



ADVANCING OUR PROFESSION

BRIEFING PAPER:

FM AND THE FUTURE WORLD OF WORK



In partnership with



March 2018

FOREWORD

As a forward-looking facilities management (FM) professional body, we felt it was time to explore the state of FM. We wanted to understand how those working in and around the profession felt about it, the future, the relationship between FM and 'workplace', and the role of BIFM.

To learn about this, we commissioned 3edges to undertake a research project for us. Initially their approach was designed to inform our own strategic direction. But as the research unfolded we became aware of just how rich the dataset was. It was clear that we needed to share the findings more widely.

Following publication of The Workplace Advantage report by The Stoddart Review (December 2016) and other publications including the RICS/IFMA 'Raising the Bar' series (2012-2017), it seems clear that the desire and potential for FM to enable organisational success is as strong as ever, yet challenges old and new often prevent this being realised. Moreover, the term 'workplace' has become commonplace, used far and wide for different ends but likely to mean different things to different people. We wanted to consider, from our own starting point, what workplace might mean for FM and whether it provided an opportunity for the profession to think and act differently.

This briefing paper is the first public output from the research. It provides a broad overview of the key research findings and themes. A short series of knowledge reports will discuss some of these themes in more detail. We hope you find the results as interesting as we have. Contact us at research@bifm.org.uk if you would like to share your reactions and further thoughts.



Stephen Roots

Chairman
BIFM

EXECUTIVE SUMMARY

This briefing paper is based on research undertaken by 3edges between April and July 2017. The research involved

- A desktop review of BIFM membership data and other publications.
- 78 interviews with people working inside and outside of the FM profession.
- An online survey of our members, which yielded 550 responses.

The research data provided valuable insights into what a significant number of our members think and experience.

KEY FINDINGS

The research suggests that the **FM profession**:

- Remains largely preoccupied with occupational issues, despite recognising that it needs to become more strategic.
- Does not feel understood, valued or respected, particularly by business leaders and people working outside of FM.
- Is grappling with a chronic lack of funding and resources - the pressures of cost reduction and achieving more for less.
- Faces unrealistic expectations from increasingly demanding clients and customers.
- Lacks suitably educated, trained and competent staff – a problem made worse by the challenge of attracting and motivating talent.

The overall picture that emerged from the research was one of a profession that has a problem with its status and identity, is very operational and feels that it is being ‘done to’.

Regarding the future of FM, the research indicates that the profession needs to:

- Be better educated, more strategic and more customer focused.
- Promote itself more and raise its profile – particularly with senior managers and at board level.
- Be better at communicating with its customers – both in terms of articulating its value to them but also understanding their needs.
- Collaborate more with other disciplines and integrate more with the core business – to stop operating in a silo and being an outlier.
- Be more clearly defined and better qualified – including being chartered – so that it can be on an ‘equal footing’ with other professional disciplines.

The research provided interesting insights into the relationship between FM and workplace, namely that:

- For some of the participants in the research – facilities managers and otherwise – FM is still very much about the management of buildings.
- However, for others the role of facilities management is more about enabling work.
- Some people see FM as ‘parent’ (i.e. the workplace is just one of the things that FM is responsible for).
- Others see workplace as ‘parent’ (i.e. FM is just one of the functions responsible for managing the workplace).

- The management of workplace needs to be better integrated – particularly in terms of the relationships between FM, HR and IT functions.
- FM having a potential workplace-related remit beyond the management of building will have implications for the skills FMs require.

When members were asked **what BIFM should do differently**, the key suggestions were that we should:

- Attain chartered status, so that our membership has more value and greater professional credibility.
- Promote the FM profession in order to engender wider recognition and understanding of what FM is about, particularly amongst business leaders and younger people.
- Stop working in isolation and collaborate more (and potentially merge) with other professional bodies.

The overall message was that BIFM needs to reposition itself or risk being left behind.

KEY MESSAGES

The research suggests that:

- The FM profession comes across as being very operationally focused. That is not to diminish the value of (and need for) the work being carried out - but if the research findings in any way reflect the views of our wider membership, then there is a clear desire for FM to be playing in a different (more strategic) space. This desire is understandable given that many of the FMs in the research felt that their work isn't valued, understood or respected.
- The research highlights a possible disconnect between what some individual BIFM members are aspiring to personally and what they aspire their profession to be – they themselves may be happy to be working in an operational space, but they believe that their profession needs to occupy a more strategic space. Our challenge at BIFM is how to accommodate both aspirations without alienating people.
- Appeals for BIFM to put more effort into raising the profile and recognition of FM are understandable but potentially problematic if we continue to use the same message that we have used in the past – it seems that the language of FM has limited appeal in the outside world. The language of 'workplace' might be a way for us to communicate with and appeal to a wider audience, including business leaders and younger people.
- We are keen to use this research (and the rich dataset that underpins it) to demonstrate thought-leadership, a quality that is often lacking in the FM profession. By way of comparison, the Chartered Institute of Professional Development (CIPD) was cited in the research as an example of a professional body that was seen to lead rather than merely reflect thinking in a profession. We will therefore publish further insights from the research, as part of our new series of knowledge reports.

