

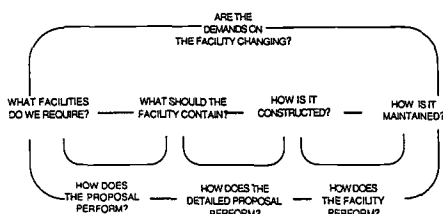
Philip D. Alsopp¹

Comments on Facility Performance and Serviceability from a Facility Manager's Viewpoint by Arthur P. Hahn

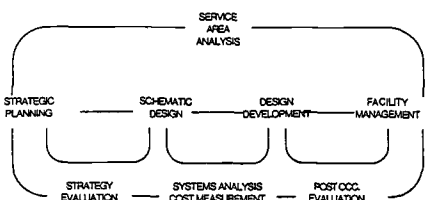
REFERENCE: Alsopp, Philip D., "Comments on 'Facility Performance and Serviceability from a Facility Manager's Viewpoint' by Arthur P. Hahn", *ASTM STP 1029, Performance of Buildings and Serviceability of Facilities*, Gerald Davis and Francis T. Ventre, eds., American Society for Testing and Materials, Philadelphia, 1990.

The process of facility measurement and analysis is an iterative one - it is not a simple, linear process that can be emulated by a pert chart. Trial solutions to the problem (FM, building design, renovation, etc.) are capable of modifying the original problem if, and only if, evaluation measures account for the phenomena that drove the need for the building in the first place. The following diagrams serve to illustrate the point relative to institutional building types like universities, hospitals, schools, etc.

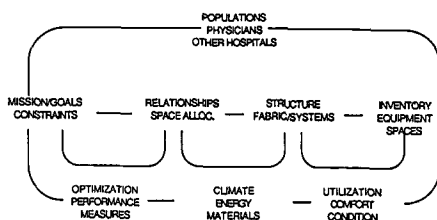
THE FACILITY MANAGEMENT PROBLEM



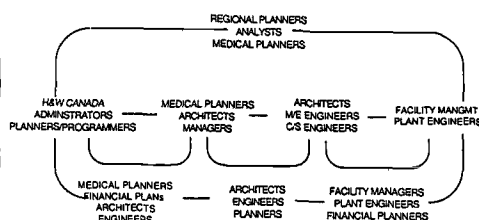
THE FACILITY MANAGEMENT PROCESS



FACILITY MANAGEMENT DATA SETS



THE FACILITY MANAGEMENT TEAM



FACILITIES MANAGEMENT IS PROCESS

An evaluative problem-solving process

DATA

Creating

Growth and evolution of knowledge over time

MODEL

Requiring

An integrated/multi-user computing environment permitting unlimited graphic display of complex database inquiries

USERS

Used By

A wide range of professionals from many disciplines internal to and external to the organization.

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