

Senior Engineer, EMSD, Government of HKSAR, Hong Kong

Ricky YC Chan received his BSc(Hons) and MSc in Mechanical Engineering. He then joined the Public Works Department (PWD) of the Hong Kong Government in 1981 as assistant engineer until 1984 before he became a Chartered Engineer in the Building Services discipline. Ricky has been involved in the traditional Building Services designs and contracting for the construction of different types of the government buildings over the years. Ricky is now the senior engineer in the Electrical and Mechanical Services Department (EMSD) of the Government in the General Engineering Services Division. He is involved in the study and implementation of facilities management within the government sector.

Total Facility Management – An integrated engineering approach from planning, operation and maintenance to alteration and improvement

Planning, construction, operation, maintenance and management of buildings and facilities becomes more sophisticated as high calibre buildings and engineering systems are specified by designers to meet the ever increasing standards in the building industry. The traditional ways of "fail-and-fix" can no longer enough to serve customers' needs. Total facility management (TFM), with an integrated engineering approach will be a promising solution to the common O&M problems, such as poor reliability, slow maintenance response, and non-traceable records etc. It will also provide value-added features, such as energy conservation, indoor air quality measurement, space planning and identification of the existing services systems' renewal. In Ricky's presentation, the concept of TFM will be introduced and a model and case for implementing the integrated engineering approach will be illustrated with detailed analysis on its benefits and limitations.



Maria Chen

China Representative, ICF Consulting, Beijing, China

Maria Chen is the China representative for ICF Consulting. Maria has more than 10 years of work experience in energy and environmental consulting, of which eight years has been based in Beijing, China. Maria holds a M.A. in International Economics from George Washington University and a B.S. in Industrial Engineering from Columbia University. Since joining ICF in 1995, she has managed projects in China, Thailand, and the Asia region for the U.S. Environmental Protection Agency (USEPA), Asian Development Bank, and World Bank. For the past two years, she has been managing a USEPA project, called eBuildings, in building energy efficiency in Shanghai, working with commercial building owners and managers in using low-cost and no-cost measures to reduce energy costs.

Achieving energy and cost savings in commercial buildings through low-cost and no-cost operational measures

Maria's presentation will share a unique approach to achieving energy saving and cost savings in commercial buildings through low-cost and no-cost operational measures. The presentation is applicable to everyone interested in reducing energy use and costs in their buildings using existing Building Automation Systems and building staff. Specifically, the presentation will share the observations and experience that led to the formulation of the low-cost and no-cost approach. Case studies documenting the successfulness of this approach, best practice recommendations that can immediately be taken to achieve energy and cost savings and opportunities for application of the approach in any commercial building in the world will be reviewed.



Steve Gladwin

Director, Tungsten Group PVT Ltd, Sydney, Australia

Steve is Director, Operations Development for the Tungsten Group based in Sydney, Australia. During a career that spans over 15 years, Steve has gained experience in all aspects of facilities and project management business development, including marketing, tendering, contract negotiation, contract establishment and support to all existing facilities management contracts. Steve has been a Director of the Australian Facility Management Association since 1999 and he is currently National Chair of the Association.

Third generation outsourcing through strategic business partnerships

Steve's presentation will investigate the evolution of FM contracting in the Asia Pacific region under a framework of generations commencing with the first generation outsourcing which took place between 1990 - 1995. During the current third generation of outsourcing, many organizations have examined the failures of the past and are developing more strategic business partnerships. A Case Study will be presented examining how one organisation overcame the problems associated with second generation deals and will give an overview of the strategic business partnership they now have with their service provider. Steve's presentation will conclude with a discussion on the "next generation" of deals that will involve more globalisation and offshoring.



Lee Kok Weng

Partner, EC Harris, London, UK

Lee Kok Weng is responsible for the development of EC Harris' Facilities Management business worldwide. During his 20 years with EC Harris he has been instrumental in establishing and developing the FM service to a point where it is now regarded as a key part of the group's global expansion. Weng's primary expertise lies in the field of strategic management, management information systems and Public Private Initiatives. He has been involved in some of the largest UK Government outsourcing programmes through PPI and delivered a number of papers in this arena.

Whole Life Cost Planning – Delivering an integrated approach to procuring and managing the built assets

The common definition of life cycle costing is "the frequency and cost of replacement of components (fabric and services) of a building asset over the life of a building". This task requires the capture of relevant information about the components and establishing their replacement cycles and their associated costs. The issue of life cycle cost planning should be part of the design team's deliverables and requires ownership. The development of PPI in the UK has brought life cycle cost to the forefront but traditional preferences could still hinder its progression. Weng will talk about the pro-active measures that need to be introduced to integrate life cycle cost planning into the design process in order to respond positively to client/occupier needs, including a model for integrating the capital cost with life cycle cost replacement and facilities management.



Santa Raymond

Principal, Santa Raymond Consultants, London, UK

Santa Raymond is a design strategist and client advisor, specialising in the workplace. An architect and interior designer by profession, she now combines these skills with those of business management and training to enable clients to develop effective project briefs and creative relationships. As an associate of the Work Foundation, she is researching the interrelationship between Workplace Ambience and High Performance Businesses. Santa is the author of the section on offices in "The Architects" and co-authored "Tomorrow's Office - creating effective and humane interiors".

