

School of the Build Environment

Property Asset Management

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(Model: D13FA9 Property Asset Management)

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Title 1: The fast moving pace of IT will continue to challenge corporate occupiers as there are growing applications of IT in all aspects. IT is still keeping on diffusing into the medium to small size industry. The diffusion affects the corporate occupiers' trend on both space management and style of communication.

Traditionally, corporate occupiers would need a larger space for their filing system. Communication has been relying on mailing, telegram. And, relevant personnel meet together in the conference room undergo face to face discussion. There has been a need of a larger office space for the filing system than today's computerized database system. Today, we have net-meeting with our global management staff in the same time. It is easy to discuss things and then finalize to decision making.

The development of IT further makes the occupiers swiftly upgrading their computer system leading to office automation. The occupiers tend to reduce their office space and diverted their budget to IT systems. The IT also changes the face of communication that the main office can be located in suburb area with cheaper rent. However, a modern office is crucially relied on stable electric power supply.

Title 3: Outsourcing has grown dramatically but we cannot solely rely on the subcontractors. The organization should not subcontract her core business to them. Those subcontractors may sometimes back out of the contracts. That may affect the organization's performance and credibility. Mostly, the core business itself possesses important techniques that the organization is unwilling to be acknowledge by outside parties. Subcontracting is having the chance of important techniques transfer. The information leakage will affect our market tenancy because the leakage leading to the number growth of substitute in market. Furthermore, the subcontractors are surely with different organizational culture. Misunderstanding may arouse sometimes.

However, outsourcing can obtain other expertise comment and information which enhance the organization improvement. Appropriate outsourcing can reduce the time span of the production. It can also lower the production line running cost and conserving energy for the core business. No need to employ groups of the specialist for the supporting process with high salary and not enough workload when working order abates.

Title 4(1): The most important skills required by property professionals working in a corporate environment are to maintain the facilities management system in function efficiently under the organizational policy. The property professionals should know well on both the facilities management and property management.

Facilities Management is the direction of the activities within the built environment. It also gives direction of how to manage the properties and workplace. Upon the corporate level, strategy and operational objectives will be formulated and conducted in order to give clear framework to the personnel to perform their daily work in a safe and efficient manner. And, facility manager has the responsibility to sustain our properties in a high value through the improvement of services quality.

Property management should be ranged from property strategy, space management to administration and contract management. In order to maintain different kind of properties in regions, we should firstly develop a strategy plan. Since, the plan is the crucial resource control tool for the Facilities Management Department. With a strategy plan in hand, we have clear parameters for preamble the facility activities. Activities that will be analyzed if they are away from the facility management plan's strategy. Or, that will require supporting or carrying out corporative mission, goals and objectives.

Title 4(2): The most important skills required by property professionals working in a corporate environment are to maintain the facilities management system in function efficiently under the organizational policy. The property professionals should know well on both the facilities management and property management.

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Furthermore, the strategy plan helps the management personnel to establish suitable scenarios which compatible with the corporate planning. These scenarios allow the professional to forecast future happens, events and its consequences. These are very important for scheduling the forthcoming management activities.

Property Professionals

The professional usually confront with matters that required diversity of knowledge. Sometimes the facilities manager should seek for expertise assistance on advance exotic technology. New things may arouse pressure for the manager in figure out what it is. How to accomplish them? The manager should psychologically prepare to face pressure during his or her duty.

The manager in all time should maintain his department in efficiency, effective state. He or she has the responsibility to motivate and help the others for goals achievement. Communication with the other parties in and outside the organization is the day to day essentials. The manager should have good writing skill. A beautiful mind enables him

or she can sum up the specialists' information and calculations. The manager can interpret that sum up into easy understanding scenarios and explain to others. He or she can effectively make use of that information in hands to communicate with their own team members and customers in the frank manner.

Capable of interact with people is the successful negotiate in return. The manager must know his organization well. The manager can make use of communication channel in formal or informal way. He can maintain a good relationship with other executives. It might be one of the important issue which affecting the performance of the manager.

Able to say "no" to others is a crucial arts and skill of the facilities managers. Since, no existing scenarios proposal can fully satisfy all the parties in the same time. The manager can only rely on negotiate to balance every influenced party at the time. The manager should be a good listener as well as preacher who figure his or her genuine interest in the benefit of all parties. A good manager should be a good time handler. If you are good in handling time, he is always in the position of forwarding proactive management. On the contrary, he will be dredged by time itself and always behind schedule. He is in the position of preventive management and always frustrate in chasing time. The manager should better be widely accepted by peoples and can work with wide range of different gender ethnically.

According to Cotts and Lee (1992) observation, the facilities manager should possess the followings characters:

1. Technical competent
2. Capable in good oral and written communication
3. Comfortable with reaction
4. Service oriented
5. Cost control
6. Good decision making
7. Legislative familiar
8. Capable of handling and solving problems
9. Action oriented
10. Able to deal with people
11. Good at undergoing quantitative measurement

Other than the said characters above, it is also very important that the properties

professional should also possess the skill of evaluating the organizational performance and developing the facilities management strategy plan.

To evaluate the organization

An organization needs a parameter to analyze how the facilities management is up to. Is it away the direction of our preset strategy? And, benchmarking is a method to evaluate the performance.

The professionals have the ability to establish the benchmarking method which can evaluate the items ranging from business process, procedures, cost, consumption and services quality. Benchmarking method can provide information of whether the facilities management is in optimize efficient or gain acceptance of customers and senior management. There are benefits when we use benchmarking method, such as reduce the chances of false investment enable the organization to reduce time and cost. It keeps pace with the change of the outer environment conducting tested and proven practices. The benchmarking can convince the disputer by depicting the clear results to the surface. Benchmarking method can provide a tension of overcoming or improvement when outstanding found within the organization. It brings in expertise knowledge and technology from outside in order to push the industry in advancement. Benchmarking enhance the continual improvement within the organization.

The development of the strategy plan

Through the strategy plan development, the professional can help the organization to depict and control of budgeting, technology and professional through strategy. So, strategy planning can be functioned as follows:-

1. The strategy planning gives a share understanding on context, vision and optimization to the organization. The strategy planning is the setting where to go and how to get through changing market condition and reach there.
2. The strategy planning ensuring that right budgeting is a necessary. Certain procedure should be complying with budget estimation. And, rising up the common understanding budgeting policy of the organization or project. There is also a telling that the decision would be an influence of those budgets too much surplus or deficiency in the consequence of high risk.
3. The strategy planning is established under influence of needs assessment. In the other words, needs assessment is the crucial parameter for measure the

surrounding market condition, technology needs, professional needs and budgeting needs in order to provide a qualified amount of investment for the project or organization at the right marketing position.

4. Strategy planning forming a direction of the future objective and benchmarking scheme of each department within the organization. It influences the plans and objectives of the departments. It also influences the operational manual and the style of leading.
5. A comprehensive strategy plan clearly stated policy, strategy and objective through the needs analysis process. A suitable and qualified strategy plan is the result of needs analysis sequences. Let the managing personnel having a common understanding of the scenarios we deal with. And, how to get there for achieve the goal. The plan is the Map of the Organizational Achievement.

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