- As well as providing greater thought-leadership to the FM profession, the research suggests that we need to look more beyond London and the south east of England and pay more attention to BIFM members in others part of the UK and overseas. We also need to work more closely with other professional bodies – both in the FM and built environment arenas, but also in other professional disciplines.
- The importance of BIFM achieving chartered status was a frequently occurring issue in the research. Chartered status was seen to bring professional credibility and respect – RICS membership was mentioned repeatedly as an example of a membership that confers these qualities. There was a feeling that without chartered status, the value of BIFM membership is very much diminished – there's a risk that our members will become 'second class citizens' in the world of business.

The research suggests that we – as a professional body and a profession – need to change. We need to actually be different in the future, rather than just talking about being different. For some of our members this change will be uncomfortable and challenging, for others it will be exciting and rewarding. Our role as a professional body is to lead and support our members through such changes.

Our role as a professional body is to lead and support our members



ACKNOWLEDGEMENTS

This briefing paper is based on research carried out by James Pinder and Ian Ellison from 3edges.



We would like to express our gratitude to the 600 plus people who participated in either the interviews or online survey - the research would not have been possible without their time, thoughts and ideas.

We would also like to acknowledge the valuable contribution that Jill Fortune and Pete Andrews made to the research.

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INTRODUCTION

This briefing paper summarises research carried out for the British Institute of Facilities Management (BIFM) by consultants 3edges, as part of a study exploring how well equipped the facilities management (FM) profession is to support the future world of work. The research was commissioned to help inform our future direction as a professional body, enabling us to better support our members and the FM profession.

This briefing paper comprises three main sections which

- Explain more about the research and what it involved
- Present the findings from the research
- Discuss the conclusions from the research

Further insights from the research will be published as part of a new series of BIFM knowledge reports.

The research was commissioned to help inform our future direction as a professional body



ABOUT THE RESEARCH

The purpose of the research was to explore the current state of the FM profession and the potential challenges and opportunities facing the profession in the future. We were also keen to understand the relationship between FM and workplace – an issue that had come to the fore in ‘The Workplace Advantage’ report from [The Stoddart Review](#) (December 2016), for which BIFM acted as host organisation.

In exploring these issues, 3edges sought the opinions of both BIFM members and people who are not BIFM members but who nevertheless work in and around the FM industry – examples of the latter include workplace consultants, architects and real estate professionals.

3edges adopted a pragmatic ‘mixed-methods’ approach to the research, combining both quantitative and qualitative data collection techniques. The research was conducted between April and July 2017 and involved a desktop review, telephone interviews and an online survey of BIFM members.

DESKTOP REVIEW

A desktop review was carried out at the start of the research in order to help inform the design of the primary data collection and provide context to the research findings. The review involved:

- Analysis of anonymised BIFM membership data, in order to provide a demographic profile of our current membership.

- Reviewing documents relating to BIFM and the FM profession, such as the RICS’ [Raising the Bar](#) reports and The Workplace Advantage report.

TELEPHONE INTERVIEWS

Seventy-eight detailed telephone interviews were conducted with three groups of people:

- 28 BIFM members, selected randomly from the membership database. This group included BIFM members based overseas.
- 28 industry professionals who had downloaded The Workplace Advantage report but were not members of BIFM – members of this group were also selected randomly from a database.
- 22 other people working in and around the FM and workplace industries, selected purposively through contacts of 3edges. This group was diverse and included people working in architecture, workplace consultancy, real estate, human resources and information technology.

The interviews were semi-structured and typically lasted around 30 minutes. They explored a range of topics including: key professional challenges; views on FM and the future of FM; perceptions of BIFM; and perspectives on the issue of workplace.

ONLINE SURVEY OF BIFM MEMBERS

The themes identified in the interviews helped to inform the design of an online survey of BIFM members. The survey was designed to explore members' views on:

- The FM profession, both now and in the future
- Their experiences of being an FM and their future career aspirations
- The relationships between the FM profession and other professional disciplines
- The relationship between the FM profession and workplace
- BIFM and what we could do differently

The survey comprised both closed (quantitative) and open (qualitative) questions. It was sent to all BIFM members and yielded 550 usable responses (in April 2017).

The views of those who responded provide valuable insights into what a significant number of our members think and experience. In particular, peoples' responses to the open-ended questions provided a rich narrative for subsequent analysis.

The purpose of the research was to explore the current state of the FM profession and the potential challenges and opportunities facing the profession in the future



FINDINGS

The findings presented in this section are derived from the interviews and online survey. Where appropriate we use “*soundbites*” from the research in order to exemplify particular findings. For the purpose of this paper, the findings are summarised under the following four themes:

- Perceptions and experiences of FM
- FM in the future
- FM and workplace
- The role of BIFM

The overall picture that emerged from the online survey was one of a profession that appears to feel undervalued



1. PERCEPTIONS AND EXPERIENCES OF FM

Responses to the survey provided a mixed picture of the FM profession. On a positive note, 86% of respondents agreed they would recommend a career in FM to others and 74% believe they can progress their career in FM. However, 69% of respondents felt that *“People outside of FM don’t understand what I do”* and only 54% of respondents agreed that *“I feel that my work in FM is valued by others outside of FM.”*

The problems alluded to above were reflected in the comments that respondents made in the online survey. The comments below were typical of the responses received when BIFM members were asked about the biggest challenge they face in their work:

“Lack of respect for what we do. The only resolution I can think of is to have the entire department go on holiday for a week and leave the office to fend for itself, they’d realise very rapidly how much we do for them”.

“Helping others to understand the benefits of FM, and getting them to appreciate the timelines associated with provision of some services/facilities.”

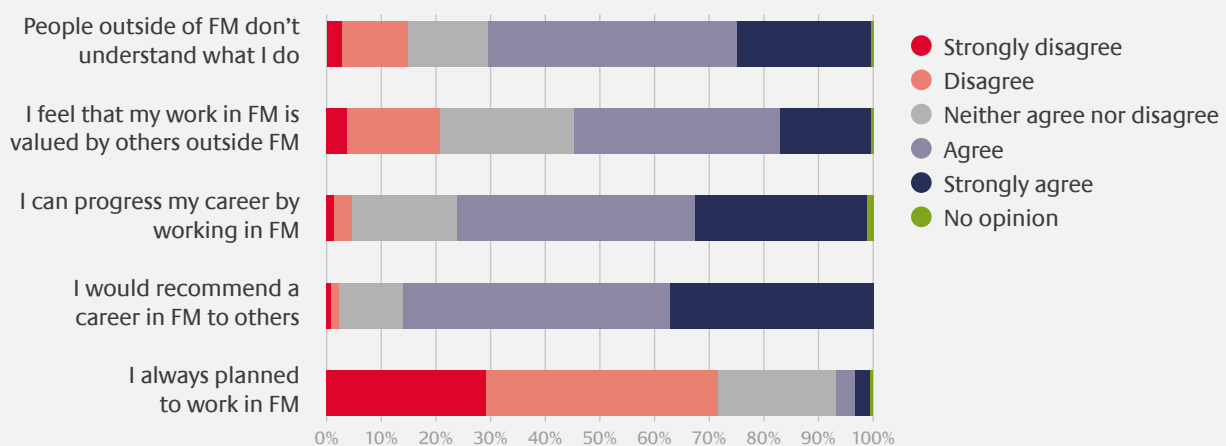
“People truly understanding the importance of FM at work. I can’t count the number of times people think we only sort out stationery and tea!”

“Lack of understanding of the role of FM and the benefits it brings to the wider group.”

“The culture of building users who view FMs as the complaints department. I often think the work that goes on behind the scenes to enable the end user to carry out their day job is taken for granted and as FMs we receive very little praise.”

The overall picture that emerged from the online survey was one of a profession that appears to feel undervalued and that it is being ‘done to’.

RESPONDENTS’ PERCEPTIONS ABOUT THEIR WORK IN FM

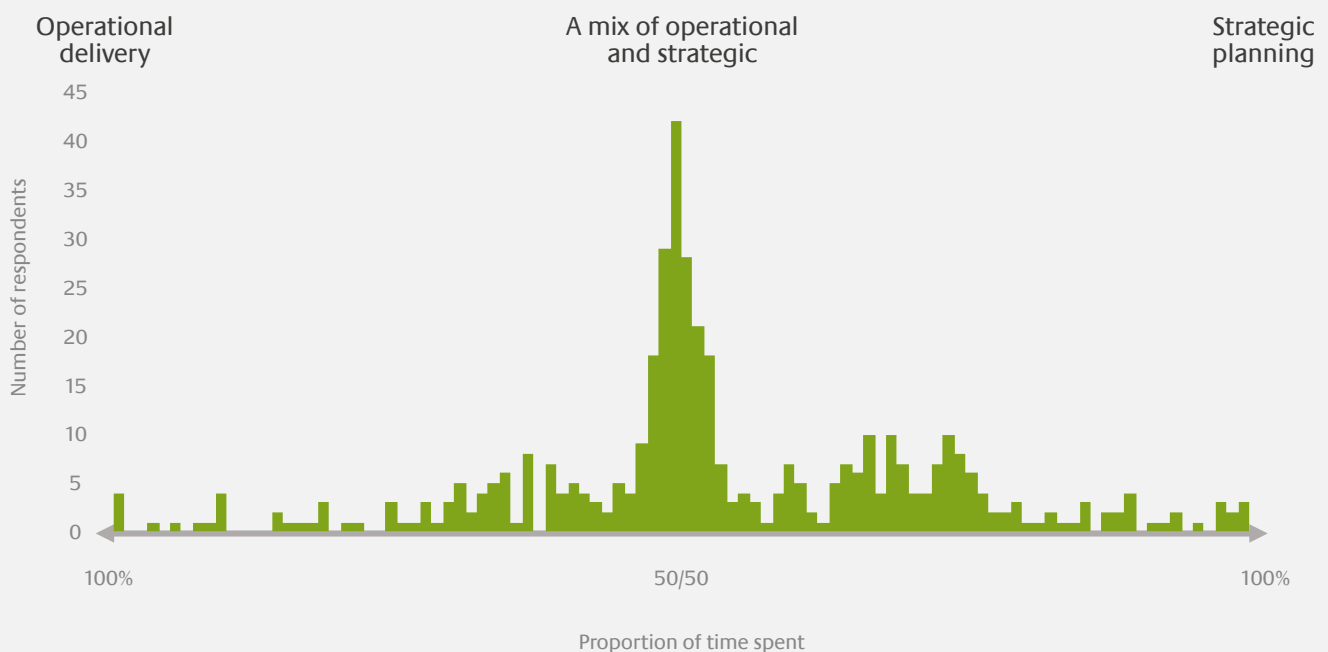


Furthermore, the research suggested that FM is a profession that, despite an awareness of the importance of being strategic, remains largely preoccupied with day-to-day operational pressures, such as cost reduction and compliance. In the words of one interviewee (a workplace consultant), the FM profession is operating *“below the line”* rather than above it. That is not to say that many BIFM members are not working at strategic levels – around half of the respondents to our survey claimed to be involved in a mix of operational and strategic work – however the reality of what many facilities managers are experiencing on a daily basis suggests that the FM profession has a problem with its status and identity.

Interviewees commented on how the FM profession has been commoditised and struggles with innovation. A senior facilities manager at a global, blue chip organisation described how *“We [the profession] spend a lot of time doing low value work.”*, a point that was reflected in the comments of people working outside of FM. For instance, one interviewee (working in organisational development) described FM as *“... all the essential stuff that is really important that no-one else wants to do. Not desperately sexy.”*

The research revealed a picture of a profession that seems to be on the one hand grappling with a chronic lack of funding and resources and on the other hand is faced with unrealistic expectations from increasingly demanding clients and customers – the pressure of doing more with less. For some, this situation was seen to be exacerbated by FM’s disconnect from business strategy and decision-making.

HOW RESPONDENTS SAID THEY SPEND THEIR TIME – PROPORTION OF TIME SPENT ON OPERATIONAL DELIVERY AND STRATEGIC PLANNING



One respondent described their biggest challenge as:

“The gap between customer expectation and what is actually achievable. If senior management were to deliver briefings and information relating to their priorities, it would be easier for us to explain to customers why we cannot deliver a gold-plated service.”

The research also suggests that FM lacks suitably educated, trained and competent staff – a problem made worse by the challenge of attracting and motivating talent.

For instance,

“Asking people who are not really interested in FM to pick up FM tasks isn’t always easy or straightforward.”

“The biggest challenges I face today is a shortfall of manpower and demotivated staff along with an overtly demanding client.”

“Senior management do not regard this department as important, with no opportunity for further education.”

It seems that there are deep-seated cultural and systemic issues at work here, meaning that the FM profession is trapped in a vicious circle: FM is not valued or seen as important and therefore lacks resources, which in turn means that it cannot invest to move up the value chain, which in turn means that it focuses on activities that are not valued or seen as important.

2. FM IN THE FUTURE

As well as shedding light on the current state of the profession, the research also provided insights to what people think about the future of FM. Again, the findings paint a mixed picture.

Although 76% of respondents agreed they were optimistic about the future of FM, 83% believed that the profession needed to be better educated, 81% agreed that it needed to be more customer focused and 79% felt that it needed to be more strategic. These figures are unsurprising, given the issues discussed in the previous section, however they do suggest that the FM profession needs to change.

When BIFM members were asked what FM needed to do differently, by far the most common theme was that FM should promote itself more and raise its profile – particularly with senior managers and at board level. For instance,

“Be bolder and more forthright in explaining what exactly we do, why it is valuable and why we should be involved earlier at a strategic level.”

“Needs to align itself more with the core business by demonstrating its worth to the Board through the provision of an efficient and effective estate and the associated FM service.”

“Raise the profile of FM teams within their respective businesses to demonstrate to the C-Suite what contribution FM can make to employee wellbeing and effectiveness as well as the bottom line.”

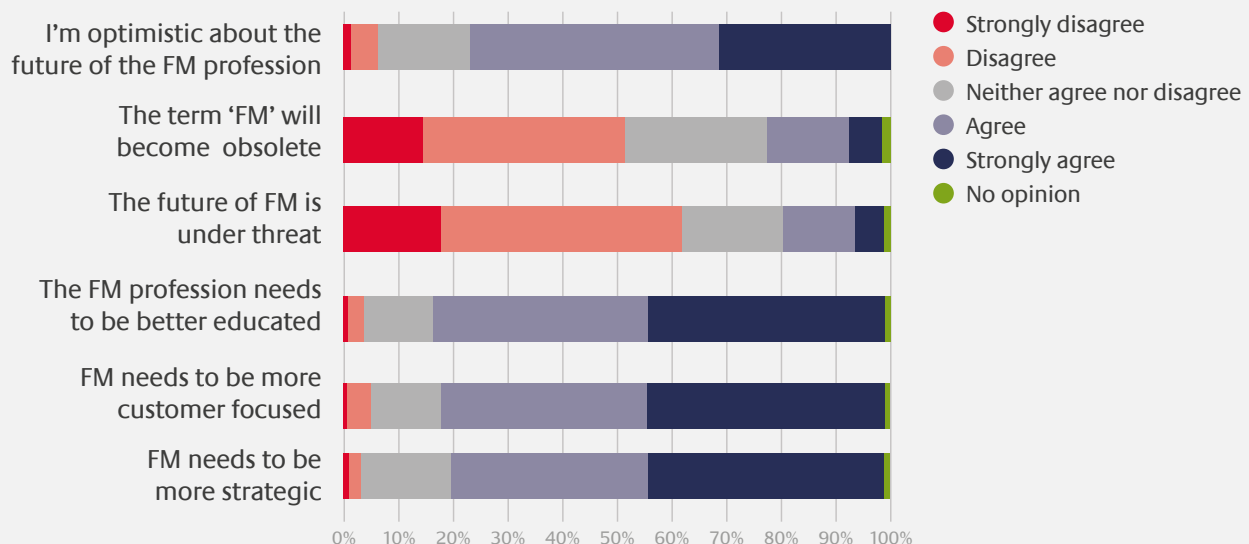
“The main change that would benefit FM as a whole is self-promotion. Generally FMs work quietly and diligently without anyone noticing, and people only become aware of FMs when things go wrong. As a profession, I feel we do not promote the good work we do and how it can benefit strategic decisions as board level.”

“FM should do more to promote their services and ensure people understand what FM is and the importance of it, the profile of FM is still not equal to other disciplines.”

“FM needs to be far better at articulating its value to its organisation. All the time it is content to remain an understated activity, senior people (influencers and decision makers) will not recognise the value of FM.”

Linked with this was the feeling the FM profession needed to be better at communicating with its customers – both in terms of articulating its value to them but also understanding their needs – and collaborating with other disciplines and integrating more with the core business – to stop operating in a silo and being an outlier.

RESPONDENTS’ PERCEPTIONS OF THE FUTURE OF FM



Technology was seen to be both an opportunity and a threat for the FM profession. Some people believed that FM is ripe for disruption from new technologies and that the profession was “*struggling to keep up*” with developments in technology. However, others held a more optimistic view, seeing technology as a benefit to the profession – allowing facilities managers to make more informed decisions, provide a better service to customers and focus on aspects of their work that are more valued. For instance, one interviewee commented that

“In future, FM will see systems automation, and so the FM role will become a host. It will be hospitality driven, end users will be seen as guests and not users!”

Such predictions raise questions about the nature of FM education and qualifications in the future, since facilities managers are likely to need different skills. The general sentiment amongst respondents was that facilities managers need to be better qualified if they are to be respected like their counterparts in other disciplines. In the words of one respondent: *“FM needs to be taken more seriously as a profession - this can only happen through education and qualifications.”*

Questions about the future of FM also elicited comments about what actually constitutes FM. For some respondents, there was a sense that the term FM had become a catch-all term and had therefore become diluted or devalued. One respondent suggested that the profession should *“Not allow people with no qualification in FM to call themselves FMs.”*

Another felt that there was a need to

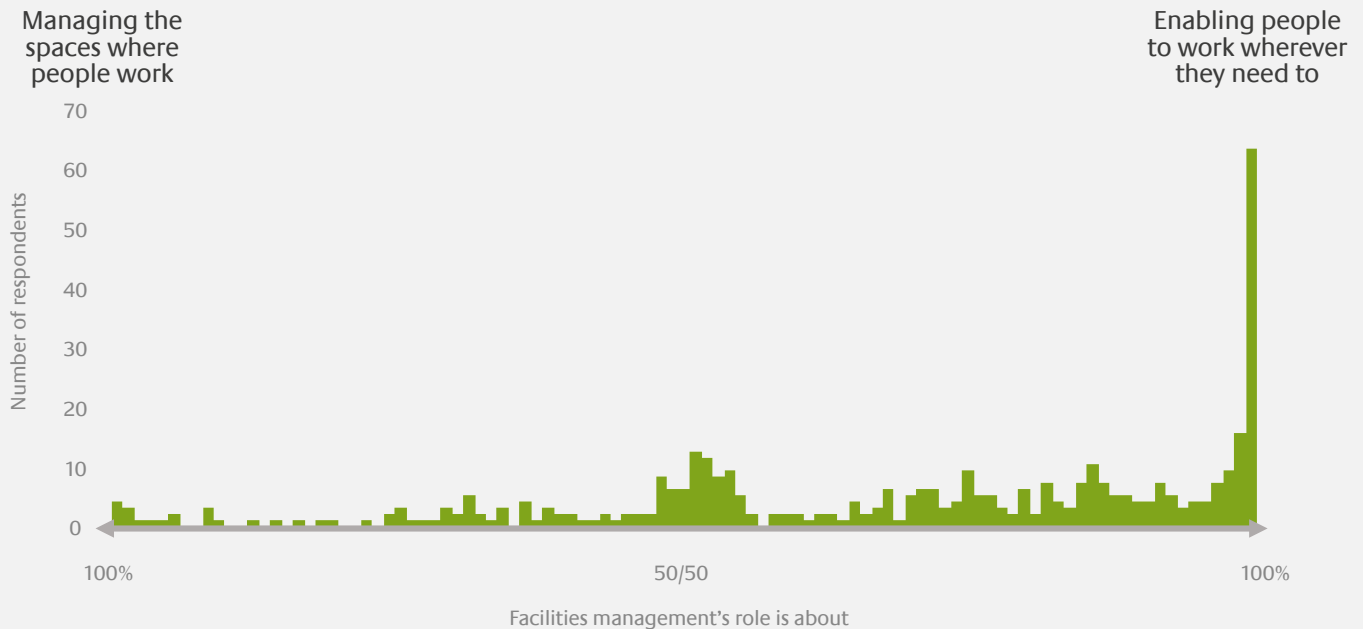
“Define exactly what ‘FM’ is and not allow the title to be used by contractors/suppliers that are not FMs e.g. plumbers, building engineers and other similar ‘trades’.”

Unsurprisingly, given concerns about the status of FM, there were calls for the FM profession to become chartered so that it can be on an ‘equal footing’ with other disciplines such as surveying and architecture.

3. FM AND WORKPLACE

A recurring theme in the research was the identity and role of FM – how the profession is perceived from within and from the outside. For some of the participants in the research – facilities managers and otherwise – FM is still very much about the management of buildings. However, responses suggest that facilities managers are beginning to see their role as being more about enabling work, in its various guises. One survey respondent suggested that *“FM should look outside of the window as there are other opportunities outside of the building they manage”* and another argued that *“We need to become people centric and focus on business outcomes - how they are BEST achieved and not where.”*

HOW RESPONDENTS SEE THE ROLE OF FM



The interviews provided interesting insights into the perceived relationship between FM and workplace, with some people seeing FM as ‘parent’ (i.e. workplace is just one of the things that FM is responsible for) and others seeing workplace as ‘parent’ (i.e. FM is just one of the functions responsible for managing the workplace). The online survey sought the opinions of BIFM members on this issue - their responses reveal a similar split in opinion.

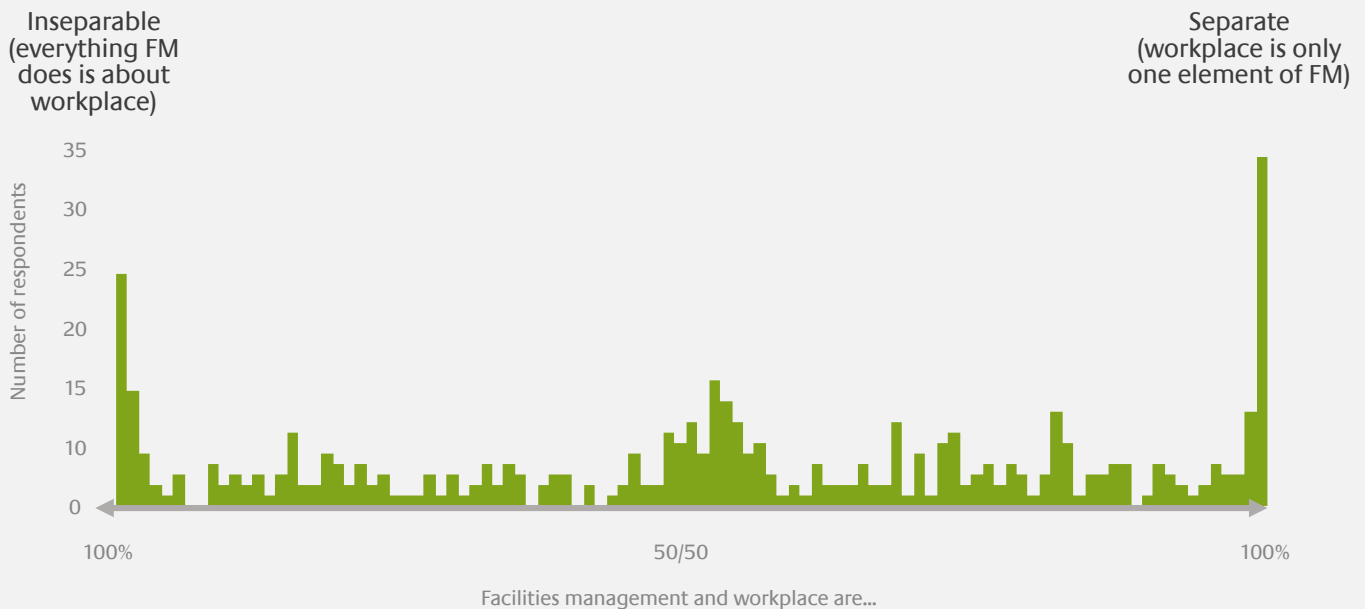
One respondent suggested that

“I see this as becoming one and the same in not too long - clients will not want to deal with different people for these aspects, and see them as one and the same. FM needs to “own” this space - yet another gaping opportunity if only our people would upskill!”

The survey also sought to explore the FM-workplace relationship in more detail by asking respondents who they thought was primarily responsible for managing the workplace. There were four main perspectives on this issue:

1. FM (or property/real estate) is responsible - but peoples’ answers were often very operationally focused, with an emphasis on ‘hard services’ and managing and controlling space.
2. A mix of functions are responsible for workplace – more often than not senior management, information technology (IT), human resources (HR) and FM. However, this prompted the question about who should lead such a mix?

HOW RESPONDENTS SEE THE RELATIONSHIP BETWEEN FM AND WORKPLACE



3. FM should be responsible by being an integrating or unifying function. For people with this perspective, FM is the only function with the breadth of knowledge and experience to fulfil this role.
4. 'The business' (in the form of senior management) is responsible, implying that FM is there to support the workplace but not shape it.

There was a strong sentiment amongst respondents that management of the workplace needs to be better integrated – particularly in terms of the relationships between FM, HR and IT functions. For instance,

“A combination of IT, HR and FM. Workplace is about the ability to work and the culture that is set.”

“I believe that FM is really a people based discipline and whenever I have seen it work effectively it has been closely aligned to the HR function.”

The fact that FM is beginning to recognise a potential workplace-related remit beyond its physical demise, in service of the changing nature of work, also has implications for the skills FMs require. As one respondent noted:

“If there is to be a cultural shift towards these relationships being intertwined, which seems to be where some are driving FM, then FMs need to be educated to embrace this.”

4. THE ROLE OF BIFM

The interview research indicates that BIFM has low visibility and relevance for people outside of the FM profession and, indeed, some people within the FM profession. Opinions of BIFM were mixed amongst our membership: some respondents were happy (to varying degrees) with what we are providing; others were clearly very frustrated with BIFM and felt that we needed to change the way we do things.

When asked what we should do differently, the comments we received from members included:

“[BIFM] needs a bit of an image overhaul to be honest. Yes their website has finally come into the 21st century but there is still a bit of ambiguity to what they do and how they can play a key role in sculpting the future of the industry. More time and resources in to the local groups.”

“Develop better ties across the built environment sector professional bodies. It seems very odd that RICS is getting much closer to IFMA, rather than to BIFM. However, BIFM also needs to press on driving international recognition in what is becoming a much bigger global community.”

“They need to stop working in isolation and embrace other professional bodies because otherwise the impact is reduced.”

“Achieve Chartered status. To give the profession a higher profile and place it on an equal footing with other built environment professions (architect, surveyor etc.).”

“Put more effort into attracting and engaging the millennial generation. When I go to any event mostly I don’t see this generation represented on the stage.”

The most common responses were around the need for BIFM to:

- Attain chartered status, so that our membership has more value and greater professional credibility, in the same way as membership of other chartered professional bodies. It was telling that when asked which organisations BIFM could learn from, the majority of comments cited other professional bodies – particularly those with chartered status, such as the RICS (which was seen to be very respected) and CIBSE (which was seen to be a trusted source of technical knowledge).
- Promote the FM profession in order to engender wider recognition and understanding of what FM is about, particularly amongst business leaders and younger people. Analysis of our membership data shows that we have a loyal but aging membership (with an average age of 48) but a high turnover of young learners (the average length of membership is 4.5 years), so attracting and retaining younger members is clearly a key challenge. This could be seen as part of a broader conversation about BIFM’s image, which some people viewed as staid.

- Stop working in isolation and collaborate more (and potentially merge) with other professional bodies. Respondents also felt that BIFM needed to be less London-centric and pay more attention to the regions and local branches, but also have a more global or international outlook. Essentially, we need to be more outward looking.

The overall message was that BIFM needs to reposition itself or we risk being left behind. However, there was also a positive message from the research: a call to action for BIFM to help the FM profession to move forward. As one respondent stated

“Being pessimistic, if we don’t evolve and we stand still, we will get swallowed up - it is a land grab scenario – the strongest will survive, so FM will get chunks from other departments, so BIFM needs to support members of this [sic]. To direct, and give understanding, give direction, develop skills.”

The overall message was that BIFM needs to reposition itself or we risk being left behind

KEY MESSAGES

- The FM profession comes across as being very operationally focused – the language used by survey respondents highlights that fact, along with the language used on our website and in publications such as FM World. People interviewed outside of the FM industry (and many of those within it) also saw the profession as being primarily operational. There was a sense that, for FM to thrive going forward, it needs to spend less time looking after the building and more time looking after the business.
- Describing the FM profession as being very operational is not to diminish the value of (and need for) the work being carried out - but if the research findings are in any way reflective of the views of our wider membership, then there is a clear desire for FM to be playing in a different (more strategic) space. This desire is understandable given that many of the FMs in the survey felt that their work isn't valued, understood or respected.
- The findings highlight a possible disconnect between what some individual BIFM members are aspiring to personally and what they aspire their profession to be – they themselves may be happy to be working in an operational space, but they believe that their profession needs to occupy a more strategic space. Our challenge at BIFM is how to accommodate both aspirations without alienating people.
- Appeals for BIFM to put more effort into raising the profile and recognition of FM are understandable but potentially problematic if we continue to use the same message that we have used in the past – it seems that the language of FM has limited appeal in the outside world. This might be because the FM mindset is inherently 'supply' and 'operationally' focused, even amongst people working 'client side' - for example *"I'm there to deliver or manage a service."*
- Foregrounding the language of 'workplace' might be a way for us to communicate with and appeal to a wider audience, including business leaders and younger people – people can relate to it. This is because the language of 'workplace' is inherently 'demand' and 'business' focused, and would in any case better reflect the work of many BIFM members who work 'client side' and are ultimately engaged in managing the workplace in its various guises. Foregrounding 'workplace' would also mean that BIFM better represents the 'demand' side of the profession – at present there's a perception amongst some of our members that we are too close to the supply-side of the FM industry.

- We are keen to use the research (and the rich dataset that underpins it) to demonstrate thought-leadership, a quality that is often lacking in the FM profession. By way of comparison, the CIPD was cited in the research as an example of a professional body that was seen to lead rather than merely reflect thinking in the HR profession. We will therefore publish further insights from the research, as part of our new series of knowledge reports.
- As well as the need to provide greater thought-leadership to the FM profession, the research also suggests that we need to look more beyond London and the south east of England and pay more attention to BIFM members in others part of the UK and overseas. We also need to work more closely with other professional bodies – both in the FM and built environment arenas, but also in other professional disciplines.
- The importance of BIFM achieving chartered status was a frequently occurring issue in the research. Chartered status was seen to bring professional credibility and respect – RICS membership was mentioned repeatedly as an example of a membership that confers these qualities. There was a feeling that without chartered status, the value of BIFM membership is very much diminished – there's a risk that our members will become 'second class citizens' in the world of business.

For FM to thrive going forward, it needs to spend less time looking after the building and more time looking after the business

CONCLUDING REMARKS

The research discussed in this briefing paper has provided fascinating – and in some cases salutatory – insights into what some of our members and people outside of FM think about your profession. Some of the messages from the research are positive; others suggest that the FM profession needs to change if it is to grow and thrive in the future. However, the history of FM is littered with examples of people recommending that the profession should ‘be more strategic’ and ‘act more strategically’ – but to what ends? What has this rhetoric actually achieved to date? The research suggests that we – as a professional body and a profession – need to change; we need to actually be different in the future, rather than just talking about being different. For some of our members this change will be uncomfortable and challenging, for others it will be exciting and rewarding. Our role as a professional body is to lead and support you through these changes.

We need to actually be different in the future, rather than just talking about being different



About BIFM

The British Institute of Facilities Management (BIFM) is the professional body for facilities management (FM). Founded in 1993, we promote excellence in facilities management for the benefit of practitioners, the economy and society. Supporting and representing over 17,000 members around the world, both individual FM professionals and organisations, and thousands more through qualifications and training.

We promote and embed professional standards in facilities management. Committed to advancing the facilities management profession we provide a suite of membership, qualifications, training and networking services designed to support facilities management practitioners in performing to the best of their ability.

BIFM
ADVANCING OUR PROFESSION

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