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Overall Facility Performance: A Personal View of the U.K. Perspective

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By and large those who manage today's facilities in the United Kingdom have received no special training for their job. These facilities managers come from diverse backgrounds including building services engineering, architecture, personnel management, and office organization and methods. Facility Management in the U.K. is not yet a well developed discipline.

Recent changes in the economy have prompted building owners and property developers to ask questions about how their facilities are working, what aspects work best, what features are good value for money, and what features are most liked by and are of most benefit to the users. Unfortunately, systematic post-occupancy evaluations of almost any kind of facility to date are few and far between.

At a basic performance level the environmental services of any facility are often measured with reference to the various codes and standards set by bodies such as the Chartered Institute of Building Services Engineers (CIBSE) and the Illuminating Engineering Society (IES), but typically such codes and standards follow from either those set in the U.S.A. by organizations such as ASHRAE, or by ISO. There is relatively little basic research on developing new building performance criteria *per se*.

Recent initiatives have been started by the Building Research Establishment (B.R.E.), Building Services Research and Information Association (B.S.R.I.A.), and the Department of Energy (D.O.E.) to further investigate problems of 'sick buildings' but at present such endeavours are in their infancy.

Overall, it is most likely that attempts to develop generalizable and relevant facilities performance criteria in the Great Britain will follow from such activity in the U.S.A. rather than leading this.

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