

FM Definitions

ACTIVITY SETTINGS: Places that are designed to support particular behaviors, such as large formal meetings and small informal gatherings.

***AMENITY AREA:** Any area in a facility used by employees for non-work activity, such as employee dining rooms, vending areas, lounges, day-care centers and fitness or health centers.

AUDIT: A thorough inspection of the base building, interior development and infrastructure; also used as a tool to provide senior management with the cost of capital renewal programs on which to base strategic facility planning.

BENCHMARKING: The continuous process of measuring products, services and practices against the toughest competitors of those companies recognized as industry leaders.

***BUILDING CORE:** The "guts" of a building, which normally includes building elevators, restrooms, smoke towers, fire stairs, mechanical shafts, janitorial, electrical and phone closets.

***BUILDING MAINTENANCE:** The preventive and remedial upkeep of building components (HVAC, electrical, plumbing, elevators, carpentry and painting), excluding janitorial and grounds maintenance.

BULLPEN STYLE OFFICES: Open areas without partitions.

+CIRCULATION AREA: The portion of the gross area of a building required for physical access to various divisions and subdivisions of space.

+CHARGEBACK SYSTEM: A system of cost control that requires the requesting unit or organization to pay for work done to its area.

CHURN: The total number of employee workplace moves made in a year, divided by the total number of office employees in that facility, multiplied by 100.

+CONSTRUCTION AREA: That portion of the gross area of a building rendered unusable by the presence of structural elements such as the walls and columns.

+CORRECTIVE MAINTENANCE: Maintenance activities performed because of equipment or system failure. Activities are directed toward the restoration of an item to a specified level of performance. Sometimes called "breakdown maintenance."

COSOURCING: When a corporation does not want to transfer responsibility for the facility function to a service provider, but desires the results that they have seen through outsourcing done by other companies. Based on a long-term relationship with an emphasis on values traditionally associated more with "partnering" than "vending."

***COST OF OPERATION:** The total costs associated with the day-to-day operation of a facility. It includes all maintenance and repair (both fixed and variable), administrative costs, labor costs, janitorial, housekeeping and other cleaning costs, all utility costs, and all costs associated with roadways and grounds.

+CUSTODIAL AREA: The sum of floor area used for building protection, care, cleaning, and maintenance.

+CYCLICAL MAINTENANCE: Maintenance that can be predicted and performed on a regular basis (cycle).

+DEFERRED MAINTENANCE: A formal or informal listing of unaccomplished maintenance tasks. Such situations arise because of shortages of funds, personnel, or specific management practices.

DOWNSIZING: A reduction in the workforce.

ERGONOMICS: The study of equipment design in order to reduce operator fatigue and discomfort.

+FACILITY: Something that is built, installed or established to serve a purpose.

FACILITY MANAGEMENT: A profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology.

***FIRE CORRIDORS:** Special corridors with partitioning designed to create escape routes in time of fire.

***FLOOR PLATE:** A broker's buzzword for rentable floor size.

+FOOTPRINT: The working square footage required to support a particular function; this often includes space for furniture as well as chair movement and circulation.

FREE ADDRESS ENVIRONMENTS: A variety of different workspaces and no permanently assigned offices or workstations. Workers select the setting that suits their activity at the moment.

+GROSS AREA: The sum of floor areas within the outside faces of the exterior walls for all building levels which have floor surfaces.

GROUP ADDRESS: designated group or team workspace for a specified period of time.

GROUPWARE: Team-oriented computer software packages, desktop videos and electronic conference boards that are applicable to facility planning and management needs. Facilitates the rapid sharing of data, text and e-mail among a variety of users.

HARMONICS: Distortion in an electrical distribution system.

HOTELING: Workspace that is reserved on a first call basis and not dedicated to any specific worker beyond a specified amount of time.

HUDDLE ROOM: A non-scheduable meeting space for three to four people. This space may be used for a brief meeting or can be assigned for the length of a project. Usually utilized by those who are housed in open workstations.

INSOURCING: A common approach in which facility management executives look to outside facility management service firms as process experts. Outside service providers are hired as consultants to measure operations against the commercial benchmark and make recommendations for improvement. The internal staff then implements the recommendations.

+INSTALLED EQUIPMENT: Equipment affixed to the owner's buildings that is maintained by the facility manager, not the functional operator or line manager.

INTELLIGENT BUILDINGS: Buildings that are designed with a flexibility to accommodate change.

***INTRAOFFICE:** The common area between departments, sections, etc., used for corridors, aisles, or walkways.

+KEY PLANS: Small-scale floor plans designed to show room locations, occupant room numbers, and occasionally telephone numbers.

***LAYOUT:** A plan created by a space planner, interior designer or architect showing locations of tenant improvements and the utilization of the space by the tenant.

+MECHANICAL AREA: That portion of the gross area of a building designated to house mechanical equipment, utility services, and nonprivate toilet facilities.

+NET ASSIGNABLE AREA: The sum of the floor areas available for assignment to a program occupant. By definition this excludes custodial, circulation, mechanical, and construction areas.

OUTSOURCING: Refers to a full transfer of the facility management functions to an outside firm. The corporation then manages the outsourcing contract rather than the entire facility management function.

OPEN PLAN OFFICES: Spaces divided by movable partitions.

OUT-TASKING: A word coined to further define the area to be tasked to an outsource provider.

***PANELS:** Modular furniture sections used to define the limits of a workstations. Panels do not extend from floor to ceiling.

***PARTITIONS:** Inside floor-to-ceiling structures not otherwise meeting the criteria of walls. Partitions are movable or removable.

PARTNERING: Refers to the working relationship between owner, designer and contractor. Also can be used to identify the relationship between owner and the supplier of a specific good or service. It provides the opportunity to institute longer contracts with the supplier instead of working on an annual basis.

+PREVENTIVE MAINTENANCE: Planned actions undertaken to retain an item at a specified level of performance by providing repetitive scheduled tasks which prolong system operation and useful life; i.e., inspection, cleaning, lubrication and part replacement.

PRIVATE OFFICE: Offices enclosed by floor-to-ceiling walls.

PROACTIVE: The planning process necessary to achieve success that involves looking ahead and anticipating the long-term to prepare for the future in the present. It addresses not only urgent matters, but also the important, emphasizing the important matters.

+PROGRAMMED WORK: Work done in annual "slices," normally in all facilities.

+PUNCH LIST: A list of deficiencies, incomplete, or unacceptable work items compiled by the project manager during the final inspection of a project.

REMEDiate: Activities undertaken to reduce or eliminate contaminants so that property and groundwater are not in violation of applicable environmental standards.

REMOTE TELECENTERS: Office centers providing technology and administrative support, located near customers and staffed by employees dedicated to that site or splitting their time between that location and another.

+RETROFIT: In building, to add new materials or equipment not provided at the time of original construction.

RISK MANAGEMENT: The process of making and carrying through decisions that reduce or minimize the adverse effects of accidental loss upon an organization. It must be able to adjust to changing organizational requirements and external market conditions.

SATELLITE OFFICE: An office used by a company for employees who telecommute. It allows employees to reduce commutes by working at an office close to home for a few days a week.

SHARED SPACE: Two or more employees sharing a single, assigned workspace and work tools, either simultaneously or on different shifts.

***SHARED TENANT SERVICES:** Services provided by a building to allow tenants to share the costs and benefits of sophisticated telecommunications and other technical services.

+SOLE-SOURCE PROCUREMENT: A procurement awarded to a single vendor without competition.

+STRATEGIC PLAN: A plan that projects programs five to ten years for most business functions. Some strategic facility management plans project three to five years.

SUPPORT AREA: Includes computer centers, mail rooms, reprographics and copy center, library space, training rooms, communication centers, auditoriums, conference rooms, security areas and shipping and receiving area.

TELECOMMUTING: Work arrangement program where employees work at a location other than a typical office. This place may be the home or an alternate (satellite) office close to home.

***USABLE AREA:** That area of a space that may actually be occupied by a user. Equation:
Usable area = Rentable area - Common area

***USER:** The generic definition of the occupant of a space. This may be a tenant, a company or a department. A given space may have more than one user for each tier of definition.

VACANCY RATE: The current vacant square footage or meters in a facility divided by the total usable area and multiplied by 100. For example, if the facility currently has 12,000 square feet vacant and the usable area is 200,000 then the vacancy rate is 6 percent.

+VALUE ENGINEERING: Evaluation of construction methods and/or materials to determine which have the net result of reducing costs, consistent with specified performance, reliability, maintainability, aesthetic, safety, and security criteria.

VIRTUAL OFFICE: Employees have the freedom to office anywhere (home, hotel or car) through the use of portable technology.

VIRTUAL CORPORATION: Businesses that are composed of independent individuals and/or businesses that provide the physical resources of the corporation. Though operating from separate locations, they function together as an integrated business entity. There is no physical headquarters from which the enterprise is run.

***WORK LETTER:** A document that includes building standards plus any additional items to be paid for by the landlord or by the tenant; the letter specifies who is responsible for each item.

WORKPLACE STANDARDS: Guidelines used to allocate workspace on a corporate-wide basis according to set criteria, such as position, title or seniority.

***WORKSTATIONS:** Any space for which a function is accomplished. This may be an enclosed space or a space in an open area (e.g., a conference room, an executive office, a coffee station, a reception area, a data input station). A workstation does not necessarily require that a person or persons be assigned to that particular space.

***ZONES:** The identified portions of an office area served by the HVAC system that have separate thermostatic and temperature controls.