Dynamic workspace for business performance

Dynamic workspace not only saves money in acquisition, servicing and maintaining, but also enables staff to perform better. It is adaptable to changing needs and communicates key messages about corporate culture to employees, contractors and customers. It also encourages concentration, communication, innovation as well as desirable behaviours. Dynamic workplace enables people to work in new ways and reduces churn and absenteeism. Santa's presentation will use examples of workspaces around the world to illustrate the different aspects that make up a dynamic workspace. Facilities management input and whole infrastructure servicing as an ingredient of dynamic workspace will also be investigated, as well as how to ensure proper buy-in to the whole process from staff and management.



Yat L. Philip Wong

Ph.D. Program, Facility Management, The Hong Kong Polytechnic University, Hong Kong

Philip was a consulting engineer and has experience in the Highways and Transportation Department and is now pursuing a Ph.D. degree in Facility Management at The Hong Kong Polytechnic University. He has a bachelor degree in Civil Engineering and a master degree in System Engineering and Engineering Management. He has also completed a Postgraduate Diploma in Law (CPE) at The College of Law, England and Wales.

Benchmarking in Facility Management - Application of decision making tools

The practice of Facility Management benchmarking may be understood as the search for specific practices that enhance performance with a controlled amount of resources. A successful search in benchmarking study always requires quantitative measurement and qualitative assessment. Philip's talk will look at how we can enhance the effectiveness of benchmarking by improving the consistency and clarity of decisions made in the process of benchmarking. Based on cases with local and Australian data, the tools are proved able to serve as an organised and flexible evaluation framework for benchmarking. Facility managers can not only identify complacency but will also be given hints on the ways to catch up with their outstanding peers.

FM Forum - Is FM worth more...

Facility Management continues to be a topic of discussion and education, especially here in Asia. More companies are changing their function of property or estates management to facility management. Coupled with this, in recent times there have been an increasing number of educational establishments offering courses on facility management, and student numbers appear to continue on an upward trend.

Despite this marked awareness and interest in facility management, it does seem that the FM function is still under rated within organizations, whether the service is provided internally or through an external provider. In many companies FM accounts for the second highest cost, after human resources.

The debate for this forum is whether FM is undervalued in how it can and does benefit the core business of an organization. Is enough importance placed on how it assists core activities? Likewise, if the FM function is performed by external service providers, why is there a tendency to go with the lowest cost? It will also consider where FM does bring value and how that can positively impact the business and bottom line.

Moderator & Panelists

Moderator:



Mr. Mike Hudson

Director of Estates Management
Hong Kong University of Science and Technology

Panelists:



Mr. Steve Barclay

Assistant Director
Efficiency Unit
Government of HKSAR



Mr. Kenneth Chan Jor Kin

Managing Director
KC Surveyors Ltd. / KCS Projects Ltd.



Mr. Philip Lo

CEO
Lexos Ltd.



Mr. Michael Roland Price

Group Estate Manager
Swire Properties Limited



Mr. Dave Rees

Regional Head
Property Management, NEA
Standard Chartered Bank
(Hong Kong) Ltd.



Mr. Russell O' Shea

Executive Director &
Head of Facilities & Asset Management
EastPoint Property Management Ltd.



Mr. Deric Probst-Wallace

Head of Property
Hysan Development Company Ltd.

Registration Form

Name: _____ Title: _____

Company Name: _____

Tel No.: _____ Fax No.: _____ Mob: _____

Email: _____

Conference Fees

(Please put a tick ✓ in appropriate box)

*Early Bird and Group Discount Available

Member	<input type="checkbox"/> HK\$900	Institution : _____ Membership No. _____
Guest	<input type="checkbox"/> HK\$1,800	
Full-time Student	<input type="checkbox"/> HK\$500	Institution : _____ Student No. _____ <small>(please attach a copy of student ID for verification)</small>

* Early Bird Registration by October 31, 2004 - 10% off

Group Registration of 5 or more - 10% off on total payable

Registration Procedures

• By Mail

Please send the completed form together with a cheque made payable to : **International Facility Management Association** c/o Regus Business Centre 2nd Floor, Shui On Centre, 6-8 Harbour Road, Wanchai, Hong Kong

• By Fax

Please fax the completed form to (852) 2559 1140 for registration. A cheque should be mailed to the address stated above.

• Online Registration

Visit our website and register online at <http://www.FMC2004.com.hk>

For any enquiries, please call Ms Arnald Ng at (852) 2842 8517 or e-mail to admin@ifma.org.hk

Transportation

Please select the following transportation means to the conference venue:

(Please put a tick ✓ in appropriate box)

<input type="checkbox"/> Option (1)	I will take the shuttle bus arranged by the organizers
<input type="checkbox"/> Option (2)	I will drive to the conference venue, my vehicle registration number is _____

Shuttle Bus Schedules

From Admiralty MTR (outside Café de Coral)*	From American Club, Tai Tam*
07:45/08:00/08:15	17:30/18:30

*Shuttle bus services are available every hour on the hour from both locations between 09:00 to 19:00 other than the times indicated above. Seating is on a first come first serve basis.

Supporting Organizations:

